Class Code: 07407
Grade: 24 (Exempt)
Starting Salary Range: $58,778 - $97,425
Closing Date: April 8, 2016

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

JURY COMMISSIONER

DEFINITION OF CLASS

The Jury Commissioner is responsible for supervisory, analytical, and administrative work in the management, coordination, planning, and organization of the Jury Office. The incumbent of this position maintains the management of the One Day/One Trial Jury program utilized by the Montgomery County Circuit Court.

The Jury Commissioner is expected to have a thorough knowledge of Court organization and jury office practices, and the ability make independent decisions in dealing with the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must further recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

This position requires a dynamic personality, an individual who is innovative and creative in promoting a positive impression of the jury process and personally motivated to consistently deliver exceptional customer service. The Jury Commissioner has personal contact with the citizens of Montgomery County daily and is potentially the first court representative who jurors meet. It is essential that he/she have the innate ability to acknowledge hardships, empathize, take responsibility for timely appropriate action, all the while maintaining the integrity of the jury selection process.

This individual reports directly to the Court Administrator and is ultimately responsible to the Administrative Judge.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that the employee or the Court may terminate the employment relationship at any time, with or without cause. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents, including Montgomery County Personnel Regulations.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful, the employee in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict additional various diversified tasks and assignments that may be required by the Judicial Officers and/or Court Administrator. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Oversee, coordinate, and evaluate all activities associated with jury operations (trial and grand juries).

- Prepare, design, redesign, and develop procedures, business practices, forms, and automated support in accordance with statutory provisions as they relate to the Jury Office and prepare and maintain up-to-date written documentation accordingly.

- Maintain the Jury Office Business Plan, incorporating key initiatives into staff annual appraisals.

- Direct the processing of juror questionnaire/qualification summonses, and determine requests for postponement, exemption, or disqualification through the jury management system.

- Direct the screening of information from questionnaires for input into the jury management computer system.

- Oversee jury lists; monitor the policies used in eliminating potential jurors; and ensure that an adequate number of qualified jurors are available for court each day.

- Interface with the fulfillment vendor to ensure summonses are mailed in a timely fashion to an adequate sample of residents to allow for a sufficient number of jurors. Validate mailing to ensure requested summons were sent.

- Plan, communicate, and coordinate trials, long in duration or high profile, with judicial officers and the Court Administrator.

- Manage the solicitation of generous juror donations. Produce funding requests and necessary reports to ensure that the generous juror funds are directed appropriately.

- Manage the daily operation of the jury assembly room, prepare jury utilization reports, evaluate jury operations, and recommend improvements to ensure maximum juror utilization.

- Conduct the daily orientation of jurors and explain procedures and other aspects of jury service; promote the importance of jury duty; answer questions; provide knowledge to jurors concerning their role, scheduling information, and status of cases; select jury panels and direct them to courtrooms; and dismiss jurors from assembly room at the end of the day or service.

- Manage Jury Office funds. Maintain Jury office cash fund with full responsibility for daily balances, weekly accounting, and monthly reconciliation. Responsible for cash withdrawals in order to maintain cash balance in Jury vault. Prepare payment reimbursement to Administrative Office of the Circuit Court for Montgomery County and account reconciliation.

- Maintain accounts in accordance with internal policies and procedures. Maintain accounts in preparation for random and annual audits.

- Review, update, and maintain the Jury Plan in accordance with Title 8, Courts & Judicial Proceedings, of the Maryland Code.

- Directly supervise employees of the Jury Office and carry out supervisory responsibilities in accordance with the Court's business practices and policies including, but not limited to, managing leave and attendance schedules; approving leave and verifying employees' timecards; training employees and participating in the hiring process; planning, assigning, and directing work; appraising performance and preparing written performance evaluations; rewarding and disciplining employees; and resolving problems, complex issues, or conflicts that may arise among employees.

- Maintain Jury Office Policies and Procedures Manual. Communicate office procedures, policy changes, and information with staff.

- Provide daily direction and communication to employees so that customer service requests are answered in a timely, efficient, and knowledgeable manner; and maintain a high-quality work environment so employees are motivated to perform at their highest level.

- Attend and participate in meetings to discuss various court-related issues including, but not limited to, procedural changes and employee issues.

- Resolve concerns and complaints from jurors and the general public with diplomacy and tact and initiate problem resolution, orally and/or in writing.

- Apply industry-standard project management strategies to new projects impacting the jury office.

- Participate and cooperate with other offices in accomplishing the performance of work.

- Maintain continuing education by attending professional association meetings, educational seminars, and other such endeavors.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings. Manage the office hours of 7:00 a.m. to 5:00 p.m. through scheduling staff members' work hours as appropriate.

- Ability to maintain a regular, punctual, and reliable level of attendance.

- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.

- Ability to communicate effectively, orally and in writing, and exercise tact, diplomacy, and competence in dealing with judicial officers, jurors, court personnel and the public.

- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.

- Ability to provide leadership and initiate staff development opportunities that will have a positive impact on the Jury Office's customer service philosophy.

- Ability to exercise judgment, decisiveness, and creativity in situations involving management of the Jury Office, including the evaluation of information.

- Ability to identify and solve problems, including analyzing, evaluating, developing, and implementing policies, procedures, and programs designed to provide maximum efficiency at minimum cost.

- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.

- Ability to investigate and draft correspondence in response to inquiries, accolades, or complaints received from the public.

- Ability to make decisions based on experience, good judgment, and established policies and procedures.

- Ability to set priorities and simultaneously process multiple duties and responsibilities.

- Excellent telephone manner and experience dealing with the public.

- Conversational Spanish desirable but not required.

MINIMUM QUALIFICATIONS

- B.S. or B.A. degree from an accredited university.
- Minimum of three years of customer service experience.
- Understanding of judicial jury rules and procedures.
- In-depth understanding of the operations of a court system of general jurisdiction.
- Extensive public speaking experience is required.
- At least three years of supervisory experience in the areas of staffing, recruitment, and employee training and development for a mid-size organization.
- Experience performing financial audits and reconciliations.
- Ability to apply statutory requirements and possess working knowledge of the Maryland Rules of Procedure as they apply to jury service.
- Dynamic personality, excellent organizational skills, and customer service are of the highest priority as well as competence to communicate with the legal community, in-house court personnel, and the general public in a fast-paced environment.
- Superior writing skills and command of English is essential.
- Proficient with Microsoft Office Suites.
- An equivalent combination of education and experience may be substituted with seven years related court, legal, and/or business experience.

How to apply for employment opportunities in the Administrative Office of the Circuit Court:

1. Please open the Online Employment Application PDF. **Mac users MUST use Adobe to complete the application. The Mac "Preview" application will not transmit your information to us.** The application form requires you to have Adobe Reader version 8 or higher. Go to http://get.adobe.com/reader/ to download the latest Adobe Reader version.
2. A button marked “Highlight Fields” will be above and to the right of the Application form. Click the button to show fields that can be typed in.
3. Complete all applicable fields by typing or clicking into each one.
4. On the last page of the Application there are two buttons. The **Print** button will allow you to print a copy for yourself. The Save As button will allow you to save the completed application to your computer.
5. Please send an email with the following attachments to adminhr@mcccourt.com: completed application, cover letter, resume, and a writing sample.