

CHIEF OPERATING OFFICER

DEFINITION

Under general direction of the Administrative Director of the Courts, the Chief Operating Officer oversees and directs the day-to-day operations of the Judicial Council and services provided to the judicial branch including court programs, educational services, and facilities management. Acts as the principle advisor to the Administrative Director of the Courts on court services and is devoted to operations that primarily provide programs and support functions to the courts; performs related work as assigned.

CLASS CHARACTERISTICS

This is an executive-level class reporting directly to the Administrative Director of the Courts. Incumbents are responsible for directing personnel under Judicial and Court Operations Services while ensuring accomplishment of organizational goals and objectives. This class is distinguished from the Chief Administrative Officer in that the latter oversees and directs essential administrative functions within the Judicial Council.

EXAMPLES OF DUTIES (*illustrative only*)

- On behalf of the Administrative Director of the Courts, develops and implements Judicial Council programs that provide support functions to the courts in furtherance of Judicial Council policies and priorities.
- Participates in directing the development and implementation of Judicial Council and branch-wide goals and objectives.
- Directs the development and implementation of policies, procedures, and work standards related to the court services operations of the organization.
- Directs and provides oversight to the Court Operations and Programs Division, which includes the offices of Court Operations Special Services, the Center for Families, Children & the Courts, Center for Judiciary Education and Research, Capital Program, Criminal Justice Services, and Appellate Court Services, ensuring communication with the Administrative Director of the Courts on all matters of significance and criticality.
- Directs the development and administration of the Operations Services and Programs Division budget.
- Creates performance and development plans for direct reports, conducts periodic discussions about progress on performance and development plans, prepares written performance reviews and discusses same with assigned staff.
- Reviews and approves personnel appointments; administers employee disciplinary actions and dismissals as necessary.
- Represents the judiciary to external customers, including other branches of government.

WORKING CONDITIONS

- Attend meetings outside of normal working hours.
- Work evening and weekend hours.
- May be required to travel statewide and/or out of state extensively as necessary.

QUALIFICATIONS

Knowledge of:

- Management principles and practices, including goal setting; program development, implementation, and evaluation; and the management of employees through multiple levels of supervision.
- Principles and practices of developing and administering multiple, complex budgets.
- The California judicial system and court operations and procedures.
- California budgetary and legislative processes.
- Problem-solving and conflict resolution methods and techniques.
- The operation of personal computers and the use of specified computer applications, such as word processing and spreadsheets.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Plan, direct, and organize the implementation of goals, objectives, policies, procedures, and work standards.
- Direct programs and staff through subordinate supervision.
- Translate organizational goals, objectives, and policies into day-to-day operations.
- Develop effective work teams and motivate individuals to meet goals and objectives and provide services in the most effective and efficient manner.
- Assist in developing and administering budgets.
- Use initiative and independent judgment within general policy guidelines.
- Represent the judiciary to external customers and the public knowledgeably and effectively.
- Lobby for resources knowledgeably and effectively.
- Provide leadership on policy issues; gain consensus on issues internally and externally; effectively resolve problems related to those issues.
- Apply problem-solving and conflict resolution principles and techniques.
- Work effectively with internal and external committees.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Use tact and discretion in dealing with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree and eight years of increasingly responsible experience in a relevant field, including a minimum of five years of increasingly responsible management experience.

OR

One year as an executive with the judicial branch.