

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Director, Case Management Services
Job Code: 8050
Pay Grade: 75
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Direct the case management division of court administration in the Superior Court of Pima County. Plans, develops, coordinates case management functions and resolves issues in conjunction with the deputy court administrator, court administrator, bench presiding judges and the presiding judge.

ESSENTIAL FUNCTIONS:

- Directs a calendar services staff consisting of a supervisor and administrative support employees responsible for preparing calendars for judicial divisions and overseeing case management activities.
- Develops division policies and procedures to achieve compliance with case management goals.
- Monitors caseload and event statistics, recommends appropriate changes to the deputy court administrator, court administrator and to the proper bench presiding judge.
- Coordinates the development and implementation of case management software and process improvements.
- Develops the annual division budget and monitors the performance to budgetary guidelines.
- Acts as liaison between the court and external agencies, government agencies, lawyers, and judicial divisions regarding case management issues.
- Participates in planning sessions with the court administrator, deputy court administrator, judges, division directors, and unit supervisors to develop and implement new case management procedures.
- Identifies and evaluates significant trends and develops procedural changes and/or recommendations to court administration and the appropriate bench.
- Manages the division by effectively allocating to staff workload assignments. Participates in the recruitment, selection, training, performance evaluation, and counseling of staff.
- Coordinates the development and implementation of training programs for staff and other court employees responsible for case management activities.
- Communicates regularly with staff concerning case management and procedural changes, and other issues that may affect the division's performance.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Directs special research projects as requested by judges and/or court administration.
- Performs related projects and duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of case management principles and practices as applied in a general jurisdiction court.
- Must have knowledge of performance management techniques in directing, training, and evaluating a staff of employees.
- Must have administrative skills in business and report writing, fiscal skills related to budget preparation and management, and establishing effective working relationships.
- Must have analytical skills to evaluate case management issues, problems, and solutions.
- Must have the skills to work with desktop computers using software products for the performance of case management and administrative tasks.
- Must have the ability to communicate effectively with a wide variety of persons including judges, attorneys, judicial coworkers, administrative staff and the public.

MINIMUM REQUIREMENTS:

A Bachelor's degree from an accredited college or university with a major in public or business administration, criminal justice or a related field, and five years of professional experience in case management or in a legal setting, including one years supervisory and/or management experience. Or, any equivalent combination of experience, education and training equivalent to a bachelor's degree and five years of related experience. Preference will be given to those candidates that have relevant case management experience in a trial court setting of general jurisdiction.

LICENSES AND CERTIFICATES:

None required. Preference may be given to candidates who have completed an Institute for Court Management certification, or a Masters degree in a relevant field.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position under the direction of the Deputy Court Administrator. The incumbent performs duties under limited supervision and has supervision responsibilities for the division performance and staff.

Date: 05/01/94

Revised: 03/01/95; 02/01/00; 03/07/05; 08/08/06; 09/20/06