

COURT FIELD TRAINER

NATURE OF WORK

Under general direction, provides technical assistance in the form of essential business practices and case management systems support to the Superior Courts, Justice Courts (4) and Magistrate Courts (4) of Graham and Greenlee Counties.

TYPICAL DUTIES

Provides technical assistance, including onsite staff training with regard to essential business practices and case management systems with the intent of improving individual business processes and strengthening staff competence on each court's case management software; analyzes and evaluates business processes and case management system usage; schedules special training on new functions and provides onsite support when new functions are implemented; provides training for new employees, including working with the employee's immediate supervisor to customize individual job duties; provides onsite support for 2-5 days with new employees, as needed to ensure that they can be immediately productive; provides training for current employees moving to new job duties; serves as a local resource for answering inquiries regarding correct business processes and use of the case management system, assuring that appropriate documentation is available in each court; coordinates case management database clean-up activities and functions as the AOC contact for those efforts; coordinates implementation of new legislation, especially as it impacts case management systems and related tables; functions as a central source for sharing of forms and minute entry templates for use in each county; assists with local table code additions to assure that they are correctly created and implemented; performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

Extensive knowledge of business practices and case management systems; knowledge of court procedures, court rules and Arizona Revised Statutes; demonstrated proficiency in using Windows, Word, Excel, and PowerPoint; ability to analyze and evaluate court procedures and court databases and provide solutions to problem areas; ability to communicate effectively both orally and in writing; ability to plan, teach and otherwise provide technical assistance and training; ability to provide training in customer relations; ability to prioritize work, meet deadlines and make independent decisions; ability and willingness to travel as needed to perform assigned duties; ability to develop and maintain effective working relationships with judges and staff.

MINIMUM QUALIFICATIONS

High School Diploma or GED and two or more years of experience in a general and/or limited jurisdiction court; must be able to successfully complete the training curriculum designed by the AOC for Court Field Trainers and be able to attend follow up meetings on a monthly basis or as otherwise scheduled; possession of a valid Arizona driver's license with a history of safe driving the ability to maintain a safe driving record; postsecondary education related to the assigned duties is preferred and may be substituted for one year of the required court experience. Revised 7/14