

Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Operations Manager

Job Specifications			
Classification:	Exempt	Department:	Operations
Supervisor:	Deputy Director	Location:	Fort Walton Beach / Crestview
Salary Range:	E-10	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

Job Summary:

The purpose of this class is to provide oversight to line staff and is responsible for assisting the Clerk of Court in achieving the objectives of the organization. Additionally, this position provides leadership, management and vision to ensure proper operational controls, administrative and reporting procedures, and appropriate staff are in place resulting in financial strength and operating efficiency. Managers participate in strategic planning, administer and implement directives and policy decisions of the Clerk and report directly to the Operations Director.

Essential Job Functions:

The list of essential functions as outlined herein is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

Leadership

- Demonstrates organizational culture, and requires adherence to the Clerk's Policies, Procedures, Mission, Vision and Beliefs. Aligns actions with organization values.
- In cooperation with the leadership team, reviews legislative changes, analyzes, develops plans of implementation, ensures compliance with existing laws, rules, and regulations, and enforces the same.
- Supervises the employees within the area of responsibility to ensure adherence to exceptional customer service standards, deadlines, proper procedures.
- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
- In cooperation with leadership team, implements corrective action plans to solve departmental problems and performance deficiencies.



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Coaching, Training, and Development

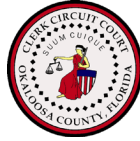
- Facilitates professional development of employees through one-on-one coaching sessions, group meetings, and cross-training of employees to ensure appropriate coverage for all areas.
- Recommends and sends employees to professional training courses.
- Conducts semi-annual performance evaluations for employees.
- Provides frequent and continuous feedback to employees on performance and individual's professional development.
- Ensures an efficient training program is in place for current and future employees.
- Develops Job Knowledge Inventory (JKI) for positions within department and actively updates it so it remains current.
- Provides counseling and discipline in a timely manner and submits documentation to the Human Resources Department in accordance with the Clerk's Policies and Procedures.
- Proactively engaged with building the bench strength of the department through cross-training, coaching, and succession planning.
- Actively involved with the applicant selection, interviewing, and hiring of potential employees.

Policies & Procedures

- Writes, updates, and revises policies, procedures and best practices to be published in PowerDMS in a timely manner.
- In cooperation with the leadership team, suggests, plans, and implements policies, procedures and objectives to ensure continuing operations and to increase productivity.
- Responsible for the measurement of effectiveness of all processes (internal and external) within their area of responsibility.
- Communicates timely, accurate and complete information to their Director regarding operational issues within their assigned area of responsibility.
- Accountable for departmental responsibilities and coordination of function among divisions and locations.
- Interprets and explain policies, rules, regulations, or laws to organizations, government or corporate officials, or individuals.

Planning & Analysis

- Review and analyze statistics pertaining to work activity within the department, including quality and quantity of production to verify details and evaluate performance of the department.
- Works with Data Integrity Team to identify common error trends within department and takes necessary steps to rectify and prevent recognized errors.



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- Provides inter-departmental support through team-oriented approach to satisfy organizational needs.
- Leads and/or participates in management meetings, conferences, workshops, professional meetings and other events.
- Coordinates and attends meetings with other department managers on a regular basis.
- Actively working towards developing more effective and efficient processes and strategies.
- Participates in the preparation of the annual budget by compiling and analyzing statistical data and gathering information for functional operational requirements.
- Collaborates with management team to plan and prepare content for annual employee training day.
- Consistent and predictable attendance required.

Administrative

- Ensure employee timesheets are submitted accurately for payroll processing prior to the assigned cutoff time.
- Approves employee bi-weekly timesheets in accordance with the Clerk's policies.
- Updates Clerk's website in areas of assigned responsibility.
- Notifies Human Resources department of potential employee FMLA needs.

Minimum Required Qualifications

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Criminal Justice, paralegal or related area preferred. Five years' experience with a local governmental entity or legal profession. Three years' experience in a management or supervisory position. Will substitute 4 years of relevant experience in lieu of degree.
- Graduate of the Certified Public Manager (CPM) program or the ability to successfully complete the program as soon as practicable.
- A valid driver's license. (Some travel is required)
- Considerable knowledge of legal terminology and procedures; knowledge of the functions, services, procedures and regulations of the Clerk's office, and specifically to the service center to which assigned, and the ability to perform related specialized tasks.
- Ability to plan, organize and supervise the work of others.
- Ability to interpret and explain laws, statutes, regulations and other directives.
- Skill in the application of supervisory techniques.
- Ability to proof own work and the work of others.
- Ability to prioritize work of the team.
- Ability to prepare and maintain records and reports.



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- Ability to maintain effective working relationships in a collaborative team environment.
- Ability to delegate tasks and responsibilities.

Disclaimers:

This list is not exhaustive of all functions that an employee may be required to perform. The Okaloosa County Clerk of Court reserves the right to revise the job description at any time. The employee must be able to perform the essential functions of the position satisfactorily and if requested reasonable accommodations may be made to enable employees with disabilities to perform the essential function of their jobs as long as the accommodation does not cause an undue hardship on the organization.

ADA Compliance:

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Employee Acknowledgement:

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.