

**Alaska Court System
Class Specification**

CLERICAL EDUCATION MANAGER 1

Range: 21

EEO4: 02

SOC: 23-1020

Class Code: C3507

Definition:

Under general direction of the Administrative Director and Human Resources Director, the Clerical Education Manager 1 is responsible for developing, facilitating, and supporting a variety of educational programs for non-judicial court employees. This position serves as the primary liaison for court training and clerical needs between the Administrative Office, Clerks of Court (COCs), Rural Court Administrators (RCAs), Trial Court Trainers (TCTs), and CMS team.

Distinguishing Characteristics:

The Clerical Education Manager is a single-position job classification responsible for enhancing the professional development of non-judicial employees and standardizing training resources for the court. The Clerical Education Manager 1 is the entry level at which the incumbent receives focused training in order to independently perform higher level work.

The Clerical Education Manager is a flexibly-staffed position. Progression to the higher level may occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at a higher level; and 5) is approved by the Human Resources Department.

Independent Judgment: Duties of the Clerical Education Manager 1 requires independent judgment in assessment of current practices and development of new resources.

Supervision Received: The Clerical Education Manager 1 works under the general direction of the Human Resources Director.

Supervision Exercised: This position is not typically assigned supervisory duties, but provides guidance, expertise, and training to managers and clerical staff.

Examples of Duties:

Acts as the primary liaison between the statewide administrative office and clerks of court (COCs) on the training needs of non-judicial employees.

Promotes and encourages statewide communication and consistency between the local courts, districts, and administrative office.

Conducts needs assessments to determine the training, educational, and developmental needs of non-judicial staff.

Creates, adjusts, and implements training programs to ensure a consistent, statewide educational environment.

Assists in the training of court personnel in the use of online and web-based trainings and meetings.

Revises training materials to meet changing emphasis or requirements.

Maintains and updates existing curriculum and course materials.

Tracks required educational reporting data including participants, events, and performance measures.

Conducts education needs surveys, identifies audience, goals and objects for training and educational programs.

Works with court administration and the IS team to help draft, edit, and finalize case processing instructions, guides, administrative bulletins, procedures, and policies for publication and distribution.

Reviews training syllabi and materials to ascertain effectiveness and applicability to current court system needs.

Develops performance objectives, learning outcomes, and assessment tools utilizing the adult learning design principles.

Evaluates the effectiveness of training programs, curriculum, and other educational resources and makes recommendations for improvement.

Advises and consults on new training ideas, methodology, and programs.

Plans and coordinates the annual Statewide Clerks' Conference and conducts monthly teleconferences with COCs to share new information, seek input and feedback.

Works with the Human Resources Director to develop and maintain an onboarding program to integrate new employees into the Alaska Court System.

Serves as a standing administrative representative to the Employee Advisory Committee.

Travels to outlying court locations to meet with administrators, supervisors, and clerical staff to ascertain needs and to deliver training components designed to meet staff needs.

Represents the perspective of the clerical employees as a member of the civil rules committee.

Consults with Clerks of Court and Area Court Administrators to gain an understanding of the needs of the clerical employees and how that may impact change to court rules.

Knowledge, Skills, Abilities:

The Clerical Education Manager 1 requires knowledge of:

- The functions and objectives of the Alaska Court System.
- Alaska Statutes, Alaska Rules of Court, Alaska Administrative Code, Alaska Case Law, Administrative Bulletins, and Personnel Rules.
- Supervisory and management techniques.
- Adult learning styles.
- Web based training programs.

The Clerical Education Manager 1 requires skill in order to:

- Manage multiple projects.
- Evaluate the training needs of clerical employees and supervisors.
- Develop court resources and training curriculum.
- Collect and analyze data that impacts the workload and efficiency of the employees.

The Clerical Education Manager 1 requires the ability to:

- Identify problems and develop solutions to improve court operations.
- Work independently on multiple complex projects.
- Provide detailed research and analysis on court system related topics.
- Work well with clerical, judicial, and administrative staff in person, via email, and over the phone.
- Plan and coordinate trainings, professional development opportunities, and conferences.
- Use plain language principles so clerical instructions can be easily understood.

Minimum Qualifications:

A bachelor's degree from an accredited college in business administration, public administration, human resource management, criminal justice, education, or a closely related field.

AND

Four years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency. The required advanced clerical or technical work experience is met by service as a Court Case Manager 1, Court Case Manager 2, Courtroom Judicial Assistant, Chambers Judicial Assistant, Clerk of Court, Chief Deputy Clerk, Court Supervisor, Rural Court Administrator, or Area Court Administrator with the Alaska Court System, or equivalent experience with another employer. Two of the four years of experience must be as a supervisor or team lead in which training is a primary job responsibility.

Substitutions:

Additional relevant education at the Master's degree level may substitute for experience at a rate of thirty semester hours for one year of experience. Education may not substitute for supervisory or team lead experience.

Two additional years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency may substitute for the required bachelor's degree.

Note:

This position is in the partially-exempt service; an incumbent serves "at-will" to the hiring authority.

12/20 – Original

12/20 – Revised MQs

05/21 – Revised duties