

# Office Coordinator



## Position Description

**Status**

Full-time, Nonexempt

**Compensation**

B31

**Bargaining Unit**

Non-Bargaining

**Reports to**

Chief Public Defender

**Supervises**

Clerical Staff

**Position Category**

Supervisor

**Summary**

Under supervision of the Chief Public Defender, this position performs extensive duties in support of the Public Defender's Office operations and ensures proper workflow of the department by coordinating resources. Acts as the working supervisor to manage and direct the clerical staff in two office locations. Prepares reports regarding services rendered and collects and compiles data and feedback regarding Public Defender services. Conveys information to all department staff regarding client needs, provides scheduling and tracking services and follow up on services to be delivered.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Provide direct supervision to clerical staff in two office locations. This includes staffing recommendations, scheduling work assignments, providing training to new and existing staff, performance management, and administration of discipline in coordination with the Chief Public Defender and Chief Assistant Public Defender.
2. Develop Standard Operating Procedures for the department as they relate to both clerical staff and overall department operations.
3. Provide administrative support and assist on matters assigned to the Chief Public Defender and Chief Assistant Public Defender that are confidential in nature.
4. Develops and oversees the maintenance of case management, record retention, and statistical reporting systems including both physical and electronic records.
5. Act as the lead computer hardware and applications representative of the department. This includes overseeing development and use of systems, acting as liaison with Information Services, and providing training and assistance to staff members.

6. Collaborate with the Courts on scheduling Assistant Public Defenders court cases and provides oversight of clerical staff relating to any scheduling issues within the Roster Attorney System.
7. Assist and provide support to clients through various mediums by answering varied inquiries about the department or process. Assists and processes client applications for services and communicates this information to applicable parties.
8. Provides the Chief Public Defender support in the development and monitoring of the annual budget for the department. Monitors this budget and status of accounts throughout the year and works with necessary parties on any budget adjustments needed. Coordinates the accounts payable invoices.
9. Supports the Chief Public Defender in both the development of reports and monitoring of data collection. This is then used for reporting purposes to necessary parties including the County and MIDC.
10. Assist in other areas as assigned.

## **Competencies**

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has direct supervisory responsibilities for the clerical staff.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

**Travel**

Travel is required to access County buildings and other locations for training purposes.

**Required Education and Experience**

1. Bachelor's Degree in Criminal Justice, Legal Studies, Public Administration or related field.
2. Two (2) years of experience working with complex legal issues including legal and court terminology and procedures is preferred.
3. One (1) year of supervisory experience is preferred.

**Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_