POSISION SUMMARY:

Under general supervision of the Regional Office Administrator, this position provides administrative and supervisory support activities for the Milwaukee Trial Office, following agency and local office policies and procedures, in a professional and timely manner.

This position serves as the principal point of contact for intake and court services, oversees the scheduling of staff for intake services, monitors for compliance, troubleshoots individual problems, and resolves conflict.

The incumbent will interact in a collegial and professional manner with management, attorneys, administrative staff, investigators, client services specialists, court and jail personnel, and the public.

65% A. Administration of intake and court services

A1. Serve as the principal point of contact and representative for intake and court services.

A2. Implement and monitor the established system for providing intake and court services to all potential clients; establish, revise, and implement policies and procedures affecting intake and court services.

A3. Effectively and timely respond to inquiries, complaints or demanding situations related to court intake; set up and maintain recordkeeping/correspondence system; bring important and urgent matters to the attention of the Regional Attorney Manager and/or Deputy Attorney Manager.

A4. Assist the Regional Office Administrator in the scheduling of attorneys and non-attorney staff to adequately staff intake court; ensure all court assignments are assigned and work is performed.

A5. Maintain current caseload statistics and calendar of attorney absences so that information is readily available for scheduling decisions.

A6. Provide training and technical assistance to the staff in the provision of intake and court services.

10% B. Administration of case management system
B1. Monitor the established system for assignment of cases to staff and private bar attorneys and recommend system changes when necessary.

B2. Oversee operation of case management system to insure that all case management functions are completed in an accurate and timely manner. Ensure that cases are opened and closed correctly.

B3. Monitor caseload statistics for individual attorneys and proportion of cases being assigned to the private bar.

B5. Maintain a logging system of private bar appointments to insure all cases are assigned pursuant to the Wisconsin Administrative Code and agency policies and procedures.

10% C. Assist ROA/LAM/ARAM in administrative support and management for the local office.

C1. Assist in establishing, implementing and revising office procedures. Inform the RAM/LAM/ROA of matters arising in the court system which may affect the office operations, or to which the office should respond. Inform staff of local office and agency policies and procedures. Serve as liaison between office and courts, probation and parole, social workers, etc.

C2. Serve as a liaison between administrative staff, attorneys, paralegals, client services and investigators.

C3. Perform other duties as requested by management.

C4. Demonstrate a commitment to learning and improvement by attending and actively participating in regional, agency and other training opportunities.

15% D. Provision of personnel and human resources management

D1. Provide leadership and manage legal secretaries; make decisions; solve problems; develop unit procedures; develop records/files; conduct meetings; represent unit/office/program at internal and external meetings.

D2. Manage employees and team performance; provide new employee orientation; train or provide adequate training for employees; assign work; coach, counsel and motivate employees; evaluate employees; investigate complaints or performance concerns; implement disciplinary action as needed and in consultation with local managers and agency human resources staff.

D3. Manage and ensure effective employee relations; create an ethical, non-discriminatory and safe work environment; establish effective
communication lines/methods; identify and solve employee problems; manage conflict, respond to grievances;

D4. Establish work schedules to meet operational needs; hold employees accountable for attendance, approve vacation/leave requests and overtime; complete or review and approve e-time sheets.

D5. Train new staff on local, agency, and human resource procedures and policies. Answer questions for all staff on local and agency policies and procedures ensuring all answers are in accordance with agency policies and procedures.

D6. Participate in interviewing and hiring staff, and providing hiring recommendations in compliance with SPD policies and procedures.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of the legal/court system

2. Ability to interpret and apply policies, procedures, administrative rules, and state statutes

3. Ability to effectively communicate in writing and verbally policies, procedures, administrative rules, and state statutes

4. Effective verbal and written communication skills and the ability to speak in front of large and small groups

5. Ability to effectively and timely respond to complaints or demanding situations posed by clients, co-workers, or other individuals, including the general public

6. Ability to assess the urgency of situations, determine appropriate actions, and prioritize response

7. Ability to monitor status of pending items, provide follow up and keep supervisor, managers, and others informed

8. Ability to define problems, collect data, establish facts, and draw valid conclusions

9. Knowledge of effective supervisory and leadership techniques

10. Knowledge of effective HR related techniques (i.e. coaching, performance evaluation, employee relations, etc.)

11. Knowledge of effective calendaring or scheduling techniques.
12. Ability to guide, organize, direct, and evaluate the work of assigned staff

13. Ability to use Google mail, Google documents, MS Word, Internet, MS Excel

14. Ability to use spreadsheet software to input, organize, track, and retrieve data

15. Ability to research and analyze data and develop reports

16. Ability to preserve confidential and sensitive information