

CITY OF CHATTANOOGA
Classification Specification Title: Operations Manager

Department: Finance

Pay Grade: GS.13

Supervision Received From: City Court Clerk

FLSA Status: Exempt

Supervisory Responsibility For: Court Ops Asst; Admin

Established: 6/29/07

Support Specialist; Court Ops Tech 1

**Revision Dates: 4/9/25;
10/20/23; 1/11/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for supervising staff and the day-to-day activities of the Court Clerk's Office. Responsible for performing a variety of complex clerical and administrative support activities in support of Court operations such as ensuring work is done in a timely manner and preparing payroll. Plans and coordinates weekly staff meetings and serves as liaison between the Clerk's Office and others. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL:

The Deputy City Court Clerk is the fourth level of a five-level court operations series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises lower level court operations staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Provides advanced administrative support to the City Court Clerk and Judges.

Serves as the Terminal Agency Coordinator (TAC) for the City Court which includes serving as the primary liaison between the Court and the FBI and TBI; providing technical support to certified operators; ensuring compliance with applicable rules and regulations related to security of computers and the dissemination of information; updating and communicating updates to applicable policies and procedures; training and testing employees on the TIES system; recertifying and testing certified operators; maintaining applicable records; preparing and disseminating required reports and/or performing other related activities.

Serves as a liaison with vendors and external agencies that provide services for the City Court. Investigates and resolves service problems.

Participates in/on a variety of meetings and/or committees to receive and/or convey information related to court operations.

Prepares and processes financial documents for the Court, including payroll documents, invoices and/or other related items.

Prepares court petitions for the immobilization of vehicles whose owners owe substantial amounts of fines.

Participates in preparing and administering the departmental budget.

Participates in maintaining the City Court web page, ensuring information is accurate and up to date.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and five (5) years progressively responsible experience in court operations, including lead experience.

LICENSING AND CERTIFICATIONS:

Tennessee Bureau of Investigation TIES/NCIC/NLETS Operator Certification TAC Certification requirements

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; court operations, procedures and processes; report preparation principles; TAC requirements; customer service principles and practices; research methods; cash handling procedures; automated court software applications; vendor management principles; applicable Federal, State and Local laws, codes, ordinances, rules and regulations; mathematical concepts; filing practices; modern office equipment and cashiering techniques.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; performing TAC activities; overseeing and evaluating the performance of external vendors and service providers; interpreting, applying and communicating applicable laws, codes, ordinances, rules and regulations; preparing and disseminating a variety of court-related reports; preparing and processing specialized court documents; conducting research; providing customer service; handling cash; processing payments; keyboarding; performing routine mathematical calculations; filing; using a computer and related software applications; handling multiple tasks simultaneously and establishing and maintaining effective working relationships with other employees and those contacted in the course of the work.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.