

Court Education Services Manager



Where is AOC Located?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a 2 hour drive of the city.

AOC PROFILE:

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

- POSITION:** Court Education Services Manager
- SALARY:** \$69,756 TO \$91,524 per year DOQ
- LOCATION:** Olympia, Washington
- OPENS:** August 27, 2010
- CLOSES:** September 15, 2010

Court Education Services Manager Job Overview

- Responsible for designing, planning, organizing, overseeing, and evaluating the delivery of high quality court education services for the court community under the direction of the Judicial Services Division Director. Court Education Services staff provides general training and education programming, technical education on the tools and applications that are part of the Judicial Information System (JIS), and customer service/help desk support for Washington courts.
- Responsible for the overall operation of the Court Education Services section to include policy analysis, planning, managing, directing, and supervising the staff and programs, projects, budget and activities of the section.
- Responsible for exercising independent judgment and providing recommendations to Judicial Services Division Director regarding the tactical implementation and strategic direction of court education services delivery to the court community.

Key Responsibilities

- Provides leadership, direction, and supervision to staff in the development and delivery of relevant and innovative education programs and services for judicial officers, clerks, administrators and employees in Washington courts. Provides mentoring to foster individual responsibility, leadership and management characteristics.
- Oversees the coordination of educational programs for both general education programs and technical educational curricula related to the Judicial Information System (JIS), including all aspects of the course development, documentation, and delivery processes for judicial educational services including the JIS.

Court Education Services Manager

AOC Offers...

- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

Benefits:

- The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- Vacation leave
- Sick leave
- Shared leave
- Family – Medical Leave
- Military and Civil leave
- Eleven paid holidays per year
- A state retirement plan
- Deferred Compensation Program
- Deferred College Tuition Program (GET)

Key Responsibilities (continued)

- Manages the budget and staff of the Court Education Services section and oversees the support and interaction with Board for Court Education, the Administrative Office of the Courts Information Services Division, and other internal and external groups regarding training priorities and delivery of educational programs and services.
- Manages the establishment and review of educational course schedules, curricula, delivery methods, emerging technologies, business processes, and priorities to determine the most appropriate documentation, delivery of educational programs, performance support tools, incident and knowledge management tools, and other educational services.
- Assesses and responds to court community educational needs and provides recommendations and implementation strategies for improving court education services.
- Oversees the application of contemporary adult education theory and practice to curriculum development, course planning, and faculty development responsibilities and effectively uses technological education tools and audio/visual equipment.

Key Competencies Overview (see job description)
Demonstration of expert knowledge, skills and abilities in the following areas:

- Adult learning theory and application
- Exercise good judgment and make timely, sound strategic decisions and recommendations consistent with organizational objectives. Ability to think critically in decision-making and problem solving situations.
- Effectively plan, organize and direct the work of others utilizing supervisory techniques such as interviewing, counseling, motivation, etc.
- Professional knowledge of the principles and techniques of effective program and project management.

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Send materials to:

Submit materials by email, fax, or postal service to:
 Washington State Administrative Office of the Courts
 Attention Human Resources Office
 1206 Quince St SE
 P.O. Box 41170
 Olympia, WA 98504-1170

email: erica.munro@courts.wa.gov

or fax 360-586-4409.

Application materials will be screened for the purposes of determining who will be selected for an interview.

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Erica Munro, AOC Human Resource Office, at (360) 705-5286 or fax (360)586-4409, or via email to Erica.Munro@courts.wa.gov

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Key Competencies Overview (continued)

- Utilize strategic and interpersonal leadership skills and abilities to interpret and represent interests of the AOC and maintain effective working relationships with governmental and court officials at all levels such as judges, clerks, court administrators, legislators, etc.
- Consistently communicate effectively both orally and in writing. Demonstrable experience in developing professional quality communication materials and delivering information through effective oral presentations
- Aptitude and understanding of Information Technology, including proficiency with MS Word, Outlook, and PowerPoint is essential. Knowledge and experience with JIS applications, RightNow technology applications, and Adobe Acrobat Professional or other applications for web-based meetings and distance learning opportunities is desirable.
- Ability to handle multiple projects, deadlines, and clients; ability to shift priorities and resources.

Qualifications

Bachelor degree in education, public administration, or closely allied field **AND**:

- Seven years of progressively responsible experience supervising and directing professionals, to include a combination of five or more years of experience with applying adult education principles and best practices in the development and delivery of educational programs or supervising or directing a customer service call center/help desk.
- An advanced degree (e.g. M.A., Ed. D., Ph. D., J.D.) may substitute for up to three years experience

Other relevant education or experience may be considered in order to meet requirements.

To be considered for this position, please submit:

- A cover letter specifying how you meet the qualifications of the position (no more than two pages).
- A chronological resume including: dates and total months/years in each position held for each previous employer.
- [Completed AOC application form.](#)