

CHIEF ADMINISTRATIVE OFFICER

DEFINITION

Under administrative direction, plans, organizes, directs, and manages the functions, operations, and services of facilities, security, customer service, judicial support, regulatory compliance, community relations and outreach, strategic planning, initiatives management, performance management, and policies and procedures of the Superior Court of California, County of San Francisco; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position executive management classification that receives direction from and works closely with the Presiding Judge and the Chief Executive Officer. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

REPORTS TO

Chief Executive Officer or Assistant Chief Executive Officer.

CLASSIFICATIONS SUPERVISED

This is an executive management classification that may be assigned to supervise subordinates engaged in the Court's administrative program, as well as coordinating activities for other management directors and personnel on a project basis, as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plans, organizes, coordinates, manages, and supervises all Court facilities needs, including maintenance, space planning, and janitorial services; ensures the general security of court users, staff, and judicial officers, including coordinating with the Sheriff's Department and other law enforcement agencies; administers all aspects of customer service to external and internal Court customers by working with all Court divisions to maintain and to improve customer service, including trainings and ongoing monitoring of services; manages the Executive Office support and services, including complaints; provides support to judicial officers by overseeing and addressing subscriptions to requisite publications, judicial correspondence, complaints, and litigation; ensures compliance with court wide licensing requirements and maintains proper insurance coverages; manages community outreach program to enhance the visibility of the Court and its judicial officers, including through school visits, mock trials, and town halls; manages the Court's strategic

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plan, including its development, implementation, and periodic updating; manages new Court initiatives and policies, including addressing new laws, special projects, and judicial administrative initiatives; manages court wide performance management through plan development, including identifying and tracking key performance indicators, and through leading process changes where necessary; and manages the local rules process and the court wide policies and procedures development and maintaining of the Court's standard operating procedures by working with all Court divisions to ensure compliance.

TYPICAL PHYSICAL REQUIREMENTS

Strength, dexterity, and coordination and/or ability to use a computer keyboard and read a video display terminal on a regular basis and for extended period of time; ability to read and listen to verbal or written requests and then respond accordingly; dexterity and coordination to handle files and single pieces of paper; ability to lift and move objects weighing up to 25 lbs. Standing and sitting for long periods of time is periodically required; use of office equipment, including, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office and in various courtroom locations throughout the City and County; continuous contact with judicial officers, attorneys, litigants, the news media, community organizations, other staff and the general public. The incumbent works under sometimes difficult and stressful conditions, with frequent deadlines and with the expectation to produce high quality work under limited time constraints. The ability to work independently as well as closely with others is required. This is an executive management position exempt from the FLSA. Often, the incumbent must be available for contact and comment during both normal and off duty hours.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Functions and operations of the Superior Court of California, County of San Francisco.
- Laws, regulations, legislation, operations, rules, policies, and procedures of the Superior Court of California, County of San Francisco.
- California statutes relating to court procedures, such as the Code of Civil Procedure, Probate Code, Family Code, Welfare and Institutions Code, Penal Code, Vehicle Code, and California Rules of Court.
- Legal terminology and legal procedures and documents used in court cases.
- Public and community relations.
- Computers and software used for court administrative functions.
- Fiscal and financial record keeping.
- Program planning and evaluation.
- Principles of management, supervision, training, and employee evaluation.

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Ability to:

- Plan and direct a broad range of program and services directed to building and maintaining the Court's image in the community and with key stakeholders;
- Analyze and make sound recommendations on complex civic, community and governmental relations, media relations, community outreach and public affairs issues and strategies;
- Understand, interpret, explain and apply local, state and federal policies, laws, regulations and court decisions governing areas of responsibility;
- Develop concepts and design specific methods and techniques to improve internal communication and the distribution of information of general interest to other agencies.
- General interest and convey message through the development of graphic treatments and persuasive writing;
- Present proposals and recommendations clearly, logically and persuasively;
- Represent the Court effectively in public settings and with media representatives on a variety of issues;
- Exercise sound, expert independent judgment and political acumen within general policy guidelines;
- Exercise tact, diplomacy and discretion in dealing with highly sensitive, complex, confidential and controversial issues and situations;
- Maintain confidentiality of Court documents and records;
- Establish and maintain effective working relationships with judicial officers, Court managers and employees, other governmental agencies, the public and others encountered in the course of work;
- Interpret, explain, and apply a variety of codes, statutes, policies, rules, procedures, instructions, and regulations related to Court functions and courtroom procedures;
- Develop and implement goals, objectives, policies, procedures and work standards;
- Prepare clear, concise, and accurate records and reports;
- Use a personal computer and appropriate software for word processing, record keeping, and court administrative functions;
- Effectively represent the Superior Court of California, County of San Francisco in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other Court staff, and other government agencies;
- Maintain confidential information when required by legal or ethical standards;
- Establish and maintain cooperative working relationships.

Training and Experience:

The knowledge and abilities required to perform this function are listed below and are acquired through training and experience. A typical way to obtain the required knowledge and abilities would be:

Graduation from an accredited college or university with a Bachelor's degree in court

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administration, business administration, public administration, industrial relations or other related field, and

Five years of responsible experience performing a variety of administrative and court support work, including at least two years in a full supervisor or management position.

Special Requirements:

Incumbents may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are "at will" employment at the pleasure of the Judges of the Superior Court of California, County of San Francisco.