Superior Court of California - County of Calaveras
Court Clerk IV (Lead Operations Trainer)

CLASSIFICATION: 2001c
POSITION TYPE: REGULAR, FULL-TIME
FLSA: NON-EXEMPT

Position Definition
Under general direction, serves as the Lead Operations Trainer and advanced lead technical resource for Operations staff. Provides advanced expertise in court procedures, legal processing, courtroom operations, calendaring, scheduling, records management, case management systems, and customer service. Performs complex Court Clerk duties; provides technical guidance, coaching, and work direction; and supports courtroom coverage, operational consistency, and accuracy. As assigned by management, may coordinate daily workflow, workload priorities, operational assignments, and courtroom coverage. Assists with case management system reporting, daily calendar preparation, courtroom scheduling, and operational support functions. In the temporary absence of managers, may provide limited operational oversight to maintain continuity of daily operations and courtroom coverage.

Distinguishing Characteristics
This is the advanced lead and training level of the Court Clerk classification series. The incumbent serves as a lead technical resource and operations trainer and may coordinate daily workflow, provide work direction, assist with workload and courtroom coverage assignments, review work for accuracy and consistency, and provide technical guidance, coaching, and training to Operations staff. The position does not independently exercise formal supervisory authority regarding hiring, discipline, performance evaluations, leave approval, or other personnel actions. Managers retain responsibility and accountability for employee supervision and personnel decisions. The incumbent may provide limited operational oversight in the temporary absence of management to maintain continuity of court operations.

Required Knowledge, Skills, and Abilities

Knowledge of:

- Court organization, operations, courtroom procedures, judicial services, and jurisdiction.
- Legal terminology, documents, and case processing procedures.
- Confidentiality and access rules for sensitive or protected court records.
- Legal processing, courtroom clerk functions, calendaring, scheduling, and records management.
- Adult learning principles and training methodologies.
- Case management systems and related court technology, including reporting functions.
- Quality assurance practices in court operations.
- JCC statistical reporting requirements, including JBSIS, and external reporting to DMV, DOJ, CDC, and

other agencies.
- Customer service principles for difficult or sensitive interactions.
- Personnel rules and application of appropriate statutory codes, California Rules of Court, and Local Rules relating to court procedures.

Skilled In:

• Provide structured training in legal processing, courtroom operations, documents, calendaring, scheduling, case management systems, and customer service.
• Develop training plans, guides, instructional materials, and competency-based training activities.
• Deliver classroom, individualized, and on-the-job training; assess trainee progress; and identify development needs.
• Perform complex Court Clerk duties and serve as a technical resource to Operations staff.
• Answer complex procedural questions related to case processing, calendaring, scheduling, courtroom operations, and system functionality.
• Interpret and apply statutes, rules, policies, and procedures.
• Communicate procedural information to attorneys, agencies, litigants, and the public.
• Resolve difficult customer service situations using sound judgment.
• Prepare and maintain statistical, operational, and case management system reports.
• Maintain official court records and documentation with accuracy and compliance.
• Provide courtroom coverage, including preparing minutes, processing orders, and supporting judicial officers.
• Work cooperatively with judicial officers, court staff, and justice partners.
• Maintain professionalism and effectiveness in high-stress environments.
• Coordinate daily workflow, workload priorities, operational assignments, and courtroom coverage as directed by management.
• Review work for accuracy, consistency, compliance, and training needs and provide technical correction or coaching within the scope of the lead role.
• Analyze operational issues, evaluate alternatives, and make sound recommendations to management.

ESSENTIAL FUNCTIONS
The Court reserves the right to assign or reassign duties as needed based on operational requirements. Duties listed below are representative and not intended to be all-inclusive. May perform other duties as assigned to support operational objectives.
In addition to performing duties assigned to Court Clerk I, II and III classifications, Court Clerk IV:

Lead Operations Training
• Serves as the Lead Operations Trainer for newly hired Operations staff; plans, coordinates, and delivers structured training in court operations, legal terminology, document processing, courtroom duties, calendaring, scheduling, records management, case management systems, and customer service.
• Develops and maintains training plans, procedures, reference guides, instructional materials, and competency standards.
• Provides classroom, one-on-one, and on-the-job training; observes performance; documents progress; and provides additional coaching as needed.

• Coordinates training activities with management and provides input on trainee readiness and developmental needs.
• Develops and maintains cross-training plans to support operational flexibility, continuity, and courtroom coverage.
• Provides management with objective information regarding employee training progress, demonstrated proficiency, readiness for independent assignments, and areas requiring additional development.

Court Clerk Operations
• Performs complex Court Clerk duties, including legal document processing, case processing, calendaring, scheduling, courtroom operations, and records management.
• Provides technical guidance and assistance to staff on complex procedural or operational matters.
• Advises attorneys, public agencies, litigants, and the public on case status and procedural requirements.
• Processes, maintains, and secures official court records and evidence according to established requirements.
• Provides courtroom coverage, including preparing accurate minutes, processing orders, supporting judicial officers, and performing required courtroom functions.
• Provides day-to-day lead direction to Operations staff as assigned by management, including coordinating workflow, workload priorities, courtroom coverage, and operational assignments.
• Reviews work in progress and completed work for accuracy, consistency, compliance, and training needs; provides technical correction and coaching and refers recurring or significant performance concerns to management.
• Serves as an operational liaison, as assigned, with justice partners, governmental agencies, attorneys, and other stakeholders regarding Court procedures and workflow issues.

Case Management System, Reporting, and Calendaring
• Prepares, verifies, and maintains case management system reports, statistical data, and operational reports to ensure accuracy and compliance.
• Assists with calendaring and scheduling duties, including preparing and updating daily calendars, courtroom assignments, and schedule changes.
• Identifies case management system issues, recommends improvements, and assists in implementing enhancements.
• Identifies workflow inefficiencies, recurring processing errors, and operational risks and recommends process improvements to management.

Procedures and Quality Assurance
• Develops and maintains operational procedures, training materials, work standards, and workflows to promote consistency and accuracy.
• Researches and analyzes changes in statutes, California Rules of Court, local rules, Judicial Council requirements, Court policies, and procedures; evaluates operational impacts and recommends procedural or training changes to management. Incorporates approved changes into training and communicates updates to staff.
• Conducts quality assurance reviews; identifies recurring errors or training needs; recommends corrective actions and procedural improvements.

Temporary Supervisory Coverage

• May act as the designated operational point of contact in the temporary absence of managers and provide limited lead direction necessary to maintain workflow, courtroom coverage, and operational stability. Formal supervisory and personnel decisions remain with management.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications is:

- High school diploma or GED equivalent; **and**
- Typically, two (2) years of experience performing duties substantially equivalent to those of a Court Clerk III in a California Superior Court, or a combination of education, training, knowledge, skills, and abilities sufficient to competently perform the full range of duties and responsibilities required of the Court Clerk IV classification.; or
- Six (6) years of progressively responsible experience in a legal, judicial, criminal justice, or related environment demonstrating substantially equivalent knowledge, skills, and abilities, including at least two (2) years of performing duties equivalent to Court Clerk III and experience providing supervision, training, or work direction.

Experience providing lead direction, employee training, coaching or mentoring, developing operational procedures or training materials, conducting quality assurance reviews, or coordinating court operational workflows is highly desirable.

TYPICAL WORKING CONDIITONS

This position operates within a professional office setting characterized by a controlled climate and variable noise levels.

GENERAL INFORMATION

Conditions of Employment

- Conditional Offer Requirement: Employment is contingent upon the successful completion of a fingerprint and criminal background check, which will only be conducted after a conditional offer of employment has been extended, in compliance with California's Fair Chance Act.
- Reference checks will be conducted prior to appointments to verify employment history and suitability for the position.
- Driver's License & Travel: Employees may be required to travel between court locations or attend off-site training. Employees who operate a court vehicle must possess a valid California driver's license. All employees driving on court business must certify possession of a valid California driver's license and the required level of automobile insurance.
- Personal Vehicle Use: Employees using personal vehicles for court-related business are provided with liability coverage during the scope of their employment. Reimbursements for additional costs incurred due to business use, in accordance with the California Labor Code §2802, will be honored when applicable.

Convictions

Felony or misdemeanor convictions may disqualify an individual from employment with the court. In accordance with applicable laws, including the California Fair Chance Act, the court will conduct an individualized assessment of each case. This includes consideration of the nature and gravity of the offense, the time that has elapsed since the offense, and its relevance to the duties of the position.

Employment Eligibility
In accordance with the Immigration Reform and Control Act of 1986, all people hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of 1.) identity and 2.) U.S. Citizenship or a legal authorization to work in the United States.

ASSOCIATION REPRESENTATION
This position is represented by the Calaveras Court Employees' Association (CCEA) under the Trial Court Employment Protection and Governance Act (Trial Court Act).

EMPLOYEE ACKNOWLEDGEMENT AND DISCLOSURE STATEMENT
I acknowledge that I have received, read, and understand the job description for my position, including the essential duties and required knowledge, skills, and abilities. I affirm that I am able to perform these responsibilities, with or without reasonable accommodation.

I understand the duties, responsibilities, and expectations associated with my position and agree to perform my job in accordance with these standards. I further understand that this document does not constitute a contract of employment.

I further acknowledge that my employment status and the Court's authority to modify job responsibilities are governed by applicable law, Court personnel policies, and any applicable memorandum of understanding or other governing employment agreement.

Employee Signature: _____Date: _____