

## CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

### Personnel Class Specification

#### CRIMINAL AND CIVIL CASE MANAGER

#### DEFINITION OF CLASS

The Case Manager is charged with providing continuity in the disposition and management of Criminal and Civil law cases and has the primary responsibility for monitoring case status and activity, assuring compliance with statutory deadlines and other time standards, reviewing pleadings for legal sufficiency, and monitoring cases to ensure that legally required findings are made. The case manager also serves as the liaison between the administrative judge and judges hearing the matters, members of the bar, service providers, and governmental agencies.

This highly responsible position demands the exercise of case-related discretion within guidelines established by the Court. The employee is expected to develop and maintain a thorough knowledge of Court policies and procedures and be able to make appropriate independent decisions when interacting with the public and employees. Information obtained in the course of these duties may be confidential or private in nature. Additionally, the employee in this position must recognize that visitors to the Court are often under significant stress and treat them with dignity and discretion as they obtain court-ordered services. To be successful, the employee in this position must be able to perform each essential duty satisfactorily.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The case manager reports directly to the Administrative Aides to the Administrative Judge and is ultimately responsible to the Court Administrator and the Administrative Judge.

**Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that either an employee, or the court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee; letters, benefit or policy statements, performance evaluation, handbooks, or other employee communications should not be interpreted as such. 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.**

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

- Review cases for legal sufficiency and prepare appropriate orders for execution. Contact counsel or pro se litigants to bring the case into compliance with the law, rules of procedure, and DCM policies.
- Review cases prior to critical hearings/trials to allow the Court to resolve any issues that may prevent a hearing from going forward as scheduled.
- Communicate with the Assignment Office to schedule hearings as cases may require.
- Assist Judges, attorneys, members of the public and court personnel with questions and concerns regarding criminal and civil matters.
- Provide regular monitoring of the open case report to determine events affecting track designation and case status; make appropriate adjustments in accordance with rules of procedure, statutory requirements, and established Criminal and Civil guidelines; utilize databases and reports to ensure cases are managed in a timely fashion.
- Provide information and training for new programs and procedures for Court staff, community associations, and the local bar.
- Attend and participate in meetings to discuss various Court-related issues including, but not limited to, differentiated case management/quality control and procedural changes.
- Work collaboratively with the Criminal and Civil Departments to correct any irregularities in docketing and ECRs, and work to facilitate a smooth and productive flow of communication between both departments.
- Research and understand the Maryland Rules and Code.
- Audit civil court files to ensure coding and closures have been performed in accordance to established procedures.
- Monitor criminal cases for trial dates scheduled outside of 180 days.
- Monitor criminal cases without trial dates that are 110 days old.
- Assist and attend hearings as required and provide in-court assistance regarding statutorily required findings and appropriate time deadlines.
- Manage trial prioritization process reviewing each case for trial certainty, presenting recommendations on which trials should move forward and maintain listing of priority, backup and trailing cases.

- Provide on-going assistance to Civil and Criminal judges implementing initiatives and coordinating case-related support.
- Monitor civil and criminal cases, particularly Track 4, for over-standard compliance.

### **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.
- 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 understand and apply the Maryland Rules of Procedure and relevant statutory provisions within established guidelines. The applicant must possess a general knowledge of legal pleadings and the ability to prepare draft orders.
- Ability to communicate effectively, both orally and in writing, and exercise a high degree of judgment, tact, diplomacy, and competence in dealing with judges, attorneys, court personnel, and litigants.
- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to pay attention to detail in composing, typing and proofing materials; set priorities and simultaneously process multiple duties and responsibilities.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, and standard office practices and procedures.
- Excellent telephone manner and experience dealing with the public.
- Achieve and maintain advanced proficiency in the utilization of the Court's case management system.
- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.

## **MINIMUM QUALIFICATIONS**

- B.S. or B.A. degree from an accredited university with one year of legal experience in criminal or civil law; or a degree or certificate in paralegal studies from an accredited institution with a concentration in criminal or civil law and three years of court and/or legal experience.
- Ability to apply statutory requirements and to demonstrate thorough knowledge of the Maryland Rules of Procedure, as well as substantive knowledge of civil and criminal law.
- Familiarity in the development and analysis of case management systems as they relate to civil and criminal law is required.
- Experience in providing in an automated case management environment.
- Must be proficient in Microsoft Office Suite.
- Excellent organizational and customer service skills are of the highest priority as well as competence and temperament to communicate with the legal community, in-house personnel, and the general public in a fast-paced environment.
- Superior writing skills and command of the English language are essential.
- An equivalent combination of education and experience may be substituted with five years of court and/or legal experience.

*The requirements listed above 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 various additional diversified tasks and assignments that may be required by Judicial Officers and/or the Court Administrator.*

To apply, please see the link below to our website; submit a cover letter, resume, writing prompt and an employment application.

<https://montgomerycountymd.gov/cct/careers.html>