

TOLEDO MUNICIPAL COURT
Help Center
Class Specification
Help Center Commissioner

Department: Help Center
Reports to: Deputy Court Administrator
Job Code: 8020
Date Established: April 1, 1983
Ordinance No: 848-83
Salary Level: E-1
Salary Amendments: Ord. No. 248-83, March 29, 1983
Classification Last Revised and Approved: March 21, 2007; May 19, 2021; March 5, 2025

DEFINITION: Under the general direction of the Deputy Court Administrator, the Help Center Commissioner manages the Help Center, ensuring high-quality service for public assistance functions, including oversight of self-represented litigant resources and procedural guidance. The Commissioner directly supervises the Administrative Assistant, Court Navigator, License Intervention Specialist, Mediator, and develops operational policies, and coordinates with other departments and agencies to promote access and efficiency.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

➤ **Plans and directs the day-to-day operations of the Help Center to optimize efficiencies.** Including, but not limited to, leading an inter-disciplinary team process with internal and external stakeholders to implement or review goals, objectives, policies, procedures, processes and forms; seeking input from the Deputy Court Administrator and other resources as necessary in consideration of policy development consistent with the standards, directives and protocols of the court system; building consensus among subordinates for change and implementation; mediating and resolving conflicts, issues, or grievances internal and external to the Help Center; keeping abreast of trends in case processing, best practices, legal and administrative rule changes, court policies and decisions that affect the department; identifying opportunities to map processes to improve fairness, timeliness and transparency; managing implementation of technology for the department; providing input for departmental operating budget; preparing office statistics; submitting annual report.

➤ **Provides supervision of Help Center Staff in directing overall operations of the department.** Including, but not limited to, providing supervision of the Licensed Intervention Specialist, Mediator, Court Navigator, and Administrative Assistant. Oversee daily operations of the Help Center, ensuring timely and effective assistance to self-represented litigants. Supervise and provide development opportunities for staff, ensuring compliance with ethical and procedural standards. Regularly assess staff performance, provide feedback, and implement training for professional growth, providing technical assistance for complex and/or unusual issues;

informing staff of policy/legal changes; interpreting, explaining and ensuring compliance with court and department policies and procedures; reviewing documents and reports generated by staff; conducting regular staff meetings; preserving the confidentiality of non-public information; approving and submitting payroll.

➤ **Public Relations and Community Engagement.** Act as a liaison between the court, community organizations, and external partners to strengthen service offerings. Facilitate clear and supportive communication for self-represented litigants, ensuring they understand procedural options without receiving legal advice.

➤ **Develops and drives educational programming.** Coordinate and/or develop programming for the public regarding housing, civil, driving, or criminal expungement/sealing. Organizing public workshops, educational materials, and outreach events to promote access to court services.

➤ **Leverages technology to enhance self-help offerings.** Utilizes hardware and software technical advancements to enhance self-help and other services. Seeks technological enhancements to workflow and service delivery.

➤ **Oversees the Contract Mediator Program.** Coordinate the delivery of Alternative Dispute Resolution services for Toledo Municipal Court litigants. Manages the contract Mediator program serves as point of contact for other departments and stakeholders to resolve cross-functional challenges and enhance service delivery. Including, but not limited to: working with court staff and the clerk's office to identify cases (civil, housing, small claims) appropriate for mediation screening.

➤ **Additional Responsibilities.** Including, but not limited to: oversee the collection, analysis, and reporting of service metrics, including types of assistance provided and case outcomes. Compile and present qualitative and quantitative data in regular reports for strategic planning and continuous improvement efforts. Receiving and resolving complaints from Help Center, planning and executing appreciation activities for volunteer mediators, managing and helping parties navigate technical issues to ensure they can fully participate in online mediations; preparing the department's annual report; developing Court User-related content for the court website and social media.

➤ **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:

- Municipal Court operations and Help Center policies and procedures.
- Municipal and state court procedures, judicial roles, and the handling of pro se litigants.
- Applicable federal, state, and local laws, including Civil Code and procedural guidelines relevant to self-help and public access.
- Techniques for efficient case progression, resource allocation, and workflow improvements to optimize case handling.

- Standards in public service ethics, confidentiality, and impartiality, especially within the context of sensitive legal matters.
- Case management systems, data security protocols, and digital tools for reporting and analysis.
- Legal terminology and federal, state and municipal laws and ordinances.
- Effective written and oral communication techniques and practices, including spelling, grammar and punctuation.
- Record keeping systems and maintaining updated/current records
- Microsoft Word, Outlook, PowerPoint and Excel
- Ethical responsibilities inherent in working with the Court
- Rules of Superintendence statistical reporting procedures

Skill in:

- Leadership
- Effective team management, performance evaluation, and staff training to enhance service delivery and adherence to ethical practices.
- Clear, neutral communication skills for public outreach and procedural guidance, ensuring accessibility and understanding for diverse Help Center.
- Diplomatic handling of disputes between litigants or within the department, fostering a supportive environment and collaborative problem-solving.
- Proficiency in compiling, analyzing, and presenting data for strategic planning and continuous improvement in court services.
- Dealing with the public and establishing and maintaining effective working relationships
- Verbal communication, including speaking clearly and listening carefully
- Effectively communicating with a wide variety of individuals, including Judges, Magistrates, attorneys, co-workers, court staff, Clerk's Office staff, defendants, litigants, and victims
- Compiling and analyzing information/statistics
- Organizing and maintaining information/records
- Analyzing problems and recommending corrective action
- Creating an environment of helpfulness, inclusiveness, courtesy and civility

Ability to:

- Consistently enforce court policies to uphold standards of fairness, accessibility, and procedural integrity.
- 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 interact courteously and professionally with diverse populations, including but not limited to judges, magistrates, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, victims, and their families)
- Efficiently handle and prioritize a large volume of cases and public inquiries while maintaining accuracy and professionalism.
- Readiness to incorporate new case management tools and procedures, ensuring efficient and secure operations.

- Build cooperative relationships with judicial staff, external agencies, and community organizations to improve service offerings and public relations.
- Ability to read and comprehend written material, including case entries and other legal documents
- Create, maintain, and use a filing system
- Write documents that are clear, concise, and persuasive
- Maintain favorable public relations
- Work on multiple projects simultaneously
- Work independently as well as function in a team environment
- Inform plaintiffs and defendants of what evidence may be needed to support their claims and defenses at hearings
- Assist parties in collecting and filing the proper collection forms
- Assist parties who have won judgments by informing them as to the various collection options such as wage garnishments, bank account attachments, etc.
- To be fair and impartial and to not represent either side
- Explain the court process and help persons use the Court to settle civil disputes without an attorney

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 associated with this position, or any combination of education and experience provided the required skill and knowledge for successful performance would be qualifying.
- Experience:** Minimum of five (5) years of progressively responsible professional experience in a court system or related work experience, is required, including a minimum of three (3) years of supervisory/management experience. Demonstrated leadership and initiative, as well as a proven track record in establishing and maintaining collaborative relationships with stakeholders required. Previous program management preferred.
- Background:** May not have prior convictions that would, or appear to, adversely affect the Help Center 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 Help Center Commissioner. Must be LEADS certifiable.
- 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.

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 the 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;