

**Allen County Court of Common Pleas**  
**Probate & Juvenile Divisions**

**MEMORANDUM**  
**JOB OPENING**

**TO:** All Interested Applicants

**FROM:** Carolyn Wynn, Human Resources Director  
[cwynk@allencountyohio.com](mailto:cwynk@allencountyohio.com)

**DATE:** March 26, 2024

**RE:** Job Posting: Support Services Manager

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The Probate and Juvenile Division of the Allen County Court of Common Pleas is now accepting applications and/or letters of interest for the position of **Support Services Manager**. Current employees may apply for this position via email or letter to the Human Resources Director which **must** include an updated resume. Non-Employees must submit an employee application, which can be downloaded from the web at:

<https://allenohiprobate.com/court-administration/human-resources/employment-opportunities/>

Non-Employee applicants are encouraged to submit an updated resume and post-secondary educational credentials along with their completed application. Non-Employee applicants are required to bring their driver's license, social security card, high school diploma (or equivalent), and DD-214 (if applicable) to their initial interview.

**Deadline to Apply: Tuesday, April 2, 2024 by 10:00 AM**

**Pertinent Information**

- **Civil Service Status:** Unclassified
- **FLSA Status:** Exempt
- **Department:** 060 – Probate & Juvenile Court
- **Appointment Status:**
  - Full Time
- **Schedule:**
  - The payroll work week runs Thursday through the following Wednesday
  - General business hours are 8:00 AM to 5:00 PM.
  - Scheduled hours may vary as job duties and/or organizational needs require.
- **Base Salary:**
  - Range is \$52,000.00 to \$59,000.00 based on experience & education
  - Current Employees moving from one base salary to another will have their current salary adjusted by the difference between the two bases.
  - This position is paid bi-weekly on every other Wednesday.
- **Supervision of Staff:** None
- **Table of Organization:**
  - Department Head: Court Administrator
- **See the attached job description for essential duties, responsibilities, and qualifications.**

# Allen County Court of Common Pleas

## **Probate & Juvenile Division**

**Judge Todd E. Kohlrieser**

### JOB DESCRIPTION

#### TITLE

**Support Services Manager**

<b>FLSA STATUS:</b>	Exempt	<b>EMP. STATUS:</b>	Full-time
<b>EXEMPT TYPE:</b>	N/A	<b>CS STATUS:</b>	Unclassified
<b>REPORTS TO:</b>	Court Administrator		

### DISTINGUISHING JOB CHARACTERISTICS

Under direction of the Court Administrator, and as a member of the Court's leadership team, the support services manager facilitates, coordinates, directs, and oversees a wide variety of business activities in support of the various departments of the Allen County Probate & Juvenile Court and their employees.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### • **Human Resources:**

- Participates in recruiting activities and events to ensure the court is well staffed with competent professionals.
- Coordinates the employee onboarding process: Processes applications, performs background checks, schedules interviews & swear-ins, facilitates and ensures completion of new employee training requirements including interdepartmental observations, ensures that new employees feel welcome and adequately prepared to begin their job assignments.
- Prepares employment related entries, modifications, changes, etc.
- Maintains personnel files and ensures they are complete with all required local, State, & Federal documents and other employment related information (i.e. emergency contact info, benefits information, training documents, etc.)
- Tracks and ensures employee compliance with annual training and/or licensing/certification requirements. Facilitates and coordinates required trainings as necessary.
- Working closely with the Allen County Benefits Coordinator, serves as the Court's internal benefits coordinator to ensure that all necessary paperwork related to county benefits is appropriately collected, maintained, and updated as required.
- Conducts exit interview surveys and tracks the Court's employee attrition rate.
- Tracks employee evaluations and bonus time awards & usage.

- **Resource Management:**
  - Maintains the Court’s master inventory of equipment in accordance to Allen County requirements.
  - Ensures that an adequate supply of office consumables (i.e. pens, paperclips, notes, copier paper, etc.) and other necessary equipment is maintained at all times. Takes and directs appropriate inventory control measures to ensure the same.
  
- **Public Relations:**
  - In coordination with the Court Administrator, manages the Court’s social media accounts (Facebook, Instagram, X). Ensures that appropriate information is communicated through social media. Share information that is relative to the Court’s mission, vision, and goals and of interest to the community.
  - Serves as the Court’s designated public information officer in the absence of the Court Administrator or as otherwise directed.
  - Represents the Court on the Allen County Chamber of Commerce’s Safety Council
  - Attends and participates in public functions designed to support or bring awareness to the Court’s mission, vision, and/or goals (i.e., National Night Out, Safety City Trick or Treat, etc.)
  - Ensure effective coordination and communication with stakeholders and external vendors.
  
- **Employee Relations:**
  - Serves as the designated liaison between the court leadership team and the Court’s employee led social committee (SLATE: Staff Leaders Achieving Team Effectiveness).
  - Serves as “editor” & “publisher” of an employee focused newsletter (Happenings).
  - Oversees the Court’s commendation program: Schedules commendation ceremonies, prepares associated documents and certificates.
  - Facilitate and ensure open lines of communicate and collaboration with and between other departments.
  
- **Business Operations:**
  - Creates, revises, and maintains the court’s various forms, pamphlets, flyers, brochures, etc.
  - Ensures the Court’s shared files are accessible to the appropriate individuals and are organized in a manner that makes it easy to locate and retrieve information in a timely manner.
  - Maintains good account and vendor relations with those doing business with the Court. Serves as the initial point of contact for vendors and suppliers (i.e., Perry Pro Tech, Four-U Office Supplies, Peacock Water, etc.).
  - Coordinates the maintenance & repair of major equipment (i.e., copiers, printers, automobiles, etc.)
  - Maintain necessary reports (i.e., usage reports, vehicle mileage reports, etc.)
  - Assists the Chief Fiscal Officer with payroll processing bi-weekly and with other accounting functions such as paying bills, opening/closing vendor accounts, etc. when needed.

## **OTHER DUTIES AND RESPONSIBILITIES**

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filing this position, who will be required to follow instructions and perform any duties required by the Judge, Court Administrator, or their designee.

- **Policy & Compliance:** Ensures compliance with relevant policies, regulations, and applicable standards maintain a safe and secure environment and protect the interests of both the public and the Court.

- Performance & Quality Improvement: Monitor work results assessments to determine areas of deficiency, provide feedback at court leadership meetings, develop, and implement plans designed to enhance the skills and performance of the workforce.
- Strategic Planning: Work closely with the Court Administrator to develop and implement strategic plans & goals to align support services with the Court's overall organizational needs & strategies.
- Maintain a disposition of adaptability and flexibility when dealing with unexpected situations, managing changing priorities, evolving customer/employee needs and other operational challenges.
- Recommend process improvements, new technology-based resources, and workflows that ensure the Court operates with both efficiently and effectively.
- Assist with other projects and fill in where and as needed to ensure that court operations reflect the needs of the Judge and the community we serve.

### **SCOPE OF SUPERVISION**

- None

### **EQUIPMENT OPERATED**

- Standard Office Equipment
- Automobiles
- Security Related Equipment

### **COMPUTER SOFTWARE/APPLICATIONS OPERATED**

- Software: Courtview, MUNIS, Microsoft Office Suite, Friday Pulse,
- Apps: Facebook, Instagram, X.

### **CONTACT WITH OTHERS**

As an employee of the Court, the Support Services Manager is required to maintain professional work relationships with elected Judges and their staff, school personnel, law enforcement agencies, general public, programmatic and operational staff, attorneys, county officials, public agencies, institutions, news media, military, salespersons, business personnel, members of the general public and, staff at the Ohio Supreme Court.

### **CONFIDENTIAL DATA**

All information, files, images, communications, documents, electronic data, etc. is to be considered confidential in nature unless otherwise indicated. Release of any information must be in accordance with policy or under direction from the Judge, Court Administrator, or a Department Head.

All employees of the Allen County Juvenile Court are required to sign a confidentiality agreement.

### **WORKING CONDITIONS**

Good office working conditions with possible exposure to hostile/threatening youth and/or families.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** Juvenile Justice System; Ohio Revised Code; County Government Operation and Process; Management; basic bookkeeping; mathematical principles; supervisory principles and acceptable work ethics.

**Ability to:** Develop and maintain effective working relationships with associates, supervisors, officials and the general public; apply management principles to practical work situations, research and compile information from various sources; organize documents according to alphabetical, numerical and subject order; and post financial data accurately to records.

**Skill in:** Management; Ohio Supreme Court Case Management Principals; Bookkeeping; All components of the courts Case Management System, MUNIS accounting software; Data Entry; Microsoft Office Products.

## **QUALIFICATIONS**

- An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills and abilities. An example of an acceptable qualification is: Completion of secondary education through attainment of a high school diploma, GED or equivalent, and experience, which indicates knowledge of management, office procedures, a demonstrable ability to maintain detailed records, and a demonstrable skill in inventory control, basic human resources tasks, benefits coordination, and communications. Evidence of working knowledge of the jurisdictional guidelines and operational policies and procedures of the court system.
- A two (2) year Associate's degree in applied sciences in a related field is preferred but not required.
- Ability to document and identify employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

## **LICENSURE OR CERTIFICATION REQUIREMENTS**

- None

**EMPLOYEE UNDERSTANDING AND AGREEMENT**

I understand, and agree to perform the duties and requirements specified in this job description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

**ADMINISTRATIVE APPROVAL**

\_\_\_\_\_  
Court Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Judge

\_\_\_\_\_  
Date