

**Job Class Profile: Court Officer II****Pay Level: CG-33 Point Band: 718-741**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	6	4	4	3	6	3	
Points	187	67	13	29	120	87	62	129	32	726

**JOB SUMMARY**

The Court Officer II performs specialized supervisory work which functions as part of the Court and includes managing the operations of a Provincial Court judicial centre and a divisional section. Exercises supervisory functions and provides interpretation with respect to the Provincial Court Rules, default judgements, and Peace Bonds.

**Key and Periodic Activities**

- Plans, organizes, directs and supervises the overall operation of the Court and staff.
- Maintains custody and continuity over all exhibits entered through the Court process. Records, stores, and disposes of exhibits.
- Implements and ensures adherence to policies and procedures.
- Addresses complaints from stakeholders.
- Prepares statistical and financial reports for management. Maintains and gathers records and information for the compiling of reports and statistics.
- Pre-approves attendance and leave requests.
- Supervises and completes the monthly transcript list and ensures timely preparation of pending transcripts for the Supreme Court.
- Facilitates regular staff meetings and follows up on issues arising. Ensures accurate minutes are forwarded to the Regional Manager and Director.
- Conducts performance coaching sessions and prepares detailed reports. Provides continual informal coaching.
- Co-ordinates and books video-conferences in conjunction with the daily operation of courtroom hearings. This includes working with internal and external stakeholders.
- Participates in cross-training and training of staff.
- Participates on committees and special projects.
- Performs Justice of the Peace duties.
- Recommends disposal of capital assets. Liaises with the Department of Transportation and Works on facility maintenance.

## SKILL

Knowledge
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Legal and court systems, operations, policies and procedures, as well as the Provincial Court Act, the Judgement Enforcement Act, the procedural aspects of the Criminal Code of Canada, and other Federal and Provincial statutes. Knowledge of Civil, Criminal, and Family Rules is essential.</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2 Year specialized post-secondary Diploma in Business Administration.</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2-3 years.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Strong leadership and supervisory skills.</li> <li>— Effective communication, organizational, problem solving and interpersonal skills.</li> <li>— Ability to compile and complete statistical reports, to apply accounting principles, and to proofread and edit transcripts.</li> <li>— Strong computer skills in various software programs such as MS Office Suite, Voice IQ Recording, the Integrated Provincial Court Management System, Ticket Management System, etc.</li> </ul>
Interpersonal Skills
<ul style="list-style-type: none"> <li>— Interpersonal skills include facilitating meetings such as monthly staff meetings and other meetings as required by management; listening to information/asking questions/providing advice when assigning work, providing guidance and direction to staff and acting on feedback from staff; communicating complex information to others in the form of implementation of policies/procedures/directives; acts as departmental representative on interview selection boards when necessary; trains new employees; and conducts annual performance coaching as well as informal daily mentoring and coaching.</li> <li>— The most significant contacts are other supervisors, staff, managers in the daily operation of Court; judiciary, lawyers, RNC/RCMP; and employees within the department regarding day to day activities.</li> </ul>

## EFFORT

Physical Effort
<ul style="list-style-type: none"> <li>— Work demands do not result in considerable fatigue, requiring periods of rest.</li> <li>— Regularly required to lift objects less than 10 lbs., such as court dockets, exhibits, office supplies, and boxes from archives.</li> <li>— Work provides the opportunity for occasionally standing and walking.</li> <li>— Constant fine finger/precision work and sitting while using a computer, answering telephone, and completing paperwork.</li> </ul>
Concentration
<ul style="list-style-type: none"> <li>— <b>Visual</b> concentration is constantly required when operating computers using numerous</li> </ul>

programs, troubleshooting reports to ensure accuracy, proofreading typed transcripts to ensure accuracy.

- **Auditory** concentration/strain is regularly experienced when listening to customers over the phone and at the counter in a noisy environment, listening to recorded audio and ensuring accuracy against typed transcripts.
- **Higher than normal levels of attentiveness** is required as work is performed in a court setting where clients become upset and attempt to lash out. Therefore, must be aware of surroundings at all times to ensure safety.
- **Eye/hand co-ordination** is a constant requirement in the use of computer.
- **Time pressures/deadlines and lack of control over the work pace** are experienced on a constant basis as work requires transcripts to be completed on time for the Supreme Court, time pressures associated with staffing the Courts if staff are absent from work, and time constraints set out in the Criminal Code of Canada such as rights to bail hearings within 72 hours, 24 hours to appear before a judge. **Interruptions** are experienced when responding to last minute requests from clients or urgent issues.
- **Exact results and precision** is necessary for reports, or ensuring court orders are completed accurately by staff where errors in accuracy could impact the lives of the accused persons.

### Complexity

- Work involves a series of tasks and activities which are different, with some unrelated, and require the use of a broad range of skills and a diversity of knowledge.
- Provides interpretation with respect to the Provincial Court rules, default judgements and Peace Bonds.
- Typical problems/challenges include staffing of the Court ensuring it is able to operate on a daily basis with enough staff, ensuring computer/recording equipment is functioning properly for each courtroom for recording case proceedings, transcripts for the Supreme Court may require expeditious transcriptions, and problem solving/dispute resolution between staff members.
- Typically can reference policies and procedures, the Criminal Code of Canada, the Youth Court Justice Act, and various other acts and regulations, as well as collective agreements, court manuals, supervisors, manager, directors, and judges.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are somewhat prescribed or controlled.
- Decisions are typically made with regards to leave/overtime recommendation, ordering of office supplies, order interpretation services, booking video conferences, issuing directives to staff, conflict resolution, exhibit disposal, assigning work to staff, and reassigning staff.
- Requires approval for large equipment purchases, overtime, course attendance, and travel.
- Discretion is generally exercised within predetermined limits and procedures to set hearings for peace bonds, administering of oaths, issuing processes (summons/subpoenas), and certifying/verifying dockets and other documents.
- Interpreting directions and applying guidelines to make decisions is required when assigning

<p>and reassigning duties to staff for office and courtroom duties.</p> <ul style="list-style-type: none"> <li>— A high degree of discretion and judgement is required when addressing disciplinary issues with staff (taking corrective measures or issuing verbal warnings).</li> </ul>
<p><b>Impact</b></p> <ul style="list-style-type: none"> <li>— Generally has impact on immediate work area, department, organization and clients/general public.</li> <li>— Resources impacted include processes and systems, information, finances and human resources. If Courts are not properly staffed there is a direct impact on customers and clients, lawyers, judiciary, and the general operation of the Court.</li> <li>— Works independently on day to day tasks within appropriate guidelines, procedures, policies, acts, etc.</li> <li>— Information must be entered into the system(s) accurately otherwise client's lives are impacted by incorrect information. Information is communicated to clients on a daily basis as well as to staff, which must be clear and concise. Staff within the department could be impacted by decisions made regarding the operation of the Court.</li> <li>— If mistakes are made in the daily operation of the courts regarding staffing issues then the accused scheduled for trials/sentencing could be negatively impacted. If mistakes are made when entering appeal information it could change the outcome of the case and would impact the accused, the crown, defense, other coworkers and could affect corporate image through media attention.</li> <li>— Consequences and/or errors are normally identified and resolved within hours of identification.</li> </ul>
<p><b>Development and Leadership of Others</b></p> <ul style="list-style-type: none"> <li>— Responsible for the supervision of a large size work group (&gt; 10 employees).</li> <li>— Acts as project lead for the Court Reporters Manual Committee.</li> </ul>

## WORKING CONDITIONS

<p><b>Environmental Working Conditions</b></p> <ul style="list-style-type: none"> <li>— Use of gloves is required when handling exhibits which may include blood or other bodily fluids.</li> <li>— There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability.</li> <li>— Occasionally exposed to bodily fluids/waste (from court exhibits), physical dangers or threats, and travel.</li> </ul>
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