

DIRECTOR, COURT & OPERATIONAL SERVICES DIVISION

Job Code	Pay Grade
19496	150

Nature of Work

This is high level professional work in the Office of the Clerk of the Circuit Court assisting the Clerk and Chief Deputy Director, Court & Operational Services Division, in directing the activities of Clerk's departments. The incumbent plans, assigns, and reviews the work of department managers as well as serves as project lead on major project initiatives. The incumbent collaborates with others in establishing policies and directives for operational planning in accordance with established laws, rules, and regulations. Independent judgment is required for organizational project planning and for lending guidance to the departments in the assigned areas of responsibility. The incumbent directs and coordinates projects and implements plans. The position reports to the Chief Deputy Director, Court & Operational Services Division or designee.

Minimum Qualification Requirements

- Bachelor's Degree in public administration, business administration, or a related field and 2 years of responsible managerial experience that includes supervisory experience; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive)

- Assists in planning, assigning and reviewing the work of department heads and serves as project lead.
- Develops annual budgets for Court & Operational Services Division and performs oversight responsibility of the department budgets for assigned areas.
- Reviews reports from department heads and makes appropriate recommendations/decisions.
- Serves as Project Manager in the formulation and direction of special projects.
- Maintains close contact with the courts, county departments, outside agencies and the public.
- Directs ongoing training and development of departmental management staff.
- Interprets laws, new legislation, Administrative Orders, rules, including Personnel rules, and regulations regarding functions of the assigned departments.
- Sets goals and implements Action Plans for Departmental Management Staff.
- Recognizes and identifies potential areas where existing policies and procedures require change, or where new ones need to be developed.
- Maintains working relationships with, and provides feedback to, outside vendors and county Business Technology Services to ensure quality support and products.
- Works with implementation teams in the departments to develop an efficient change management plan for each new project, including communication in all appropriate forms.
- Performs related work as assigned or required.

Knowledge, skills and abilities

- Knowledge of management principles.
- Knowledge of the laws, rules and regulations governing recording of public documents, records management and other areas of assignment.
- Knowledge of budgeting principles.
- Knowledge of public administration principles and practices.
- Knowledge of court-related operations.
- Knowledge of the methods used in making statistical surveys and the preparation of reports.

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Knowledge, Skills, and Abilities (continued)

- Ability to assist department heads and members of the public with ability to implement advanced problem solving skills.
- Ability to apply computer applications and software implementing improvements in technology when desirable.
- Ability to work under stress and to multitask on projects while achieving goals.
- Ability to coach and counsel others.
- Ability to plan, assign, coordinate, and provide general guidance and direction to department heads.
- Ability to interpret laws, rules and regulations regarding the functions of the assigned departments.
- Ability to present oral and written comments and recommendations clearly, and concisely.
- Ability to make sound independent decisions.
- Ability to conduct investigations and to prepare accurate analyses for reporting purposes.
- Ability to interact with staff at all organizational levels and the public.
- Ability to serve as a strong team player demonstrating leadership and maintaining a positive work environment.
- Ability to be dependable, work independently with agility and flexibility to accomplish difficult and heavy workloads meeting organizational deadlines and objectives.
- Ability to demonstrate excellent communication skills both orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
1/11	Officials & Managers	Exempt