

**Alaska Court System  
Class Specification**

**CLERICAL EDUCATION MANAGER 2**

Range: 23

EEO4: 02

SOC: 23-1020

Class Code: C3508

**Definition:**

Under general direction of the Administrative Director and Human Resources Director, the Clerical Education Manager 2 is responsible for developing, facilitating, and supporting a variety of educational programs for non-judicial court employees. This position serves as the primary liaison for court training and clerical needs between the Administrative Office, Clerks of Court (COCs), Rural Court Administrators (RCAs), Trial Court Trainers (TCTs), and CMS team.

**Distinguishing Characteristics:**

The Clerical Education Manager is a single-position job classification responsible for enhancing the professional development of non-judicial employees and standardizing training resources for the court. The Clerical Education Manager 2 is the advanced level at which the incumbent analyzes the needs of clerical employees and recommends changes to enhance the efficiency of court operations.

**Independent Judgment:** Duties of the Clerical Education Manager 2 requires independent judgment in the assessment of current practices, development of resources, and implementation of new rules or policies.

**Supervision Received:** The Clerical Education Manager 2 works under the general direction of the Human Resources Director.

**Supervision Exercised:** This position is not typically assigned supervisory duties, but provides guidance, expertise, and training to managers and clerical staff.

**Examples of Duties:**

Acts as the primary liaison between the statewide administrative office and clerks of court (COCs) on the training needs of non-judicial employees.

Promotes and encourages statewide communication and consistency between the local courts, districts, and administrative office.

Conducts needs assessments to determine the training, educational, and developmental needs of non-judicial staff.

Creates, adjusts, and implements training programs to ensure a consistent, statewide educational environment.

Assists in the training of court personnel in the use of online and web-based trainings and meetings.

Revises training materials to meet changing emphasis or requirements.

Maintains and updates existing curriculum and course materials.

Tracks required educational reporting data including participants, events, and performance measures.

Conducts education needs surveys, identifies audience, goals and objects for training and educational programs.

Works with court administration and the IS team to help draft, edit, and finalize case processing instructions, guides, administrative bulletins, procedures, and policies for publication and distribution.

Makes recommendations to the CMS team on how to revise CourtView instructions so that the end user is better able understand the case processing guidelines.

Reviews training syllabi and materials to ascertain effectiveness and applicability to current court system needs.

Develops performance objectives, learning outcomes, and assessment tools utilizing the adult learning design principles.

Evaluates the effectiveness of training programs, curriculum, and other educational resources and makes recommendations for improvement.

Advises and consults on new training ideas, methodology, and programs.

Plans and coordinates the annual Statewide Clerks' Conference and conducts monthly teleconferences with COCs to share new information, seek input and feedback.

Works with the Human Resources Director to develop and maintain an onboarding program to integrate new employees into the Alaska Court System.

Serves as a standing administrative representative to the Employee Advisory Committee.

Travels to outlying court locations to meet with administrators, supervisors, and clerical staff to ascertain needs and to deliver training components designed to meet staff needs.

Develops and recommends statewide standards, procedures, and forms for court operations.

Identifies problems and develops solutions to improve the operation and efficiency of the courts.

Represents the perspective of the clerical employees as a member of the civil rules committee.

Participates in standing and ad hoc committees to develop or revise court policies or procedures.

Evaluates and recommends changes to court rules to implement statutory changes or court decisions.

Conducts complex and detailed research and analysis on topics related to the Alaska Court System.

Works with national groups such as the Conference of State Court Administrators, National Center for States Courts, and National Association for Court Management on projects to help enhance state courts.

### **Knowledge, Skills, Abilities:**

The Clerical Education Manager 2 requires knowledge of:

- The functions and objectives of the Alaska Court System.
- Alaska Statutes, Alaska Rules of Court, Alaska Administrative Code, Alaska Case Law, Administrative Bulletins, and Personnel Rules.
- Supervisory and management techniques.
- Adult learning styles.
- Web based training programs.

The Clerical Education Manager 2 requires skill in order to:

- Manage multiple projects.
- Evaluate the training needs of clerical employees and supervisors.
- Develop court resources and training curriculum.
- Collect and analyze data that impacts the workload and efficiency of the employees.
- Recommend changes to court rules or procedures.
- Write reference materials in plain language.

The Clerical Education Manager 2 requires the ability to:

- Identify problems and develop solutions to improve court operations.
- Work independently on multiple complex projects.
- Provide detailed research and analysis on court system related topics.
- Work well with clerical, judicial, and administrative staff in person, via email, and over the phone.
- Plan and coordinate trainings, professional development opportunities, and conferences.
- Use plain language principles so clerical instructions can be easily understood.

### **Minimum Qualifications:**

One year of full-time work experience as a Clerical Education Manager 1 with the Alaska Court System or equivalent experience at another justice agency.

AND

Successful completion of the ACS training and development plan as a Clerical Education Manager 1.

**Note:**

This position is in the partially-exempt service; an incumbent serves “at-will” to the hiring authority.

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