



Office of Human Resources Court Division Manager – CA3380

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General Statement of Duties

Performs management level work by providing leadership over the day-to-day operations of a court division and ensures the critical business needs of customers, staff, judicial officers, and Court administration are met. This position determines strategic development and implementation of court goals and objectives in collaboration with Court Administration and the Judicial Bench.

Distinguishing Characteristics

The Court Division Manager is distinguished from the Court Division Supervisors who supervise and administer the activities of a jurisdictional division of the Denver County Court.

The Court Division Manager is distinguished from Manager which is a tactical/operational manager whose responsibilities are predominately managerial in nature and include but are not limited to fiscal analysis, along with preparing and presenting budget recommendations.

Essential Duties

Manages functional and/or operational area(s) within a division to ensure continuous, effective, and efficient processes to meet the critical business needs of the Court.

Develop supervisors and staff, with an emphasis on motivation, coaching and mentoring to ensure they can complete the specific tasks of assigned duties. Ensuring they have the tools, training, and feedback to successfully achieve division, development, and organizational goals.

Lead initiatives that include training and team building. Foster an atmosphere of inclusion and sense of purpose through personal contact, organizational objectives, and transparent communication.

Communicate and implement changes in policies and procedures in a timely manner, enabling staff to succeed in their duties and functions. Ensures all budgets remain at or below established targets.

Organizes and applies section's standards, procedures, systems, and guidelines.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Collaborate with Judicial Officers and Court Administration to develop goals, policies, and operating procedures that fosters an atmosphere of procedural fairness to the citizens we serve.

Monitor important legislative changes and update division procedures to ensure compliance and consistency.

Manage projects by collaborating with key stakeholders both inside and outside the organization to ensure that projects and initiatives are seen through to completion. Organize testing, training, and communication to staff and stakeholders involved. Accurately determine progress and assess obstacles that may delay project completion.

Evaluate work processes, workflow, and work distribution. This includes soliciting input from Court Supervisors and division staff to aid in fostering an atmosphere of innovation and creating better efficiencies and operations.

Oversee division employee matters, ensuring they are managed consistently and fairly. This includes employee performance management and evaluation, disciplinary action recommendations, employee recruitment and selection, employee recognition, and training.

Support the Judicial Bench and Court administration with staffing, the planning and coordination of judicial rotations, training, needs assessments, building, and facility needs.

Ensure compliance with all City and County of Denver payroll and timekeeping policies and reviewing timekeeping for all division employees.

Maintain knowledge of CSA/OHR rules, Court policies and procedures and City of Denver Ethics Code, and Judicial Canons.

Responsible for keeping and retaining an accurate record of court proceedings and ensuring staff effectively manages the public record and confidentiality.

Manage and maintain the continuity of operations during work interruptions (snow closures, public safety concerns, etc).

Create and utilize division specific standards for testing and methodology for use with IT division requests.

Create and support budget recommendations and statistical data.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Deciding and Initiating Action - Takes responsibility for actions, projects, and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Decision Making - Identifies and evaluates alternatives, and makes sound and timely decisions, even in uncertain situations. Decisions involve complex issues and impact the work and outcomes of an organization. Makes most decisions with little or no supervisory review.

Influencing - Collaborates with, persuades, and influences others.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading – Understands and interprets written material, including technical material, rules, regulations,

instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of legal terminology and legal documentation format sufficient to be able to read, interpret, and prepare legal documents.

Knowledge of office practices and procedures sufficient to be able to organize and maintain files, records, and schedules and to obtain and/or relay information and process documents in a timely manner.

Knowledge of case-flow management principles and Trial Court Performance Standards.

Skill in interpreting federal, state, and local laws.

Skill in presenting ideas for improvement of processes, procedures, and policies.

Skill in managing trial, return and hearing calendars.

By position has knowledge of CCIC and NCIC computer access, query, and entry system.

By position has knowledge of bond forfeiture procedures.

By position has knowledge of cash, surety, and personal recognizance and property bond procedures.

By position the ability to manage the "bonding agent board".

Level of Supervision Exercised

Manage of supervisor and/or individual contributors.

Education Requirement

Bachelor's Degree in Criminal Justice, Business Administration, Public Administration, Political Science, or a related field.

Experience Requirement

Three (3) years of experience at the type and level of functional or operational management, which must have included management of professional individual contributors.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, must be able to pass an initial pre-security clearance screening and maintain CBI (Colorado Bureau of Investigation) certification as a condition of employment.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.
Subject to competing priorities.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Far acuity: ability to see clearly at 20 feet or more.
Near acuity: ability to see clearly at 20 inches or less.
Depth perception: ability to judge distance and space relationships.
Field of vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color vision: ability to distinguish and identify different colors.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-13
FLSA Code: Y
Established Date: 10/9/2022
Established By: GT
Revised Date: 7/1/2024
Revised By: CW
Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement.