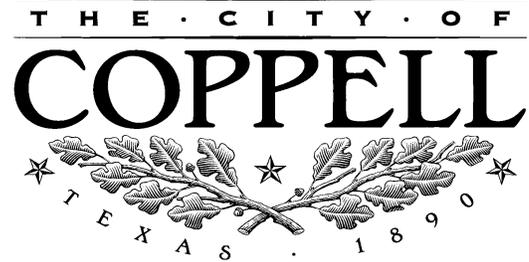


**Position:** Court Records Supervisor

**Status:** Non-Exempt

**Rev. Date:** July 26, 2012

**Level:** 2



## **JOB DESCRIPTION**

### **Basic Function**

The Court Records Supervisor is responsible for supervising, coordinating and monitoring all activities related to Court Records, including processing new case files, retention of files, and case flow management. This employee also shares responsibility for supervising and overseeing all other customer service and administrative support functions of the court, providing professional support as well as training and supervision on a daily basis to the deputy clerks. The Court Records Supervisor interacts frequently with members of the general public. This employee works closely with the Court Administrator and assists as needed on projects. This supervisor must also maintain open communication with the court administrator. Regular attendance is an essential job functions and duties are performed on an 8-5 work schedule, Monday-Friday.

### **Essential Job Functions**

- Locate and inventory all active files.
- Prepare record control schedules for all active and inactive records and ensure compliance with State of Texas requirements and rules.
- Establish and regularly update computer database for the Records Management Program and ensure physical files accurately reflect computer records.
- Develop and coordinate on-going Records Management training program for the court and monitor the compliance with Records Management procedures.
- Prepare and submit required reports.

- Maintain and recommend record management enhancements, record security and disaster recovery procedures.
- Ensure records are moved from active to inactive status and/or destroyed according to established City and State control schedules.
- Process all court records request as needed, including preparing necessary correspondence.
- Prepares and performs monthly probationary, semiannual and annual evaluations for approval by Court Administrator.
- Provide customer service on behalf of the Court and resolve issues as needed.
- Responsible for all processes related to jury summons and empaneling jurors.
- Responsible for all public notices, including but not limited to web page maintenance, Coppell Clips, and office closings. Serves as Media Information Group representative.
- Maintain inventory of all records, forms and supplies. Order supplies as needed.
- Answer department telephones, processes and prepares deposits.
- Serves as backup supervisor to Customer Service and Administrative Support areas.
- Maintain open communication with the Court Administrator
- Perform other related duties as requested, required or assigned.

### **Technical Competencies**

Knowledge and ability to correctly apply professional/specialized expertise; skillfully manage information; properly use tools, equipment and technology; effectively allocate resources; proactively identify and resolve issues; consistently make sound decisions; correctly execute policy processes and procedures; strictly adhere to/enforce safety polices; consistently produce quality results; proactively plan and organize; consistently provide exceptional customer service.

### **Human Competencies**

**Motivation of Self & Others:** We demonstrate a core desire to serve the Public and the Organization through our commitment, passion, initiative and drive.

**Leadership of Self & Others:** We motivate, inspire and influence others to strive towards excellence by being participatory, positive, accountable, team focused, influential in goal achievement, and empowering.

**Service –Oriented:** We behave in a friendly and professional manner centering on a desire to address the needs of internal and external customers while respecting their rights and dignity by being people-oriented, helpful, understanding and compassionate.

**Trustworthy:** We earn the confidence of others by demonstrating both the character and the competence to fulfill our obligations with both integrity and honesty along with ethical, credible behavior.

**Relational:** We establish trust, cooperation, mutual respect and support with an objective to improve relationships by valuing diversity and being diplomatic/tactful, cooperative, empathetic, broadminded, flexible, respectful and compassionate/caring.

**Communication:** We exchange information and ideas in a manner which results in mutually supported decisions for the greater good by sharing thoughts & feelings, and through persuasiveness, assertiveness, empathic listening, conflict resolution and deliberating/debating.

**Emotional Maturity:** We demonstrate the ability to manage and monitor our emotions and to assess the emotional state of others by understanding stress management, balance and consistency.

**Development of Self & Others:** We are committed to improving the knowledge, skills, personal qualifications and performance of ourselves and others through coaching, counseling/discipline, delegation and self-development.

### **Conceptual Competencies**

**Organizational Awareness:** We are aware of the Organization's structure and culture for how we do business by understanding organizational structure, departmental impact on organization, interdepartmental relations, organizational culture, organizational development and leadership style.

**Global Awareness:** We stay informed of issues and trends that may impact the Organization by understanding intergovernmental relations, political awareness, and media/public relations.

**Community Awareness:** We have a sense of the community's culture and its impact on service delivery by understanding purpose of service, citizen/stakeholder expectations, demographics and branding.

**Professional Insight:** We thoroughly understand our particular professions and apply the principles and ethics required in the professions' service delivery by applying principles, professional ethics and by understanding futuring/profession trends, legal implications and resource planning.

**Innovation:** We successfully implement ideas that improve and/or add value to service delivery through creative thinking, risk taking, continuous improvement and by being quality minded and a change agent.

**Critical Thinking:** We actively and skillfully conceptualize, apply, analyze, synthesize, and evaluate information to reach a sound answer or conclusion by understanding issue/problem identification, analysis, consequences, and by balancing decision factors.

**Visioning:** We understand the future direction of the Organization and understand the efforts and processes needed to achieve it through goal setting and by following the mission/values.

### **Skills/Abilities**

The Court Records Supervisor works closely with others as part of a team and performs essential job functions, which require frequent changing of focus and performing multiple tasks simultaneously under time pressures, and statutory time guidelines. Essential job functions

require frequent repetitive motion ability in order to operate a personal computer with word processing, record management, database, spreadsheet and other software products, as well as basic office equipment. This employee must be able to effectively plan and prioritize tasks, and oversee the compliance of other City personnel with required record management processes and procedure. The employee frequently lifts file boxes and documents. The Court Records Supervisor must interact and effectively communicate using the English language, both verbally and in written correspondence.

### **Physical Requirements**

In order to successfully perform the daily tasks of this position, the employee needs to be able to: lift and carry various objects and equipment weighing up to 40 pounds for a distance up to 10 feet; exert a pull/push force up to 40 pounds; and employ various static and dynamic postures such as standing, walking, forward and overhead reaching, handling (gripping & grasping), fingering, turning, talking, hearing, near and far acuity, depth perception, peripheral and color vision, sitting, squatting, kneeling, bending, stooping, twisting, balancing, climbing ladder/stairs, and bending.

### **Knowledge**

The Court Records Supervisor should be thoroughly familiar with and have an excellent working knowledge of comprehensive records management techniques and municipal court record types. This employee must be familiar with personal computer operations and various software products related to database development and document management. The Court Records Supervisor must be able to read and comprehend City ordinances and State guidelines and subsequently implement a record management program in compliance with those parameters.

### **Experience**

The Court Records Supervisor must have three (3) to five (5) years of progressively increasing responsibility in a records management environment, preferably in a municipal court setting, and one (1) year in a supervisory position. The Court Records Supervisor will preferably possess a current Certified Records Manager Certification; additionally desirable qualifications include Texas Court Clerks Association Level I Certification upon or before hire. The employee must be able to obtain a Level II certification within a specified time frame. A Bachelor's Degree in Criminal Justice or equivalent is required. Mastery of the English language is necessary, but the ability to speak multiple languages is preferred.

### **Working Environment**

The Court Records Supervisor performs a vast majority of task in an indoor work environment. Due to the function of the Municipal Court, customers may be difficult and hostile and times. The work environment is diverse and can be very busy and hectic. Some customers may be non-English speakers.

**Reporting Relationship**

The Court Records Supervisor reports directly to the Court Administrator.

**In accordance with the ADA, the City Of Coppell is willing to consider any reasonable accommodation.**