



Travis County Commissioners Court Agenda Request

Meeting Date: August 20, 2013
Prepared By/Phone Number: Susan Bell, 854-9587
Elected/Appointed Official/Dept. Head: Dana DeBeauvoir
Commissioners Court Sponsor: member of Court

AGENDA LANGUAGE:

Approve FY13 ad hoc reclassification of Position #30000982 in the County Clerk's Office to the new job title of Court Services Director.

BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:

As part of our FY13 ad hoc reclassification request, we requested Position 30000982 (currently vacant) be reclassified from a Ct Srvs Mgmt Coord to the new job title of Court Services Director. This request is being submitted separately from the other reclassification requests that have already been approved by Court because this position required the development of a new job description.

STAFF RECOMMENDATIONS:

The Clerk's Office has been working with HRMD and PBO on this reclassification effort.

ISSUES AND OPPORTUNITIES:

This position will manage activities in both the Civil/Probate and Misdemeanor Records Court Divisions of the County Clerk's office within a complex court system. This position is essential because of the need to prepare and manage the simultaneous implementation of the:

1. New document management system (DMS) for Clerk's records in misdemeanor, civil and probate courts,
2. New efilings system mandated by the Texas Supreme Court and the Office of Court Administration, and
3. New Conference of Urban Counties (CUC) project to implement a case management system (CMS) for criminal courts and clerks' offices and to review options for a CMS for civil and probate courts and clerks' offices.

These projects are large scale, require extensive organization across multiple divisions, and will include contract/project management most likely in more than one facility. This person will work help coordinate the efforts of the court-related divisions in the Clerk's Office, vendors, other County departments, and outside agencies to identify and prioritize opportunities for

utilizing CMS (Case Management System), DMS (Document Management System), and efilng technologies.

FISCAL IMPACT AND SOURCE OF FUNDING:

This new position will be classified at a grade 28. The change in the salary level created by moving this position from grade 18 to grade 28 will be covered using existing general fund personnel resources. The ability to cover this additional cost was part of the planned series of reclassifications that took place earlier this year.

REQUIRED AUTHORIZATIONS:

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials should be submitted as a pdf to the County Judge's office, agenda@co.travis.tx.us by **Tuesdays at 5:00 p.m.** for the next week's meeting.

TRAVIS COUNTY JOB DESCRIPTION

JOB TITLE: Court Services Director

JOB CODE: 28XXX
PAY GRADE: 28

FLSA STATUS: Exempt
LAST REVISED: XX/XX/13

JOB SUMMARY:

Under broad direction, performs highly responsible administrative duties in directing the major program areas within the court divisions of the County Clerk's Office. Provides leadership, oversight and direction and assists in planning, organizing, directing, implementing and evaluating assigned departmental functions and operations in accordance with State, Federal and Local laws, policies and procedures. Interprets, administers and enforces laws pertinent to county misdemeanor, civil, and probate courts. Develops and implements policies, operating procedures and programs to accomplish goals and objectives and improve effectiveness and efficiency of services. Provides reports and recommendations to County Clerk and Chief Deputy on the project status and performance of the different court divisions. Coordinates planning and implementation efforts with managers in other County Clerk departments.

DISTINGUISHING CHARACTERISTICS:

This is a job classification within the Senior Management/Middle Management job family. Oversees the major program areas within the court divisions of the County Clerk's Office. Typically manages through subordinate managers.

DUTIES AND RESPONSIBILITIES:

- Develops strategic plans to accomplish goals and objectives and improve the effectiveness and efficiency of the court-related divisions of the County Clerk's Office.
- Plans and oversees advanced complex project work and coordinates activities with County Clerk staff members, IT professionals, vendors, other County offices, and governmental agencies. Types of projects include those associated with court management systems, document management systems, e-filing, access to court case information and court documents by internal and external customers, customer service operations, and coordination of Clerk responsibilities between different physical locations.
- Reviews policies, procedures, and programs for ways to enhance efficiency and to ensure quality services are being provided. Documents existing processes, and identifies and analyzes gaps between current processes and the desired state.
- Analyzes quality control measures and reports and resolves issues by communicating with project development members and customers.
- Leads development, reviews, and maintains quality and performance measures. Evaluates existing programs, services, procedures and practices on an ongoing basis. Reviews plans and develops policies, procedures and programs to enhance efficiency and effectiveness and monitors workload to ensure that quality services are being provided.
- Provides interpretation and directs and facilitates division compliance with all applicable laws. Oversees the revision and updating of policies, programs and procedures as legislation is modified and created.
- Represents the County Clerk in meetings with other departments and agencies. Participates in professional association meetings and serves on committees and boards related to accreditation activities. Represents the County Clerk's office at meetings and in dealing with the public, public officials and other public agencies. Makes presentations. Coordinates with appropriate Elected Officials, Appointed Officials and department heads for services, as required.
- Performs other job-related duties as assigned.

MINIMUM REQUIREMENTS:

Education and Experience:

Bachelor's degree in Public Administration, Business Administration, Government, Criminal Justice or a directly related field AND five (5) years of progressively responsible experience in government or related field, including four (4) years of mid- to senior level supervisory or management experience.

OR,

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MINIMUM REQUIREMENTS (Cont.):

Education and Experience (Cont.):

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

Licenses, Registrations, Certifications, or Special Requirements:

Valid Texas Driver's License.

Knowledge, Skills, and Abilities:

Knowledge of:

- Management and supervisory principles, practices and techniques.
- Policies, practices, procedures and terminology of assigned function.
- Federal, State and Local program laws and requirements.
- Budgetary practices and techniques.
- Computer equipment to include word processing, spreadsheets, databases and a variety of software packages.
- Business letter writing, grammar and punctuation, and report preparation.

Skill in:

- Supervising others, allocating resources and evaluating programs.
- Strategic planning, developing, monitoring and evaluating programs.
- Leadership and collaboration.
- Problem-solving and decision-making.
- Developing and monitoring program budgets.
- Both verbal and written communication, including presentations.

Ability to:

- Direct, motivate, train, develop and evaluate staff.
- Develop and implement policies and procedures and operational plans or activities.
- Create and recommend program initiatives.
- Serve as technical consultant and liaison.
- Prepare administrative and statistical reports.
- Manage time well, perform multiple tasks and organize diverse activities.
- Prepare correspondence, memorandums and other written materials.
- Establish and maintain effective working relationships with departmental clientele, representatives of outside agencies and providers, other County employees and officials, and the general public.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Physical requirements include the ability to lift/carry up to 25 pounds occasionally, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and office equipment. Subject to standing, walking, sitting, repetitive motion, reaching, climbing stairs, bending, stooping, kneeling, crouching, crawling, pushing, pulling, balancing, client/customer contact, squatting to perform the essential functions.

<p>This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.</p>
