

### **Facilities Support Supervisor**

#### **JOB FAMILY DEFINITION**

This classification falls within the Facilities Support Job Family, encompassing a range of work in which incumbents are responsible for providing administrative and customer service support to facilities operations, planning, and/or capital projects for the judicial branch. This class specification represents the type and level of work performed, recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

#### **CLASS SUMMARY**

This is a supervisory-level class. Incumbents, as assigned, are responsible for providing day-to-day supervision of four or more Judicial Council staff and overseeing Customer Service Center operations.

#### **DISTINGUISHING CHARACTERISTICS**

The Facilities Support Supervisor class is distinguished from other classifications in the Facilities Support Job Family in that it supervises four or more Judicial Council staff and is responsible for assigning, reviewing, and evaluating work to ensure it is performed consistently with policies and procedures. Supervision includes participation in and/or implementation of hiring and disciplinary decisions. In addition, a primary purpose of this class is to serve as a technical subject matter expert in the Facilities Customer Service Center operations.

**EXAMPLES OF ESSENTIAL DUTIES** *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Supervises the day-to-day activities in the Customer Service Center; reviews and approves work; develops, recommends, and implements operating policies and practices; develops, recommends, and implements work processes; and sets standards.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides training and development; conducts performance evaluations; and administers discipline, as required.
- Ensures work is performed in compliance with state and federal laws and Judicial Council policies and procedures.
- Oversees quality control for work order data entry and recordkeeping; provides oversight and quality assurance of work order data in the facilities information system; and creates and implements quality control processes.
- Manages contact center volume and adjusts resources as needed.
- Administers vendor contracts related to Customer Service Center operations and equipment; ensures that services performed and charges incurred comply with contract provisions.
- Develops and conducts customized training on facilities information systems and databases.
- Conducts audits of service work order input and performance metrics within the Customer Service Center operations.

- Represents the work unit to customers when dealing with escalated issues and customer service concerns.
- Prepares reports involving customer satisfaction, customer service center performance, and work order requests/resolution.
- Performs other duties of a similar nature and level as assigned.

**EXAMPLES OF POSITION-SPECIFIC RESPONSIBILITIES** *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain, or use function-specific tools and/or perform specific facilities support and supervisory tasks aligned with one work unit, the general description of the work tasks involved in this class does not vary significantly, and therefore no position-specific duties are noted.

**MINIMUM QUALIFICATIONS**

**EDUCATION AND EXPERIENCE**

Associate’s degree and four (4) years of call center experience, of which one (1) year must include supervisory experience. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

Three (3) years as a Facilities Specialist or other level (B22) class or four (4) years as a Facilities Assistant or other level (A13) class with the Judicial Council of California or experience performing the duties of a class comparable in the level of responsibility to those listed above for the same number of years in a California superior court or California state-level government entity, and a) completion of training courses on topics related to effective supervision within six (6) months of promotion; or b) one (1) year of previous supervisory experience.

OR

Internal candidates in any Judicial Council classification who meet the requirements listed above for external candidates but lack the supervisory experience may qualify with completion of training courses on topics related to effective supervision within six (6) months of promotion.

**LICENSING AND CERTIFICATIONS**

- None

**KNOWLEDGE OF**

- Principles and practices of contact center operations and systems;
- Supervisory principles, practices, and techniques;
- Applicable federal, state, and local laws, codes, regulations, and/or ordinances;
- Principles and practices of quality control;
- Principles and practices of conflict resolution;
- Principles and practices of process reengineering, process improvement, and document flow;

- Basic principles and practices of help desk technology;
- Facility operations, systems, and concepts sufficient to assist customers and process information;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Business methods, principles, and practices;
- Customer service principles;
- Principles and practices of contract administration;
- Time management practices;
- Principles and practices of adult learning and training;
- Business math concepts;
- Software applications, as assigned;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

### **SKILL IN**

- Supervising, monitoring, training, and evaluating staff;
- Applying relevant laws, codes, regulations, and standards;
- Coordinating deadlines and prioritizing competing demands;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Providing conflict resolution;
- Exercising political acumen, tact, and diplomacy with internal and external stakeholders and clients;
- Providing critical thinking;
- Extracting information from systems and databases;
- Auditing workflow and identifying process improvements;
- Administering contracts;
- Developing and conducting training;
- Applying standard policies and procedures;
- Writing reports;
- Utilizing a computer, relevant software applications, and/or other equipment, as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

### **WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS**

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel to site locations and work to be performed in outdoor environments with varying light and temperature, as necessary.

**Please Note:** *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*

*As a government body charged with improving the statewide administration of justice, the Judicial Council has multiple offices with diverse responsibilities relating to court policy and operations. As employees of the council, every member of staff should view and approach their work as one Judicial Council with a public service mission that is greater than the sum of its parts.*