

JOB OPPORTUNITY

10-11-07 to 10-31-07

Posting date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications
for
Operations Manager
Office of Court Interpreter Services

All Applications must be received by: October 31, 2007

Position Summary:

Working for the Office of Court Interpreter Services (OCIS) within the Support Services Department of the Administrative Office of the Trial Court, this position is responsible for supervising services being provided by per-diem and staff interpreters to the various courts in the Commonwealth. The Operations Manager works closely with Judges, Clerk-Magistrates, and court interpreter liaisons to facilitate the relationship between the courts and OCIS to ensure compliance with the Standards and Procedures of the Office of Court Interpreters and to promote the efficient use of interpreters. The Operations Manager may also conduct investigations and, if required, recommends disciplinary action in the event that interpreters do not comply the Standards and Procedures and Code of Professional Conduct for interpreters.

Major Duties:

Works with courts to assess interpreting needs and coverage. Facilitates courts bundling of interpreter services in order to more effectively utilize those services.

Supervises and coordinates the work of interpreters, including reviewing work performance, motivating subordinates to work more effectively, identifying problems with performance and developing solutions to those problems, determining training needs to improve performance, initiating informal measures to correct misconduct or making recommendations for formal discipline.

Assists in monitoring Fiscal expenditures through Daily Service Records.

Works closely with schedulers to anticipate potential problems and create strategies to maximize interpreter services. Monitors daily schedule for cost effectiveness.

Assists in the development and implementation of policies regarding interpreter activities. Plans, develops and facilitates changes in procedures, protocols and practices based on direction from the Manager of the Office of Court Interpreter Services.

Advises interpreters when unusual work situations arise or when new procedures are instituted.

Performs personnel administrative tasks, including coordinating and participating in the hiring and promotion process, assists with orientation supervising of new employees and the ongoing training of other employees, resolving employee problems, and supervising employee time and attendance records.

Regularly meets with Judges and Clerk-Magistrates and court staff to exchange information and to discuss issues affecting OCIS and the courts around the commonwealth. Calls and conducts meetings in order to exchange information and to discuss ways to make OCIS and the interpreters work cooperatively with courts. Prepares written agendas, prepares written summaries and action plans for review by the Department Head.

Prepares manuals and other materials describing procedures, standards and protocols. Prepares reports as required by the Department Head.

Regularly monitors the accuracy, completeness and timeliness of services provided by interpreters.

Oversees a variety of projects relative to the day-to-day operation of the Office of Court Interpreter Services.

Supervises and/or performs special projects as required.

Supervision Received:

The Operations Manager will work under the general direction of the Director of the Support Services Department and will report to and be supervised by the Manager of the Office of Court Interpreter Services.

Supervision Exercised:

The Operations Manager supervises staff interpreters and per-diem interpreters contracted with to provide services on behalf of OCIS. The Operations Manager may supervise OCIS Staff in the absence of the Program Manager for Training and/or the Manager of the Office of the Court Interpreter Services.

Position Requirements:

Bachelors' degree in related field from an accredited college or university or an equivalent combination of education and experience.

Prior experience in personnel management and/or the provision of interpreter services preferred.

Comprehensive knowledge of court procedures and factors pertaining to the court.

Comprehensive knowledge of the Standards and Procedures and Code of Professional conduct regarding court interpreters.

Considerable knowledge of Trial Court personnel policies and procedures and demonstrated ability to use those policies and procedures to resolve problems.

Considerable knowledge of effective supervisory and management techniques.

Considerable knowledge of and ability to use personal computers and related software.

Working knowledge of the Massachusetts Court System.

Demonstrated ability to organize, direct and perform high level supervisory duties in a manner conducive to full performance and high morale.

Demonstrated ability to identify problems and to develop feasible solutions.

Ability to maintain a variety of complex records and to prepare reports from such records.

Ability to express ideas concisely and clearly, orally and in writing.

Considerable interpersonal skills, including the ability to establish and maintain effective working relationships with others.

Excellent writing skills and the demonstrated ability to develop written reports and action plans.

Ability to work on multiple projects simultaneously and to work as a team member.

Ability to travel to courts throughout the Commonwealth.

SALARY: \$57,193.89 with annual increases to \$85,987.75

Send completed Trial Court Application for Employment and resume to:

Operations Manager Position
c/o Gaye Gentes
Manager, Office of Court Interpreter Services (OCIS)
Administrative Office of the Trial Court
2 Center Plaza, 9th Floor
Boston, MA 02108

Trial Court Applications for Employment can be obtained at any court location, at the Administrative Office, or by contacting the Trial Court website www.mass.gov/courts/jobs.

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