



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF EL DORADO**

Invites Applications for the Position of

**Operations Supervisor
Full-Time – Exempt (Unrepresented)**

Location: Cameron Park

Monthly Salary: \$ 5,246.80 to \$ 6,376.93

Final Filing Date: Open Until Filled

DEFINITION

Under general direction, the Operations Supervisor plans, organizes, coordinates and directs the activities of one (1) or more assigned programs, functions, units or sections. Incumbents provide technical, policy and program expertise and supports the Court in meeting its organizational goals and objectives. This position is subject to the provisions of the Trial Court Employment Protection and Governance Act.

DISTINGUISHING CHARACTERISTICS

This is a supervisory position responsible for the full-scope of supervisory responsibilities of one (1) or more programs, functions, units, sections or of an outlying Court facility. Oversight may include, but is not limited to, operations that include specialized legal case processing functions, courtroom activities and/or activities that have Court-wide impact. Supervision at this level may be accomplished through one (1) or more subordinate staff and/or the support of an Assistant Operations Supervisor classification. Incumbents are expected to exercise considerable discretion in carrying-out responsibilities independently and with a thorough understanding of Court policies, procedures, standards and customer service issues.

This Operations Supervisor classification is distinguished from the Assistant Operations Supervisor classification in that the latter class assists the Operations Supervisor in maintaining a structured work environment typically in an outlying Court facility and/or facility of larger size and/or complexity; performs administrative and/or first-level supervisory activities under guidance; and performs full-supervisory duties in the absence of the Operations Supervisor.

The Operations Supervisor classification typically reports to the Assistant Court Executive Officer classification and is distinguished from the higher-level class in that the latter has executive level responsibilities and authority and reports directly to the Court Executive Officer classification.

ESSENTIAL FUNCTIONS AND DUTIES

The Court reserves the right to assign or reassign duties as required to achieve business and operational objectives. When assigned, all the essential functions and duties listed below must be accomplished effectively, are standard, and may not be inclusive of all functions and duties that may be assigned. Essential functions and duties may include, but are not limited to those listed below.

- Supervises, plans, organizes, directs and coordinates activities of assigned area(s) directly and/or through subordinate staff.

- Coordinates workflow and cross training within assigned area(s) and other functional areas.
- Courteously and professionally provides detailed and accurate information to the public, staff, co-workers, judicial officers, partners and other interested parties.
- Provides technical court-related expertise and assistance to internal and external customers; responds to complex and difficult questions; and assists in resolving difficult customer service issues.
- Performs supervisory duties including: recruitment; training development and delivery; prepares performance evaluations and provides performance coaching and management; scheduling, assigning and review of work; processing requests for leave; timekeeping; takes or recommends corrective and/or disciplinary action to address performance deficiencies in accordance with Court Personnel Policies and Procedures and labor contract agreements; providing opportunities for professional development of staff; and administering duties directly and/or through subordinate staff.
- Maintains current knowledge of changes in directives, policies, statutes, legislation, forms and regulations that affect assigned area(s); and identifies, makes suggestions and implements necessary changes to ensure compliance and consistency within assigned area(s).
- Develops and implements procedures, manuals, forms and work methods related to the work of assigned area(s); makes recommendations for improvements in the operation of assigned area(s); assists in and/or formulates procedures and training materials.
- Serves as a representative of the Court, always displaying courtesy, tact, consideration and discretion in all interactions.
- Works closely with the Court Executive Officer, Assistant Executive Officer and internal/external stakeholders to implement administrative and operational programs, policies and procedures for the Court; and directs the development and implementation of organizational policies, procedures and goals for the Court.
- Monitors workflow and assigns work priorities to ensure efficient, timely and accurate operations; coordinates, collects and complies statistical workload reports; collects status reports from staff; and conducts audits of processed work.
- Provides subject matter expertise and answers employees' technical and procedural questions.
- Interprets policies and procedures to employees through staff meetings, bulletins, instructions and other means; informs staff of procedural changes; and conducts staff meetings.
- Prepares and maintains statistical and narrative reports related to the activity and work of the assigned area(s).
- Provides input into the development of the budget for the assigned area(s).
- Ensures adequate coverage for area(s) of oversight (e.g., legal processing, courtroom, judicial services and jury).
- Reviews and updates the Court intranet and internet make sure current and accurate information is available to the public and/or staff.
- Attends meetings and participates on assigned committees.
- Purges and arranges for the destruction of Court documents and records.
- Oversees and implements office safety procedures and policies
- Communicates clearly, concisely and effectively orally and in writing; exercises tact, objectivity, sensitivity, discretion, courtesy and judgment in handling highly emotional issues and situations with a variety of people from diverse, socio-economic and cultural backgrounds.
- Acts as a liaison between administration, judicial officers and support staff; consults with representatives of other operational/administrative areas and outside agencies on matters affecting assigned area(s).

- Establishes and maintains effective working relationships with judicial officers, other staff, members of the public, the parties and others encountered during work.
- Travels between Court facilities as necessary to carry-out duties and/or provide supervision of activities in other area(s) as required.
- Performs a wide variety of technical Court operations duties as necessary to provide back-up coverage for other staff.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

Either I

Experience: Five (5) years of increasingly responsible legal clerical experience of which two (2) years includes lead/supervisor experience.

Or II

Experience: Five (5) years of increasingly responsible experience in a variety of administrative areas which includes two (2) years of lead/supervisor experience.

AND

Education: Associate degree from an accredited college, university or program in business, public administration, judicial administration or closely related field.

Substitution: Additional qualifying experience may substitute for education on a year-for-year basis. Education may not substitute for lead/supervisory experience.

Desirable Qualifications

Increasingly responsible experience working in a court system and/or graduation from the Court Management Program of the National Center for State Court's Institute for Court Management.

Knowledge and Abilities

Knowledge of:

- Supervisory principles, practices and methods related to selection, training, evaluation, performance management, scheduling and supervision of subordinate staff.
- Superior court functions, characteristics, services and activities.
- Court and courtroom procedures and processes.
- Statutes relating to court legal processes and procedures, including but not limited to: the California Rules of Court; Code of Civil Procedure; Penal Code; Welfare and Institutions Code; Vehicle Code; and other applicable statutes, processes and procedures.
- Principles of management and analysis and organizational design necessary to analyze, recommend and implement change.
- Modern office methods and technology including the use of a personal computer and related software such as word processing, spreadsheets, databases, case management systems and scheduling programs.

- Public and program funding, budgetary preparation, cost analysis and fiscal management.
- Principles and practices of policy and/or procedure development and implementation.
- Principles and practices of research and analysis, including basic mathematics and statistical development and reporting.
- Legal terminology.
- Correct English use, punctuation, spelling and grammar.

Ability to:

- Evaluate situations, develop options, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and policies.
- Research, analyze and evaluate new service delivery methods and techniques.
- Prepare well-organized, clear, concise and accurate documents such as reports and correspondence.
- Interpret, apply and explain laws, rules, regulations, policies and procedures.
- Plan, organize, direct and coordinate the work of subordinate staff.
- Select, supervise, mentor, reward, discipline, counsel, motivate and train assigned staff.
- Develop and administer the goals, objectives and procedures of assigned programs, functions, units or sections.
- Communicate clearly and concisely, both orally and in writing.
- Implement change consistent with policies and goals.
- Use strong interpersonal skills to establish and maintain effective working relationships with all levels of Court staff, elected and appointive bodies and members of the general public.
- Administer projects, as part of a team or as project lead, within the project scope, time constraints and resource constraints to achieve the desired objective.
- Use work-related computer applications such as e-mail, word processing, spreadsheets and/or the internet.
- Maintain confidentiality of information and exercise discretion and independent judgment.
- Lead, oversee and coordinate work activities and ensure staff complete responsibilities timely and accurately.
- Work under the pressure of deadlines, conflicting demands and emergencies.
- Understand, follow and give written and oral instructions.
- Complete all duties as assigned timely and accurately.
- Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.

Other Requirements

- Possession of a valid driver's license may be required depending on the position or the ability to provide alternate methods of transportation that meets job requirements.
- Candidates are required to pass a fingerprint clearance by the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ). Convictions, depending on the type, number and date, may be disqualifying.
- All Court employees must take the Oath of Allegiance.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements: Strength, dexterity, coordination and vision to use a keyboard and monitor; hearing to communicate with the public and Court staff; ability to sit for extended periods of time; walk or otherwise move within the Court facilities; reach with hands and arms; vision to read and write material; sufficient strength to lift, carry, push or pull materials weighing up to 25 pounds; lifting position may be from floor to waist, and/or from the waist to an overhead position; stoop, kneel, squat and crouch to pick-up or move objects, office equipment and records; speak clearly on the telephone and before groups.

Working Environment: Work is performed in an office environment with little exposure to outside temperatures or dirt and dust. The incumbent's working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office.

Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Work outside of these hours may be necessary in certain circumstances. This position is exempt from the provisions of the Fair Labor Standards Act and is not eligible for overtime.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this job classification, and are not construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

BENEFITS

- **Vacation:** Accruals start at ten (10) days per year for full-time employees (increases with years of service).
- **Holidays:** Ten (10) paid holidays plus four (4) floating holidays for full-time employees.
- **Sick Leave:** Twelve (12) days per year for full-time employees.
- **Special Leave:** Seven (7) paid leave days per year for full-time employees.
- **Health Benefits:** Medical, dental and vision insurance coverage is offered to employees and their eligible dependents, with a significant portion of the health benefit contributions paid by the Court.
- **Retirement:** CalPERS retirement is the benefit offered by the County CalPERS program in effect at the date of hire. The Court does not contribute to Social Security.
- **Life and Accidental Death and Dismemberment (AD&D) Insurance:** The Court provides basic employee life and AD&D insurance. Employees may elect to purchase supplemental life or AD&D insurance subject to the provisions of the respective insurance plan.
- **Long-Term Disability (LTD) Insurance:** The Court provides and pays for LTD insurance subject to the provisions of the respective insurance plan.
- **Flexible Spending Account:** The ability to deduct a portion of your salary before taxes to apply towards qualified medical expenses and/or child care expenses.
- **Employee Assistance Program:** Employees may use this program for up to six (6) visits per year at no cost to the employee. Services are completely confidential.
- **Deferred Compensation:** The Court offers two (2) deferred compensation plans for employees who wish to participate through payroll deduction.
- **Pet Healthcare Program:** Voluntary employee-paid benefit.

RECRUITMENT AND APPLICATION PROCESS

Applicants must submit a completed application packet that includes a Court application, resume and responses to the supplemental questions contained in this job announcement. Applicants may email the application packet to hr@eldoradocourt.org. The application packet may also be delivered between the hours of 8:00 a.m. and 4:00 p.m. from Monday – Friday or mailed to:

**Superior Court of California
County of El Dorado
Attn: Court Administration/HR Dept.
2850 Fairlane Court, Ste 110
Placerville, CA 95667**

- Application packets will not be accepted at any other Court location.
- Faxed application packets are **not** acceptable.
- Resume **may not** be substituted for any portion of the application.
- It is **not** acceptable to complete the application or the supplemental question with statements such as “see/refer to resume” or “see attached.”
- Incomplete application packets will not be processed.
- All materials submitted become the property of the Court and will not be returned.

If you require a reasonable accommodation for any part of the application and hiring process, please contact Human Resources at (530) 621-7427.

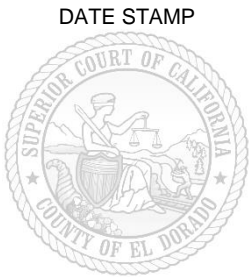
The Superior Court of California, County of El Dorado is an Equal Opportunity Employer.

www.eldoradocourt.org

Supplemental Questions Operations Supervisor

To better assess the qualifications of each applicant, completion of the below supplemental questions is required. Please take the time to provide a thoughtful and thorough response. All work experience that is described or included in your response must be included in the “Work Experience” section of your application. Do not refer to a resume or other document.

1. Tell us what makes you an outstanding candidate for this position; include specific examples of related experience as well as personal characteristics.
2. Tell us about any research you have had to perform in an area in which you were not familiar. What resources did you use and how did you communicate your findings?
3. Describe a project/program that you have participated in, planned or managed. Include in your description your role, the scope of the project/program, who was involved, any challenges that arose and the outcome.



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF EL DORADO
HUMAN RESOURCES DEPARTMENT
APPLICATION FOR EMPLOYMENT**

2850 FAIRLANE COURT, STE 110, PLACERVILLE, CALIFORNIA 95667
TELEPHONE: 530-621-7427
www.eldoradocourt.org

FOR PERSONNEL USE ONLY
 Accepted
 Rejected
 Experience
 Education
 Late
 Other
 DATE: _____

Please TYPE or PRINT in dark ink. An application completed in insufficient detail, without signature, or in pencil will constitute failure of the initial step of the examination process and the application will be rejected.

IMPORTANT: YOU WILL BE NOTIFIED BY MAIL OF YOUR STATUS. THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF EL DORADO IS AN EQUAL OPPORTUNITY EMPLOYER. WOMEN, MINORITIES, AND THE DISABLED ARE ENCOURAGED TO APPLY. IF YOU NEED ACCOMMODATION IN THE EXAMINATION/INTERVIEW PROCESS, PLEASE CONTACT COURT ADMINISTRATION AT LEAST FIVE (5) WORKING DAYS BEFORE A SCHEDULED EXAMINATION/INTERVIEW.

1. **EXACT TITLE OF POSITION FOR WHICH YOU ARE APPLYING:**

2. NAME-FIRST: _____ MIDDLE: _____ LAST: _____

3. MAILING ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

4. HOME PHONE: () _____ BUSINESS PHONE: () _____ EMAIL ADDRESS: _____

Answer by checking the appropriate box: YES NO

5. Can you, after an offer of employment, submit verification of the legal right to work in the U.S.? (U.S. regulations require all employees hired after 11/06/86 to provide proof of legal status to be employed in the U.S.)

6. Do you object to the Court making inquiry of your present employer?

7. Have you ever been discharged from a position or terminated during a probationary period for unsatisfactory service, or have you ever resigned upon request to avoid discharge? If yes, give name and address of employer, date of discharge or forced resignation, and the reason in Item No. 15.

8. Have you ever been employed by the Superior Court of California, County of El Dorado? If Yes, give details in Item No. 15

9. Do you have a valid driver's license to operate a motor vehicle? If YES, complete the following:
 State: _____ Type of License _____ Lic. No. _____ Expiration Date _____

10. Do you have any relations by blood or marriage employed by the Superior Court of California, County of El Dorado? (Court policy prohibits nepotism.) If YES, give name(s) and relation in Item No. 15.

11. Have you ever been convicted of an offense against the law including misdemeanor offenses such as DUI, reckless driving, etc. or forfeited collateral? You may omit: (1) Minor traffic violations and (2) any offense committed before your 18th birthday. If YES, give details in Item No. 15.

12. Please check the type of employment you are willing to accept: FULL-TIME PART-TIME TEMPORARY

13. Please check the location of the position you are applying for: SOUTH LAKE TAHOE PLACERVILLE CAMERON PARK

14. In addition to English, I can: speak read write fluently _____
 Applicant may be tested to validate language skills. (enter language)

15. SPACE IS PROVIDED FOR AN EXPLANATION, IF NECESSARY, FOR ITEMS 7, 8, 10, 11 OR TO LIST ANY SPECIAL SKILLS.

INSUFFICIENTLY COMPLETED APPLICATIONS WILL BE REJECTED

TURN OVER APPLICATION AND FILL OUT *BEFORE* SIGNING BELOW

16. **CERTIFICATE OF APPLICANT:** Recheck the Application to be sure it is complete and read the following carefully before signing. Applicant must sign personally. I hereby certify that all statements made in this application are true and I agree and understand that any misstatement or omission of material facts herein may cause forfeiture on my part to any employment or payment as an employee in the service of the Superior Court of California, County of El Dorado. I further agree to be fingerprinted, and upon employment, to furnish such proof of age as may be required. I hereby authorize representatives of the Superior Court of California, County of El Dorado to contact (except as noted in #6) organizations, employers, schools and individuals listed for the purpose of establishing or verifying my qualifications, work history and work habits in connection with this application for Superior Court employment. I understand and acknowledge that such information will be used confidentially and for purposes of employment decisions only. I authorize the individuals or organizations contacted to release the above information to the Superior Court of California, County of El Dorado.

Signature _____ **Date** _____

INSUFFICIENTLY COMPLETED APPLICATIONS WILL BE REJECTED

(i.e. "See attached resume" is unacceptable)

PLEASE READ THE MINIMUM QUALIFICATIONS SECTION OF THE JOB BULLETIN BEFORE FILLING OUT THIS SIDE

17. EDUCATION AND EXPERIENCE

A. Do you possess a High School Diploma or G.E.D.? Yes No

B. NAME AND LOCATION OF COLLEGE OR UNIVERSITY	COURSE OF STUDY	SEMESTER UNITS	QUARTER UNITS	DEGREE	DATE COMPLETED

C. BUSINESS, CORRESPONDENCE, TRADE, OR SERVICE SCHOOLS: _____ COURSE OF STUDY: _____

18. CERTIFICATES, LICENSES, OR PROFESSIONAL REGISTRATION WHICH APPLY TO THIS POSITION:

DATE ISSUED _____ TYPE OF LICENSE & REGISTRATION NO. _____

DATE ISSUED _____ TYPE OF LICENSE & REGISTRATION NO. _____

19. IF THIS POSITION REQUIRES COMPUTER, TYPING, AND/OR SHORTHAND SKILLS, PLEASE INDICATE: YES NO

Computer
 Typing _____ WPM
 Steno _____ WPM

20. EXPERIENCE: Begin with your most recent experience. List ALL experience in the last ten years, including U.S. Military Service. Give details of the experience which you believe helps you meet the requirements of the position for which you are applying. Show actual time (number hours/days, number of hours/weeks) spent in such experience. If "volunteer," state in the space following salary. Resumes are encouraged, BUT WILL NOT BE ACCEPTED IN LIEU OF ANY PORTION OF THE STANDARD SUPERIOR COURT OF CALIFORNIA, COUNTY OF EL DORADO APPLICATION. All materials submitted become the property of the Superior Court of California, County of El Dorado. You may attach additional sheets if necessary.

PERIOD OF EMPLOYMENT FROM: _____ TO: _____ TOTAL: _____YR. _____MO. <input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME If part time, give exact or average hours per week: _____	JOB TITLE AND MOST RELEVANT DUTIES PERFORMED TITLE: _____ NO. SUPERVISED _____ DUTIES: _____	NAME AND ADDRESS OF EMPLOYER (S) EMPLOYER: _____ ADDRESS: _____ _____ IMMEDIATE SUPERVISOR: _____ PHONE NO. : _____ REASON FOR LEAVING: _____
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PERIOD OF EMPLOYMENT FROM: _____ TO: _____ TOTAL: _____YR. _____MO. <input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME If part time, give exact or average hours per week: _____	JOB TITLE AND MOST RELEVANT DUTIES PERFORMED TITLE: _____ NO. SUPERVISED _____ DUTIES: _____	NAME AND ADDRESS OF EMPLOYER (S) EMPLOYER: _____ ADDRESS: _____ _____ IMMEDIATE SUPERVISOR: _____ PHONE NO. : _____ REASON FOR LEAVING: _____
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PERIOD OF EMPLOYMENT FROM: _____ TO: _____ TOTAL: _____YR. _____MO. <input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME If part time, give exact or average hours per week: _____	JOB TITLE AND MOST RELEVANT DUTIES PERFORMED TITLE: _____ NO. SUPERVISED _____ DUTIES: _____	NAME AND ADDRESS OF EMPLOYER (S) EMPLOYER: _____ ADDRESS: _____ _____ IMMEDIATE SUPERVISOR: _____ PHONE NO. : _____ REASON FOR LEAVING: _____
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PERIOD OF EMPLOYMENT FROM: _____ TO: _____ TOTAL: _____YR. _____MO. <input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME If part time, give exact or average hours per week: _____	JOB TITLE AND MOST RELEVANT DUTIES PERFORMED TITLE: _____ NO. SUPERVISED _____ DUTIES: _____	NAME AND ADDRESS OF EMPLOYER (S) EMPLOYER: _____ ADDRESS: _____ _____ IMMEDIATE SUPERVISOR: _____ PHONE NO. : _____ REASON FOR LEAVING: _____
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CONFIDENTIAL

Superior Court of California, County of El Dorado Affirmative Action Form

The Superior Court of California, County of El Dorado requests all persons to complete this portion of the application under the provisions of the Government Code Section 1233. This is not a part of the application and is removed before screening, it is used for AA/EEO purposes only. No individual personnel selections are made based on the information. Please answer the following questions to the best of your ability. Your cooperation is appreciated.

ETHNIC CATEGORY

1. WHITE (Not of Hispanic origin). All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.
2. BLACK (Not of Hispanic origin). All persons having origins in any of the Black racial groups of Africa.
3. HISPANIC. All persons of Mexico, Puerto Rico, Cuba, Central or South America, or other Spanish culture or origin, regardless of race.
4. ASIAN or PACIFIC ISLANDER. All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands, and Samoa.
5. AMERICAN INDIAN or ALASKAN NATIVE. All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

TITLE APPLIED FOR:	DATE:
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I LEARNED ABOUT THIS JOB OPENING THROUGH (check appropriate boxes):

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. <input type="checkbox"/> A FRIEND OR RELATIVE 2. <input type="checkbox"/> A COURT EMPLOYEE 3. <input type="checkbox"/> COURT EMPLOYMENT ANNOUNCEMENT 4. <input type="checkbox"/> COURT ADMINISTRATION | <ol style="list-style-type: none"> 5. <input type="checkbox"/> JOB FAIR, AN ORGANIZATION, OR GROUP (Which?): _____ 6. <input type="checkbox"/> ADVERTISEMENT (Which paper or magazine?): _____ 7. <input type="checkbox"/> WEBSITE (Please specify site): _____ 8. <input type="checkbox"/> OTHER MEANS (Please specify): _____ |
|---|---|

GENDER: Male Female

AGE: Are you 40 years of age or older? YES NO