

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION – PROVINCIAL OFFENCES - LOCATION – 50 MAIN ST. E.)

CO-ORDINATOR, COURT SUPPORT

SUMMARY OF DUTIES

Reporting to the Manager, Provincial Offences responsible for direct supervision of court support staff and the Trial Coordinator in the performance of court support duties such as court reporting, management of court documents, transcript production and administrative duties associated with trial co-ordination.

The Co-ordinator is expected to exercise sound independent judgment and discretion in carrying out their responsibilities within the framework of legal, policy and procedural requirements, and maintain highly effective working relationships with court administrators, judicial officers and courtroom staff.

GENERAL DUTIES

Trains and supervises support staff performing court support and trial co-ordination functions.

Supervises work and assists staff in the development, implementation and maintenance of computer systems, application programs, databases and computer files for maintenance management.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems.

Develops, recommends and implements performance standards, policies and procedures related to Court Support Services, which promote a quality service approach to ensure the highest level of customer satisfaction.

Administers and co-ordinates the daily operations of the courtroom and supports the virtual courtroom environment. Schedules the court reporters for in court or in office duties and back up coverage to the trial co-ordinator.

Provides assistance to the Judiciary, police and legal profession.

Receives and responds to any inquiries, concerns filed by a member of the public, Judiciary, prosecutors, enforcement agencies or legal profession as it relates to a duty completed by a staff member providing court support or trial co-ordination.

Develops, implements, administers and monitors Provincial Offences procedures related to transcript production.

Audits transcripts to ensure quality standards are met and to provide feedback on performance.

Ensures the prompt and correct implementation of legislated guidelines and court rules adjusting courtroom processes and workflow as necessary.

Monitors stock, orders and arranges for delivery of court support forms.

Participates in staff recruitment process, interviews and evaluations.

Provides direction, leadership and coordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation, and quality of service.

Prepares for and participates in the labour management process by providing input to the collective bargaining process inclusive of representing management at mediation, arbitration, and grievance meetings.

Manages specific projects and investigative assignments such as process improvements or re-engineering, assessment of service delivery compliance within legislated standards, training and employee development programs, and departmental performance measurement and monitoring frameworks.

Ensures operational expenditures are within approved budget; provide input to capital and operating budget requirements.

Recommends for approval of vacation/overtime requests ensuring operational needs are met. Responsible for daily reporting of attendance reporting for sick leave.

Ensures the court utilization statistics are entered into the ICON (Integrated Courts Offence Network) system and verified monthly.

Ensures exhibits are logged and returned as per guidelines.

Signs as Clerk of the Court for certified copies.

Signs as Commissionaire of Oaths for court documents.

Arranges for service on office equipment when necessary.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Developed understanding of court reporting, court procedures and requirements, trial co-ordinating and human resources concepts normally acquired by the completion of a university degree in Business Administration or related discipline and/or a combination of education and work experience in a court environment.
2. Advanced skills in transcript preparation and working knowledge of the rules to be followed.
3. Previous Court Reporter experience using digital court recording software (Liberty) for use in the courtroom and for transcript preparation.
4. Must have excellent verbal and written communication skills and the ability to relate effectively with peers, all levels of management, residents, and members of Council. Excellent people skills with an emphasis on customer service and training.
5. Knowledge and understanding of statutes and regulations relating to The Provincial Offences Act and court support matters. Demonstrated knowledge of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational health and Safety Act (OHSA), Employment Standards Act (ESA), Accessibility of Ontarians with Disabilities Act.

6. Experience in a computerized environment. Advanced working knowledge/experience of Word and ICON (Integrated Court Offences Network) would be considered an asset.
7. Demonstrated supervisory experience required in a court support environment. Demonstrated ability to challenge, lead and motivate others.
8. Demonstrated ability to analyze and interpret statistical and financial information.
9. Demonstrated experience in dealing with the judiciary on strategic court matters as well as experience in oversight of the implementation of the court master plan
10. Must be able to work independently and in a team environment.
11. Working knowledge of budget process and budget control.
12. Demonstrated record of decision-making and problem-solving skills dealing with challenging situations including conflict resolution.
13. Must possess strong organizational and time management skills.
14. Demonstrated ability to challenge, lead and motivate others to excel in an environment that fosters innovative approaches to problem-resolution.
15. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
16. Flexible availability with early morning, evening, weekend and holiday work may be required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
