



# Managing Court Reporter

Class Code:  
4985

Bargaining Unit: Alameda County Management Employees Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Established Date: Aug 13, 2015  
Revision Date: Aug 13, 2015

## SALARY RANGE

SEE SALARY SCHEDULE

## JOB DESCRIPTION:

### JOB DEFINITION

Under general direction, plans, organizes and manages the Court Reporter Unit. Develops and implements goals, objectives, policies and standards applicable to the area of responsibility; develops and implements operational and administrative procedures; hires, trains and supervises Court Reporters and other Unit staff ; analyzes and makes business process improvements designed to improve the quality and efficiency of Court operations; coordinates the day to day operation of the Unit and assigned staff; manages the storage and destruction of all Court Reporter notes in accordance with applicable statutes; performs other related duties as assigned.

### DISTINGUISHING FEATURES

The Managing Court Reporter reports to the Division Director (Court Support) and is responsible for Court Reporter personnel and performance management.

## 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. .

1. Manages and participates in the daily operation of the Court Reporter Unit and assigned staff; oversees deployment and assignments of Court Reporters and assigned staff; develops and implements goals, objectives and procedures for assigned area of responsibility consistent with Court policies; develops standards against which to evaluate performance and level of service; recommends changes in policies and procedures.
2. In consultation with internal Divisions and external agencies as appropriate, develops, updates, and maintains comprehensive policies and procedures covering the work of the Unit.
3. Acts as a liaison between Court Administration, and other Units and Divisions within the

Court; responds to, and resolves issues and complaints.

4. Plans, organizes, evaluates and monitors work plans, programs, processes, systems and procedures to achieve Court and area-specific mission, goals and performance measures consistent with the Court's quality and customer service expectations.

5. Plans, organizes, directs and evaluates the performance of Court Reporters and assigned staff; establishes performance requirements and individual development targets; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Court Human Resources policies and labor contract agreements.

6. Works to attract, develop and retain highly competent, service oriented staff through selection, training and day-to-day management practices that support the Court's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

7. Participates in developing and implementing goals, objectives, policies and standards applicable to operational responsibilities; monitors the effectiveness of operations under purview; conducts operational and analytical studies and makes recommendations as appropriate; evaluates policies and procedures affecting areas of assigned responsibility; assists in development of policies and procedures to ensure compliance with applicable laws and Court rules as well as enhance service and facilitate effective case processing; conducts audits of work procedures and products to ensure efficiency and compliance with applicable state and local rules and regulations; prepares procedural memorandum and manuals.

8. Keeps electronic records of appeal notices and work extension requests; oversees maintenance and storage of Court Reporter records; ensures timely destruction of Court Reporter records in accordance with governing rules and statutes.

9. Monitors timely uploading of Court Reporter notes into electronic note management system; ensures the accuracy and compliance of transcripts pursuant to California Rules of Court for transcriptions; oversees transcript requests from public and attorneys; notifies Court Reporter of transcript requests and ensures timely responses to transcript requests, including those related to appeals.

10. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### Education:

Certification by the State of California as a Certified Shorthand Reporter

And

### Experience:

Three years of experience recording testimony in a California Court of record or other legal environment.

And

License:

Possession of a valid California Class C driver's license

**Desired Qualifications:**

Associate's Degree from an accredited institution;

Three years of supervisory, managerial or lead experience;

Professional experience in any combination of the following: family law, probate law, civil or criminal litigation.

## **KNOWLEDGE AND ABILITIES:**

***Knowledge of*** principles and practices of supervision, training and management; applicable federal, state and local laws regulations, statutes and rules relating to court reporting services; complex legal, medical, technical and administrative terminology, phraseology, documents, and procedures; grammar, spelling, vocabulary and punctuation; court reporting and transcription equipment; courtroom procedures and protocol. Strong technological skills.

***Ability to*** supervise, train, assign, review and evaluate the work of others; maintain a current list of available pro-tem reporters, verify and approve per diem payment of pro-tems as necessary and prudent; coordinate the assignment of pro-tem reporters in accordance with priorities established by the court; meet with Court Reporters regularly to discuss operational issues; coordinate the day to day operation of assigned Court Reporters; manage the storage and destruction of all Court Reporter notes; make a verbatim record of court proceedings, often of technical nature, and at a high rate of speed; read back in open court and promptly prepare transcripts of proceedings when appropriate; operate and maintain computerized transcription equipment and peripherals; establish and maintain effective working relationships with bench officers and court staff; maintain confidential information where legal standards so require; deal professionally and courteously with the bar, litigants and the public in general.

LICENSE

Possession of a valid California Class C driver's license.