

TOLEDO MUNICIPAL COURT-JUDGES' DIVISION  
CLASS SPECIFICATION  
**Court Services Assistant Commissioner**

---

Department: Court Services Department  
Reports to: Court Services Commissioner  
Job Code: 8017  
Date Established: November 7, 2018  
Ordinance No.: 470-18  
Salary Level: 11  
Salary Amendments: None  
Classification Last Revised and Approved: August 21, 2019

---

**DEFINITION:** Works under the general supervision of the Commissioner of Court Services. Supervises and organizes the daily operations of the Court Services Department. Assists the Commissioner in managing the department resources (personnel, funding and equipment) and processes relating to scheduling events, providing administrative support to courtroom operations and overseeing specialized Court Services programs. Performs duties of the Commissioner of Court Services in his or her absence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- **Supervises daily activity of the Court Services Department staff to promote optimum productivity.** Including, but not limited to directly supervising the work of Court Services Specialists and Assignment Clerks; providing daily direction and guidance to staff; overseeing processes and services relating to scheduling events, Electronic Monitoring (EM) programming, furloughs for sentenced defendants, competency referrals, interpreter services, etc.; facilitating problem-solving, to include researching complex and/or unusual assignment or Court Services issues and following up; monitoring work distribution and daily coverage needs; directing rotation of assigned duties as needed; assisting the Commissioner of Court Services in informing staff of policy/legal changes; assisting in the interpretation and explanation of department policies and procedures; ensuring compliance with policies, procedures, laws and regulations; resolving employee grievances and conflict; monitoring and approving employee work schedules; approving and submitting timesheets for direct reports.
- **Under the direction of the Court Services Commissioner, fosters positive internal and external relations to improve services and efficiencies.** Including, but not limited to, working with courtroom personnel to coordinate or clarify program requirements for services such as courtroom scheduling preferences, Electronic Monitoring (EM) programming, furloughs for sentenced defendants, interpreter services, etc.; facilitating the coordination of services between the Court Services Department and other internal departments; promoting interagency collaboration by coordinating activities with various private and public agencies (i.e., Clerks Office, EM Office, Court Diagnostic and Treatment Center, Lucas County Jury Commissioner, jail facilities, etc.) to improve services required by the Court; working with Court users to promote favorable public relations on behalf of the department; responding in-

person or by phone to questions regarding court rules, procedures and processes; providing procedural information to court staff, attorneys and other constituents; attending meetings in regard to Court Services programs.

- **Oversees juror arrangements.** Including, but not limited to, facilitating the coordination of juror services between the Toledo Municipal Court and the Lucas County Jury Commission; running, calendaring and tracking the monthly jury trial schedule report; notifying the Lucas County Jury Commission of upcoming jury requests; confirming jury order with the assigned law clerk; formally ordering the number of jurors needed; under escort of Court Security, chaperoning jurors from the Lucas County Common Pleas Court to the assigned courtroom at Toledo Municipal Court; cancelling and/or resetting jury requests.
- **Administers quality control of information and work products from the Court Services Department.** Including, but not limited to, assisting the Commissioner of Court Services in developing protocols to enhance and monitor quality and timeliness; checking the quality, quantity and timeliness of staff work; reviewing judges' criminal/traffic dockets to identify and correct potential conflicts; reviewing daily staff work for accuracy and timeliness; thoroughly reviewing reports generated by staff; monitoring quality of reports and documents for timely completion, syntax and accuracy of facts.
- **Assists the Commissioner of Court Services in developing staff in the Court Services Department.** Including, but not limited to leading by example a positive work environment; motivating and recognizing staff; building effective relationships; listening to and addressing staff recommendations and concerns; expecting and encouraging clear communication; training new Court Services staff in court procedures and other aspects of Court Services work; monitoring and evaluating performance of staff through direct observation; maintaining documentation of employee performance; assuring timely completion of performance appraisals for staff; identifying and addressing employee professional needs and development; conducting performance/disciplinary counseling; implementing performance improvement plans; identifying training needs and associated resources; guiding and encouraging staff to professional training and development opportunities; providing input for the annual department training budget; recommending to Court Services Commissioner promoting, disciplining and development of employees.
- **Assists the Commissioner of Court Services in department planning.** Including but not limited to, contributing to the development of goals, objectives, policies, and procedures in the Court Services Department; participating in a team process to analyze new and existing procedures of effective Court Services and case flow management; recommending new or revised department procedures to enhance efficiency and best practices; assisting in assessing the need for new or revised Court Services programming; assisting in compiling data for use in research, analysis and department improvement.
- **Performs duties of the Court Services Commissioner in her or her absence.** Including, but not limited to, scheduling magistrates and visiting judges; acting in place of the Commissioner at meetings; serving as an internal/external liaison as necessary in the absence of the Commissioner.

- **Miscellaneous Duties.** Including, but not limited to, arranging for jury pools scheduling events; entering information into case management system, assembling judge and magistrate dockets, entering planned time-off schedules for personnel involved in future events; producing daily reports; preparing correspondence for a variety of court-related matters; serving as a back-up to staff when necessary.
- **Other duties as assigned. The Toledo Municipal Court Judges' Division retains the right to add, delete, or modify the duties of this position at any time.**

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### ***Knowledge of:***

- Knowledge of Municipal Court operations and Department policies, procedures and programs, including, but not limited to, Assignment Services, Court Diagnostic & Treatment Center referrals, Electronic Monitoring referrals, Interpreter services, etc.
- Knowledge of federal, state and municipal laws and ordinances pertaining to court services
- Knowledge of local court rules and Rules of Superintendence for Municipal Courts relating to court services
- Knowledge of criminal, civil and traffic rules and procedures relating to court services
- Knowledge of required ethics and conflict of interest avoidance inherent to working with the Court
- Knowledge of Municipal Court Judges' schedules
- Knowledge of case flow management principles
- Knowledge of legal and criminal justice terminology pertaining to court services
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of NORIS applications, LEADS, court software programs (i.e. attendance program, scheduling applications, case management, etc.) and MS Windows, Word, Outlook , Excel and PowerPoint
- Knowledge of record systems and maintaining updated/current records
- Knowledge of management practices and procedures
- Knowledge of telephone etiquette
- Knowledge of modern office practices, procedures and equipment
- Knowledge of deadlines and dates associated with different types of legal documents and paperwork
- Knowledge of basic mathematics (addition, subtraction, multiplication, division, etc.)
- Knowledge of motivational principles and methods and how to provide timely and constructive feedback
- Knowledge of social attitudes
- Knowledge of evidence-based practices in court services
- Knowledge of the change process (how to plan, implement and sustain change)
- Knowledge of the inter-relatedness of functions within the Court

***Skill in:***

- Skill in dealing with the public and establishing effective working relationships with others
- Skill in prioritizing and organizing work activities and managing and meeting multiple deadlines
- Skill in verbal communication, speaking clearly
- Skill in effectively communicating with a wide variety of individuals, including Judges, attorneys, co-workers, court staff, Clerk's Office staff, defendants, litigants and victims
- Skill in minimizing and deescalating tensions and confrontations
- Skill in providing feedback and conducting performance assessments
- Skill in applying strength-based counseling techniques
- Skill in training
- Skill in identifying and analyzing complex problems and recommending corrective action
- Skill in organizing and maintaining detailed information/records and compiling and analyzing information/statistics
- Skill in negotiating and resolving conflict
- Skill in keyboarding for data entry and document preparation
- Skill in operating standard office equipment (including, but not limited to, telephone, copier, scanner, fax, computer and calculator)
- Skill in learning and applying a variety of rules, practices, codes and/or other procedures
- Skill in identifying legal paperwork and determining appropriate action(s) associated with different types of legal paperwork
- Skill in proofreading
- Skill in written communication for business and legal correspondence
- Skill in scheduling appointments and events
- Skill in reading and interpreting instructions written by others
- Skill in modeling how to encourage, coach, counsel and resolve employee problems
- Skill in reading and comprehending written materials, including case entries and other legal documents
- Skill in documenting work activities, working independently with minimal direction, prioritizing work tasks, managing time and meeting deadlines under time pressures and stress
- Skill in operating a computer, including skill in running, reading and interpreting LEADS reports and keyboarding skills
- Skill in composing correspondence and reports using proper grammar, punctuation, spelling and syntax
- Skill in creating, maintaining and using a filing system and business records
- Skill in maintaining accurate records

***Ability to:***

- Ability to lead others
- Ability to correctly interpret and apply Court and Department policies and procedures
- Ability to establish and maintain cooperative working relationships and to effectively communicate with Judges, court staff, attorneys and the public

- Ability to deal with the public and establish and maintain effective working relationships with others
- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals and individuals accused or convicted of crimes
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to motivate staff
- Ability to engage others through participative management practices
- Ability to create an environment of helpfulness, inclusiveness, courtesy and civility
- Ability to research and synthesize data/information and prepare reports
- Ability to set priorities and process multiple projects and responsibilities simultaneously
- Ability to define problems, establish fact, analyze data in order to make reasonable decisions or present recommendations based on this information
- Ability to manage an office, supervise staff, provide work direction to and delegate tasks
- Ability to work outside regular work hours when needed
- Ability to handle sensitive or confidential information
- Ability to maintain consistency and uniformity
- Ability to role model emotional maturity
- Ability to identify and develop talent within the office
- Ability to manage and build consensus for change among diverse constituencies
- Ability to inspire commitment to the goals of the department and Court
- Ability to encourage the contributions of others
- Ability to analyze information
- Ability to adapt quickly to a changing work flow and to reallocate staff and resources to meet work requirements
- Ability to maintain the standards of ethics and professional responsibility associated with working for the Court
- Ability to interact effectively in a courteous and professional manner, with diverse populations, including Judges, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, and their families)
- Ability to perform multiple tasks with interruptions
- Ability to motivate subordinates to improve and sustain performance
- Ability to give direction
- Ability to use independent judgment to determine the best course of action based on experience and past practice
- Ability to administer a variety of diverse programs within the department
- Ability to engender a court culture that is sensitive to bias and committed to fair treatment of court employees and the public
- Ability to be accountable for work and self
- Ability to be flexible and open to new and creative work methods
- Ability to model Procedural Justice values (voice, trust, respect and neutrality)

***Personal Characteristics of:***

Other – Professional, respectful, fair, attentive to detail, organized, good judgment and diplomacy

## **MINIMUM QUALIFICATIONS:**

- Education:** Bachelor's degree in business, public administration, paralegal studies, criminal justice, social work or related field and/or seven (7) years full-time experience performing supervisory responsibilities or highly responsible work relating to tasks assigned to this position, or any combination of education and experience provided the required skill and knowledge for successful performance would be qualifying.
- Availability:** Employee must be able and available to work during the department's business hours on the days required. (Monday through Friday; 8:30 a.m. to 4:30 p.m.) May be required to work beyond these hours, and every effort will be made to provide advance notice of such.
- Experience:** Minimum five (5) years progressive professional experience in a court system or related work experience, required. Two (2) years supervisory or management experience preferred, but not required. Probation or related court services experience preferred, but not required. Complex scheduling experience preferred, but not required.
- Background:** May not have prior convictions that would, or appear to, adversely affect the Court Services Assistant Commissioner's ability to support the work and function of the court. Convictions, including but not limited to, offenses involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Court Services Assistant Commissioner. Must be LEADS certifiable.

## **ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:**

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is frequently required to sit up to 70% of the workday;
- An employee is regularly required to walk, stand, stoop, kneel and bend. May involve manipulating up to 35 pound items or pushing a cart of Court case files;
- An employee is frequently required to keyboard, perform data entry, use the computer and other office equipment;
- An employee is frequently required to communicate orally, including talking on a telephone;
- An employee is regularly required to read typed and hand-written documents and compose written responses;
- An employee is regularly in the presence of defendants who are convicted or accused of crimes, including crimes involving violence;
- May be at risk for blood/airborne disease/pathogens;
- An employee is required to report to work on time and meet the Court's attendance standards.