

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Job Description

**Job Title:** Supervisor, Case Management Services  
**Job Code:** 8052  
**Pay Grade:** 53  
**FLSA Status:** Exempt



### **PURPOSE OF CLASSIFICATION:**

Supervise staff in the daily operation of case management services to ensure a timely flow of cases through the judicial process. Provide specialized assistance within Court administration for calendar planning, staffing, public inquiries and researching issues involving case management.

### **ESSENTIAL FUNCTIONS:**

- Supervise and resolve issues related to the daily work activities of one or more division work units who produce and modify the Court's calendar.
- Provides employee training, performance goals, appraisals and disciplinary action, ensures that assigned work units perform work accurately, timely, and in accordance to protocol.
- Problem-solves issues regarding AGAVE data entry, reviews reports, verify quality assurance, submits problems to information technology for resolution.
- Develops training materials and manuals to assist staff in learning and maintaining their knowledge and skills.
- Conducts periodic reviews of the division caseload and associated activities to maintain accurate statistical information for creation of periodic reports for Court administration.
- Assists with the recruitment, testing, interviewing, and selection of new hires, transfers, and/or promotions.
- Reviews and approves staff requests for time off; processes electronic time sheets for payroll.
- Monitors the quality of customer service provided by staff, for both internal and external customers.
- Assists with the development and implementation of division goals, performance objectives, policies and procedures.
- Assists in the preparation of the division's budget and monitoring of expenditures such as capital equipment purchases and the ordering of supplies.
- Assists the Director, Case Management Services, to develop division policies and procedures to address and/or improve system wide case management.
- Maintains lists of Pro Tempore for each division. Coordinates Pro Tempore coverage regarding court matters when judges and/or commissioners are not available.
- Administers Pima Attorney Numbers (PAN) for attorneys practicing in superior court and maintains the attorney information database.
- Conducts special projects to include studies of case management, surveys of division procedures and statistical data gathering; may enlist other staff members to assist with the projects.
- Acts on behalf of the Director, Case Management Services in his/her absence, addressing case management issues, resolving operational issues, attending meetings, and responding to requests from court management, judicial staff and the public.
- Ensures staff has complied with COJET training requirements.

**ADDITIONAL RESPONSIBILITIES/DUTIES**

- Coordinates services with other court units and related entities.
- Provides information regarding case management records of court activities to government agencies and the public upon request.
- Serves as division representative at seminars and/or meetings.
- May supervise volunteers and interns.
- Performs specialist duties in the case of emergencies.
- Collaborates with other groups to improve services and productivity.
- Performs related duties and projects as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have a working knowledge of office supervision.
- Must have a strong knowledge of the principles of supervision, training, communication, delegation and be able to demonstrate sensitivity.
- Must have the ability to communicate effectively, both verbally and in writing, with a diverse group of people.
- Must have proficient skills to operate a computer and work with Microsoft Office software to include Outlook, Word, Excel spreadsheets and databases.
- Must have a general knowledge of the operation and procedures of the Court and the Justice system.
- Must have the ability to manage resources and be familiar with basic budget planning.
- Must have the ability to plan, organize, and coordinate support functions in an office setting. Must have the ability to research facts, analyze, and identify resolutions to issues.
- Must have the ability to work with and maintain the confidentiality of court related information.
- Must have the ability to work independently and under pressure.

**MINIMUM REQUIREMENTS:**

A High School Diploma or equivalent GED Certificate and four years of progressive administrative work experience in an office setting; or, an Associate's Degree in business or public administration or a related field and two years of administrative work experience; or, any equivalent amount of experience, training, and/or education approved by Human Resources.

Preferred qualifications would include previous supervisory experience in an office setting.

**LICENSES AND CERTIFICATES:**

None required.

**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 that reports to the Director, Case Management Services. The incumbent performs duties under general supervision and has supervisory responsibilities for a staff of administrative support employees.

**Supervisor, Case Management Services**

Date: 06/20/06  
Revised: 05/01/08; 10/06/08; 03/11/11; 07/01/12; 08/07/13

Approved by: \_\_\_\_\_  
Hiring Authority Date

\_\_\_\_\_  
Director, Human Resources Date