



# Jury Services Supervisor

Class Code:  
4965

Bargaining Unit: Alameda County Management Employees  
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Revision Date: Jun 25, 2014

## SALARY RANGE

SEE SALARY SCHEDULE

## **JOB DESCRIPTION:**

### JOB DEFINITION

Under direction, to supervise the court-wide day-to-day functions of the Jury Services Office for the Court; to serve as court-wide liaison with government agencies, legal community and the general public, various contractors and businesses to provide jury system support; and to perform other related duties as assigned.

### DISTINGUISHING FEATURES

The Jury Services Supervisor is a single class management-level position assigned to the Jury Services Office and reports to the Division Director (Court Support). This position supervises the court-wide day-to-day functions of jury services offices whereas the Division Director (Court Support) plans, organizes, manages, directs and reviews Court Support Division programs and initiatives; and assists in the implementation and evaluation of the Court's strategic plan, goals and objectives.

## **EXAMPLES OF DUTIES:**

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Supervises court-wide jury services program, including the summoning, selection, processing, and payment of jurors consistent with the court rules and policies, established laws and appellate court decisions; establishes work priorities, provides direction and makes decisions on difficult and complex problems related to jury services.
2. Participates in the hiring process of employees; develops and evaluates assigned support staff; coordinates training programs intended to enhance staff capabilities, to utilize time more

effectively and to improve the delivery of services; reviews action plans for performance improvement; follows up on progress of plans for corrective actions; implements authorized disciplinary action; approves leave requests and timesheets/e-time for employees; prioritizes and schedules work; and coordinates workflow and cross training.

3. Serves as liaison for judges, courtroom staff and court managers to ensure smooth daily operation of the jury system and efficient juror utilization.

4. Develops and implements procedures and work methods related to the work of the assigned section; makes recommendations for improvements in providing services; and assists in the formulation of procedures and training materials.

5. Assists in conducting a variety of organizational and operational studies to support proposed modifications in the Jury Services Program; monitors relevant and proposed legislation and determines the effect on jury services, including staffing and funding; and stays abreast of new trends and innovations in the field of court services.

6. Monitors the technology needs of the Jury Services Office, including the Jury Management System, e-Juror and court web pages, and the Jury Interactive Voice Response; works with the Office of Information Technology and the Office of Planning, Research and Outreach to evaluate and ensure accuracy of statistics used to prepare management reports, and to oversee development and maintenance of Jury websites.

7. Serves on committees and task forces both within the court and with local, state and national agencies and organizations; provides liaison between the Jury Services Office and others within the court, county, state and community agencies as necessary.

8. May perform back-up duties in the absence of support staff, including Senior Support Assistants and Support Assistants.

9. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### **Option I**

#### **Experience:**

The equivalent to four years of full-time administrative and/or specialized clerical experience in the Superior Court of California, County of Alameda service. Experience in Court jury office functions and services is desirable.

### **Or Option II**

#### **Education:**

Possession of an Associate's degree or completion of two years from an accredited college or university with major coursework in business administration, criminal justice, psychology, public administration or social science.

The equivalent to one year of full-time experience as a lead worker in a business, court or legal environment can substitute for one year of the required education.

And

Experience:

The equivalent to two years of full-time lead worker experience in a business, court or legal environment. Experience in Court jury office functions and services is desirable.

## **KNOWLEDGE AND ABILITIES:**

*Knowledge of* functions and operations of the Superior Court of California, County of Alameda, including the Jury Services Office; laws, codes, rules and regulations, policies, and legislation related to court operations and functions related to jury services; legal terminology and procedures related to court cases; legal procedures and requirements for jury documents; personal computers and software applicable to court administration and Jury Services Office functions; principles of effective public and community relations; principles of public administration, management, supervision, training and employee evaluation.

*Ability to* plan, organize, supervise and coordinate the Jury Services Office; provide supervision, training and work evaluation for assigned staff; consult with and advise judges and court management staff regarding jury functions and services; interpret, explain, and apply a variety of codes, statutes, policies, procedures, instructions, rules and regulations related to jury services and functions; develop and implement goals and objectives, policies and procedures, and work standards; analyze complex problems and evaluate alternatives; prepare clear, concise and accurate records and reports; establish and maintain effective working relationships with individuals from varying socioeconomic backgrounds; effectively represent the court in answering questions, responding to inquiries, providing assistance and dealing with concerns from judicial officers, attorneys, litigants, prospective jurors, the general public, community organizations, court staff and other government agencies; maintain confidential information when required by legal or ethical standards; establish and maintain cooperative working relationships.

## **CLASSIFICATION HISTORY:**

Date established: 07/02

Date Revised: 12/20/12; 1/24/13; 4/23/14