Benchmark Job Title	Assistant Division Manager	CL- **

Job Summary

The Assistant Division Manager performs supervisory work related to the full range of court operations activities at a divisional office of the court. The incumbent serves as the highest ranking on-site employee of the Clerk's Office and is a first-line supervisor over multiple areas of court operations, including case administration, records/mail management, courtroom support, and quality control. The Assistant Division Manager primarily directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls.

Representative Duties

- Supervise employees involved in operational activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Oversee office functions. Identify issues and resolve disputes. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Oversee all functional components of the divisional Clerk's Office, including intake, docketing, records, appeals, and quality control processes.
- Oversee receipt and review of incoming documents for conformity with federal and local rules. Monitor daily case data processing and data quality assurance activities, including case opening and closing. Arrange for or provide CM/ECF employee training. Assist attorneys and their staff with electronic case and document filing. Oversee records and mail management activities.
- Coordinate with the court's financial administrator regarding maintenance, supervision, and accountability for all on-site financial functions, including supervision of cashiers, reconciliation, and bank deposit functions, control of vault access and contents, custodial responsibility for divisional office financial records, supervision of the issuance of receipt stock, and the review of mail logs.
- Develop, implement, and monitor operational, administrative, and managerial procedures, practices, systems, and techniques. Monitor and oversee records maintenance, storage, and control, release and certification of official records, management of physical resources, and space layout. Monitor compliance with standards and internal control procedures.
- Assist the Clerk and Chief Deputy in defining and creating long- and short-term goals regarding the efficient functioning of the divisional office and implementing and monitoring strategic plans for the accomplishment of goals.
- Advise attorneys on procedural matters related to the filing of pleadings, and execute and supervise the execution of quasi-judicial duties such as the entry of default judgments.
- Implement and monitor CM/ECF procedures, including automated case assignment, docketing, and calendaring. Coordinate activities with the chief deputy clerk, system staff, and data quality analysts to ensure systems training and quality control of all automated entries.
- Coordinate the work of the divisional office with other governmental agencies, court units, the Bar and the public.
- Work closely with other court management in the coordination of courtroom deputies, magistrate judge clerks, and case management clerks to ensure appropriate coverage.
- Communicate and respond to management requests regarding operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the Code of Conduct for Judicial Employees and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)
• Demonstrate knowledge of federal and local rules and court operational procedures. Understand all aspects of case administration processes. Display knowledge of process redesign and exhibit skill in evaluating and implementing potential process improvements. Display skill in leading a team of employees in implementing new ideas and better work procedures. • Demonstrate knowledge of national and local jury statutes, policies, and procedures. Display the ability to be flexible and adapt to unanticipated needs and problems of potential jurors. Exhibit knowledge and understanding of courtroom proceedings and applicable requirements, including time requirements. Display an understanding how cases are assigned and proceed through the court system. Demonstrate knowledge of implications of judge's orders and decisions. Display knowledge of judge's preferences. • Display knowledge of the Court's Internal Control Manual. Display an understanding of process redesign and skill in evaluating and implementing potential process improvements. • Display the ability to effectively represent the divisional office among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions. • Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem solving skills when managing conflicts in the workplace. • Demonstrate skill in the use of automated equipment, including word processing and spreadsheet applications, requisite court computer programs, automated case management, financial, records management, and records management systems and other related databases and applications.

**Classification Level (CL) to be assigned by court unit based on established rules for classifying supervisory/ managerial positions. See the Human Resources Manual, Chapter 2.5 Classifying Supervisory/Managerial Positions.