

Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Operations Director

Job Specifications			
Classification:	Exempt	Department:	Operations Admin
Supervisor:	Chief Deputy of Operations	Location:	Fort Walton Beach
Salary Range:	Director: E-12 Sr. Director: E-13	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

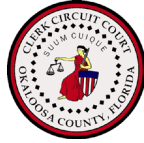
Job Summary:

The purpose of the class is to provide oversight to Deputy Operations Directors and is responsible for assisting the Clerk of Court in achieving the objectives of the organization. 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. Directs department-wide strategic planning, administers, and implements directives and policy decisions of the Clerk, and reports directly to the Chief Deputy of Operations.

Essential Job Functions:

The tasks listed below are those that represent most of the time spent working in this position. Clerk may assign additional responsibilities related to the type of work as necessary.

- Serve as liaison between the Chief Deputy and divisions of the assigned area of responsibility, organizations, shareholders, and outside organizations. Addresses external agencies, other internal departments, vendors, and the public on issues related to the section; provides service to those customers in a manner that resolves conflict, adheres to, and promotes goodwill.
- In cooperation with the Chief Deputy, reviews legislative changes, analyzes, develops plans of implementation, ensures compliance with existing laws, rules, and regulations, and enforces same.
- Demonstrates organizational culture, and requires adherence to the Clerk's Policies, Standard Operating Procedures, Mission and Vision. Aligns actions to consistently reflect the culture (mission) of the organization.
- In cooperation with the Chief Deputy, directs, plans, or implements policies, objectives, or activities of organizations to ensure continuing operations, to maximize returns on investments, or to increase productivity.
- In cooperation with the Chief Deputy, formulates strategic goals in alignment with the Clerk's vision for assigned area of responsibility.
- Leads and/or participates in senior-level meetings, conferences, workshops, professional meetings, and other events.
- Directly involved in development of Deputy Operations Directors, operations managers, and supervisors, including career development, bench strength and succession planning, selecting, or recommending applicant selection, training, assigning, coaching, counseling, disciplining, or recommending termination.



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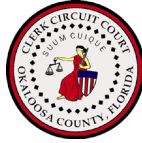
- Establish departmental responsibilities and coordinate functions among divisions and locations.
- Implement corrective action plans to solve organizational or departmental problems.
- Interpret and explain policies, rules, regulations, or laws to organizations, government or corporate officials, or individuals.
- Provides inter-departmental support through team-oriented approach to satisfy organizational needs.
- Consistent and predictable attendance required.

Role Specific Responsibilities:

- Responsible for the measurement and effectiveness of all processes (internal and external) within the area of responsibility.
- Communicates timely, accurate and complete information to the Clerk regarding operational issues within the assigned area of responsibility.
- Oversees the submission of performance reports, account reconciliations and other case management data as required by law.
- Partner with operations management staff to review response to complaints, difficult situations and non-routine inquiries from the public in a professional manner. Ensure proper steps are put into place to eliminate similar experiences in the future.
- Performs or assists with duties of Chief Deputy of Operations in his/her absence.
- Perform difficult staffing duties for Courts and Official Records, including identification of appropriate staffing patterns, conducting termination interviews, and administering departmental disciplinary procedures.
- Review and direct preparation or update of Courts and Official Records detailed job descriptions.
- Direct the supervision of Courts and Official Records employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Analyze records and reports pertaining to activities such as production, payroll, and efficiency to verify details, monitor work activities, and offer strategic solutions for improvement.
- Establish departmental goals, objectives, and timetables in accordance with the statutes, rules and regulations governing the activities of the division and directives promulgated by the Clerk and/or Chief Deputy.
- Evaluate training needs within the department's management, mentor and facilitate appropriate training as required.

Minimum Required Qualifications:

Bachelor's degree in Public Administration, Business Administration or related field supplemented by ten (10) years of recent and relevant experience that provides broad knowledge and expertise of management and operations functions, automated data and records management systems with demonstrated analytical reporting and communication skills and demonstrated knowledge of processes, policies, procedures and statutory/regulatory standards governing court services, customer service, and digital services. Will substitute 4 years of relevant experience in lieu of degree.



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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 and I fully understand all my job 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.