

Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Operations Supervisor

Job Specifications			
Classification:	Non-Exempt	Department:	Operations
Supervisor:	Operations Manager	Location:	Crestview or FWB
Salary Range:	NE-5	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

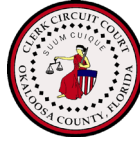
Job Summary:

Under the direction of the Manager and/or Deputy Director of Operations, this position directly supervises, and coordinates activities of the department assigned.

Essential Job Functions:

The list of essential functions as outlined here are 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.

- Understands and supports organizational culture with the assigned areas of responsibility.
- Conflict resolution
- Actively participates in coordinating staff meetings, and/or other relevant events.
- Mentors and encourages staff in the performance of their duties
- Ensures tasks within assigned areas of responsibility are completed accurately, per established performance measures and in compliance with governing laws
- Keeps track of attendance, approve employee timesheets, and leave requests, ensure proper staffing levels.
- Assists manager with creating and updating PowerDMS policies and procedures.
- Demonstrates and proposes process improvement ideas to effect continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality to all aspects of the department.
- Clearly communicates relevant updates regarding standard operating procedures and potential department issues to manager in a timely manner
- Acts as a representative of the Clerk of Court when communicating with others. Provides exceptional customer service when responding to internal and external customers.
- Provides training, work review, and evaluation to staff members to make sure procedures are being followed and to identify any training needs.
- Coordinates and implements instruction in an orderly and professional manner, adjusting presentation approach and curriculum per audience learning style and skill level.



Clerk of Circuit Court & Comptroller Okaloosa County

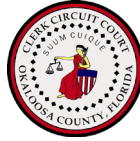
- Assists manager in the formulation of metrics and targets for individuals and department as a whole
- Actively monitors and enforces rules of confidentiality per Florida Law when handling files and/or case information.
- Can be expected to temporarily perform duties outside of normal classification in the event of an emergency
- Assists management with providing counseling and discipline.
- Requires travel to either office location as needed.
- Consistent and predictable attendance as required.

Minimum Required Qualifications:

- Excellent written and verbal communication skills.
- Excellent organizational and analytical skills.
- Working knowledge of all Court Operations and Official Records areas.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with minimal direction.
- Ability to compile, organize, interpret, and analyze data and information to solve application problems.
- Ability to formulate and present recommendations effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees and management team.
- Ability to train others.
- Ability to interpret rules, regulations, and policies for application to work processes and applications.
- Skilled in using a computer.
- A valid driver's license is required.

Physical Demands:

- Walking, standing, or sitting for extended periods of time at a computer terminal
- Professional and appropriate behavior for an office environment
- May require stooping and bending
- Must be able to lift 15 pounds



Clerk of Circuit Court & Comptroller Okaloosa County

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.