



**CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION**

SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

**CLASSIFICATION TITLE: SUPERVISOR, TECHNICAL TRAINING
& OPERATIONS SYSTEMS**

GENERAL DESCRIPTION OF DUTIES

Under direction of the manager, this position performs supervisory duties for the Technical Training and Operations Systems teams in the Courts & Official Records division for the Clerk & Comptroller. Employees in this classification act as a working supervisor, and are responsible for supervising and overseeing activities of assigned Technical Trainers in Operations Training and the Business Analysts in Operations Systems. This position provides training, direction, and guidance in practical processes and procedures of the work as it relates to business practices, documentation, research and analysis, report preparation and workflows, as well as department oversight in the absence of the manager. This position exercises considerable initiative and independent judgment. Work requires proven expertise and specialized skills and knowledge of the Clerk & Comptroller's Courts & Official Records division and systems; responsibility for maintaining current systems knowledge, including upgrades, changes, and modifications to those systems; acute attention to detail; and the ability to process and monitor multiple priorities and assignments within established time frames.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Prioritizes, coordinates, assigns, and monitors staff work activities and projects; provides formal and practical training and guidance to staff; provides input and business expertise; monitors status of work in progress and inspects completed work

Monitors work flow and productivity of staff under charge; monitors performance for adherence to established goals and objectives; provides recommendations to management concerning new or enhanced training, systems/upgrades, problem resolution, as appropriate

Participates in all aspects of work under charge to support and ensure effective and efficient production of the work unit; performs unit tasks as required

Develops and maintains written procedures, checklists, and related documentation relating to areas of responsibility

Assists management in ensuring staff compliance with approved policies and procedures, training and business analysis best practices and applicable regulatory standards

Administers appropriate training curriculum, to include customized training plans where applicable; maintains training attendance records and generates training reports

SUPERVISOR, TECHNICAL TRAINING & OPERATIONS SYSTEMS

Oversees the measurement of the performance and progress of trainees; ensures understanding and use of all processes to provide world class leaders in customer service and to protect, preserve, and maintain public records and public funds

Reviews operations and system functions for the purpose of identifying training and systems procedures and requirements

Reviews modifications or new processes to determine the effect on current work processes; develops and modifies procedures accordingly

Consults and communicates with Court Operations management, other departments, outside agency personnel, and other individuals to exchange information, provide technical expertise, identify and troubleshoot problems or give/receive advice/direction

Works collaboratively with and provides assistance to both internal and external auditors, i.e., responding to inquiries, providing relevant business analysis related data

Assists in new systems and/or system upgrade evaluation, planning, deployment, and support, including preparation of justifications; reviews change and enhancement requests and works with stakeholders to determine and assign priorities

Monitors system and user performances; recommends changes to improve efficiency

Defines, analyzes, and documents workflows; confers with project staff to outline work plan and assign duties and responsibilities to ensure that business requirements will be met

Researches and makes recommendations concerning implementation of new and modified applications and features with respect to impacts on training, business analysis, systems and reporting requirements; coordinates business units/groups responsible for testing, validating, and evaluating new or upgraded applications and functions; assists business units/groups in the design and execution of test scripts and scenarios

Performs complex and/specialized functions of the unit; responds to difficult or unusual circumstances requiring specialized attention or supervisory intervention; assists staff with customer interaction to prevent or defer escalated customer issues

Responds to and provides user or staff requests for technical training, and procedural support as needed

Participates in management functions of the unit, e.g., budget development and administration, policies and procedures development

Prepares agendas and conducts and facilitates staff meetings; distributes administrative orders, memoranda, amendments and policy and procedural updates accordingly

Tracks and approves time and attendance records; monitors such for unit scheduling and evaluation purposes

Prepares, processes and reviews various records, reports, logs, forms, statistics, invoices, and other documentation; submits as applicable for management and administrative review

Performs special research or projects as directed by management

Maintains established organizational/departmental productivity standards

SUPERVISOR, TECHNICAL TRAINING & OPERATIONS SYSTEMS

Monitors all organizational/department-related performance and productivity standards for compliance

Safely and successfully performs the essential job functions consistent with the ADA, FMLA and other federal state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with ADA, FMLA, other state and local standards and the organization's attendance policies and procedures

Comes to work and work the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree with course work emphasis in Business or Public Administration, Computer Science, Business Analysis, Adult Education or related field, supplemented by five (5) years of recent and relevant experience with a wide variety of modern automated business systems, including three (3) years of court systems experience; demonstrated oral and written communication skills, knowledge of effective instruction and teaching principles and techniques, experience analyzing problems and gathering and interpreting data, and demonstrated knowledge of effective leadership and supervisory principles and practices are required; or an equivalent combination of education, training and experience. Master's Degree, automated systems technical training experience and working knowledge of SharePoint 2010 and SQL preferred.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. All tasks require clear oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. Yes No

SUPERVISOR, TECHNICAL TRAINING & OPERATIONS SYSTEMS

I would like to request a reasonable accommodation. Yes No

**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

Employee Signature

Date

Printed Name

Department