

SUPERIOR COURT OF ARIZONA IN MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Caseflow Manager
OCCUPATIONAL CATEGORY: Administrative
DIVISION: Superior Court
EFFECTIVE DATE: 06/29/15
REVISED: 05/25/17



CLASS CODE: J120
FLSA: Non-Exempt
SALARY RANGE: 18
STATUS: Classified

JOB SUMMARY

Under general supervision, undertakes and performs a variety of duties associated with the review and assessment of caseflow management operations and the assessment, development, recommendation and implementation of enhanced/improved caseflow management concepts, practices and procedures related to specific case-type and overall court operations.

REPORTS TO:

Superior Court Administrator.

SUPERVISION EXERCISED

None

ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Monitors and reviews day-to-day caseflow management and related operations; conducts analysis and evaluation of existing caseflow management practices, policies and procedures; analyzes, reviews, identifies and monitors overall and individual case-type operations; tracks timelines, case processing times and related activities; determines caseflow responsibilities, time delays, staff/position responsibilities and related case-flow factors; assesses and identifies non-court impacts, roles, responsibilities, tasks and functions.
- Reviews current court policies procedures, practices and protocols; identifies and recommends to court administration and the appropriate bench, areas needing changes/improvements/enhancements; as required, identifies and develops language, concepts and methods to improve caseflow operations;
- Researches and evaluates concepts, trends and practices in caseflow management; determines applicability to Mohave County court operations; develops and/or recommends general to specific caseflow management models and concepts.
- Acts as liaison with the Clerk of the Superior Court's office to ensure uniform case status and to improve the overall quality and accuracy of court records and case management procedures.
- Acts as liaison with the Arizona Supreme Court regarding case management issues and attends meetings in Phoenix as required.
- As authorized, implements, tests and evaluates models and pilot programs; reviews, assesses, analyzes, evaluates and recommends changes to models.
- Assists in identifying, recommending, reviewing, assessing and establishing caseflow management strategic plans, goals and objectives; designs, recommends and/or identifies overall and/or specific performance measures; monitors long and short range caseflow management goals and objectives; determines compliance; recommends and/or implements changes.
- Reviews and analyzes overall case assignments and case assignment distribution; develops, maintains, updates and presents statistical, narrative and/or other reports and/or records; drafts and/or composes reports for internal and external audiences.
- Researches, develops, prepares and submits grant funding applications; monitors and administers grant funded projects and programs.
- Performs other functions as assigned.

SECONDARY JOB FUNCTIONS

- As assigned assists with the day to day operations of a judicial division.
- Performs related work as required.
- Performs special assignments as requested.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of applicable city, county, Arizona Supreme Court, state and Federal statutes, rules, ordinances, codes, administrative orders, case law and other relevant directives.
- Knowledge of Mohave County and specific court-related policies and procedures.
- Knowledge of the principles of file and records management.
- Knowledge of trends and practices in court operations and caseflow management.
- Knowledge of court processes, procedures and legal terminology.

Skill in:

- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, ordinances, codes, administrative orders, case law and other relevant directives.
- Skill in business and report writing.
- Skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in producing written presentations and oral reports for internal and external audiences.
- Skill in assessing, analyzing, identifying and recommending solutions to problems.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, representatives of other governmental agencies, the bar association, victims, witnesses, litigants, jurors, news media, general public and others having business with the courts of Mohave County.
- Skill in operating a personal computer utilizing a variety of commonly used and specialized software applications.

Ability to:

- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.

WORK CONTACTS

Regular contact with associate personnel, other county departments, other agencies and the general public.

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 30 pounds.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

A Bachelor's Degree in public, business or judicial administration or related field or equivalent **AND** three (3) years of relevant, progressively responsible court operations, case management, records management, business systems operations, business systems development or closely related experience **OR** any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

SPECIAL JOB REQUIREMENT

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the

work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.