

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Office Supervisor, Mediation Unit
Job Code: 8108
Pay Grade: 45
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Supervises, plans, and coordinates the administrative support staff of the mediation unit in the Child/Family Services Division. Supervision responsibilities include participating in the recruitment and selection of personnel, employee goal setting, training, performance evaluation, interpretation of policies and procedures, directing the daily work functions, and overseeing work processes and the quality of work performed. This position is also responsible for providing assistance to attorneys with dependency cases in regards to accessing and/or completing forms and orders.

ESSENTIAL FUNCTIONS:

- Supervises two to four administrative support staff and coordinates the daily work activities within the mediation and adoption work units. Ensures the efficient flow of orders, completion of forms with accuracy and within established timelines.
- Provides administrative support to professional mediators, which involves knowledge of legal procedures, principles, forms and terminology and supervision of the support staff.
- Assists attorneys involved in dependency cases in accessing and/or completing forms and orders characteristic of the unit's purpose and function. Appropriately refers the parties to a Mediator if negotiations between the parties have not been finalized prior to their request for this service.
- Reviews source documents to determine completeness and accuracy of information and to ensure adherence to established departmental procedures and outside agency guidelines.
- Evaluates mediation support staff performance, participates in hiring processes, and recommends disciplinary action and/or termination of the mediation support staff. Prepares and monitors the mediation support staffs' work schedules ensuring there is staff coverage at all times.
- Monitors the workload of the mediators and adjusts their calendars as needed, retaining any case with a mediator that the Court has indicated needs to remain with a specific mediator.
- Ensures that documents prepared for use by the mediators have been proofed for accuracy of document selection, accuracy of case-specific information, overall readiness for the mediators' use, and prepared in a timely manner.
- Creates and maintains new records and client files and enters/retrieves information.

- Organizes and/or verifies the accuracy of files prepared for the mediators' use, which may include identifying and securing key documents or obtaining additional records or exhibits.
- Ensures that any cases remaining open within the mediation unit are closely monitored for necessary further action.
- May research case files to access historical information to verify and/or make corrections to documents and other materials prepared for the mediators.
- Assists mediators in the development of new operating procedures and changes to master files and forms.
- Conducts regular team meetings with the support staff.
- Assists with information processing activities within the work unit using manual and/or automated systems.
- Compiles data and makes computations used in the preparation of special administrative studies and reports.
- Develops operations manuals, training programs and trains support staff on general office procedures, policies, and forms.
- Monitors unit computer and data management systems and recommends and assists in the development of software updates, changes, and equipment needs.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Acts as unit representative to various committees or working groups.
- Monitors unit supplies for the office
- Performs other duties and related projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of the principles and practices of effective supervision, office practices and procedures regarding the preparation and maintenance of records, and preparing reports.
- Must have skills in research techniques, planning, organizing, and coordinating support functions in an office setting; supervising, training and evaluating a staff, and establishing effective methods of unit communications.
- Must have knowledge of business English, spelling, grammar and punctuation and competency in the operation of desktop computer and programs such as word processing, spreadsheets, and email.
- Must have strong team-building skills and the ability to work independently or in a team environment.
- Must have the ability to communicate effectively, interact with diverse groups of people, and respond to emotionally charged individuals in a professional and productive manner.
- Must have the ability to perform multiple tasks simultaneously in a flexible and efficient manner.

MINIMUM REQUIREMENTS:

A High School Diploma or equivalent GED Certificate and four years of progressive administrative support work experience working in a court system or legal office environment processing legal

documents; Or, an equivalent amount of experience, training, and/or education approved by Human Resources.

Preference:

Preference may be given to candidates with previous lead, and/or supervisory work experience, and when that experience in a court work environment or legal work environment.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift up to 20 pounds.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Director, Child/ Family Services. This position performs duties under general supervision and has supervisory responsibilities for support employees in the mediation unit.

Date: 06/18/10

Revised:

Approved by: _____
Hiring Authority Date

Director, Human Resources Date