



OFFICE OF COURT ADMINISTRATION

Megan LaVoie
Administrative Director

JOB VACANCY NOTICE

Posting Date: June 23, 2022

Job Listing Identification Number: 15369422

State Job Title: Manager IV

Agency Job Title: JBCC Compliance Manager

Monthly Salary: \$5,750.00 - \$6,500.00

Remarks: *Salary commensurate with experience.*

Closing Date: Until Filled

State Class. No. and PayGroup: 1603/B25

FLSA Status: Exempt Non-Exempt

Location: Statewide

Type of Job: Full Time Part Time

Travel Required: Yes 5% No

Job Description:

The JBCC Compliance Manager reports to the Deputy Director for Regulatory Services. The primary responsibilities occur in a regulatory environment. Performs advanced (senior-level) managerial work overseeing complaint and hearing process and compliance activities of the Judicial Branch Certification Commission (JBCC) relating to Court Reporters and Court Reporting Firms, Guardians and Guardianship Programs, Process Servers, and Licensed Court Interpreters. Work involves developing and reviewing goals, procedures, and systems and processes, and training of staff. Work requires frequent contact with the public, industry groups, government officials, agency staff, Commission, and board members. Work is performed under minimal supervision, with extensive latitude for the use of initiative and independent judgement.

Essential Job Functions:

- Manages the activities of JBCC compliance staff and completes hiring activities.
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- Plans, assigns, and oversees the work performed by JBCC compliance staff.
- Participates in the review and evaluation of criminal histories from applicants for certification, registration, licensure, denial, and revocations.
- Participates in scheduling and coordination of Commission Meetings, Complaint Review Committee Meetings, Advisory Board Meetings, and preparation of meeting minutes.
- Review's complaints, investigation reports and investigative case files, legal documents, and Orders.
- Prepares cases for hearings and regional appeal.
- Reviews and monitors records associated with applications for certification, licensing, and registration to approve or deny applications based on qualification or criminal history.
- Oversees the development of goals for the quality, quantity, and timeliness of work produced by the JBCC compliance staff, and the development of standards for achieving those goals.

- Develops, monitors, and evaluates JBCC procedures, policies, and priorities to guide the work of the JBCC staff and makes recommendations.
- Reports regularly to the Director of Enterprise Planning on the activities of the JBCC staff, progress on goals and other matters of interest. Completes special projects as assigned by Director.
- Evaluates systems and processes affecting the JBCC compliance staff, identifies areas of needed change, and makes recommendations to improve effectiveness.
- Oversees annual guardianship reporting for county clerks, guardians, and guardianship programs, and monitors for compliance.
- Prepares statistical and performance measure reports relating to JBCC workloads.
- Reviews work completed by JBCC compliance staff and provides feedback and conducts performance assessments.
- Assists in preparing correspondence, memos, and reports related to regulatory activities
- Prepares and disseminates information regarding program laws, rules, policies and division procedures to the public, government officials, and department staff
- Edits and updates Division forms, manuals, and publications as needed.
- Demonstrates a positive spirit of teamwork, offering constructive ideas, encouragement and support to other team members and OCA staff.
- Performs related work as assigned and complies with all OCA policies

Minimum Qualifications:

- Graduation from an accredited four-year college or university with a degree in business administration, finance, public administration, or in a related field; may substitute four years full-time management, certification, registration, licensing, or investigation experience for required education on a year for year basis.
- Three additional years of management experience in certification, registration, licensing, and investigation; OR
- Direct experience overseeing the certification, registration, licensing and investigation process.

Preferred Qualifications:

- Excellent customer service skills.
- Excellent organizational skills.
- Skilled in research techniques, including Internet research.
- Skill in using database applications (e.g., entering data, running reports).
- Skill in use of standard office equipment and software (e.g., multi-line phone, computer).
- Skill in using proper spelling, punctuation, sentence structure, and grammar.
- Ability to use Microsoft Office Suite, including MS Word, MS Excel, and MS Outlook.
- Ability to communicate effectively with all levels of the organization, as well as with external stakeholders.
- Ability to establish and maintain positive, courteous, and effective working relationships.
- Ability to effectively manage employees.
- Ability to interpret and explain agency laws, rules, policies, and procedures in a clear and concise manner.
- Knowledge of office practices and administrative procedures.
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Employment Conditions:

- Regular attendance required.
- Travel will be required.
- Must sit for extended periods of time.
- May talk on phone an extended period of time.
- Requires some lifting up to 50 pounds occasionally.
- Requires operation of a motor vehicle to conduct agency business.
- Valid Texas driver's license required to operate a motor vehicle when conducting agency business.

Note:

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of military experience applicable to the position to determine if minimum qualifications are met.

1603, SE15, 86Mo, 86Po, 20Co, 10Co

Additional Military Crosswalk information can be accessed at

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

To Apply:

All applications for employment with the Office of Court Administration must be submitted

electronically through www.WorkinTexas.com. Applications must be complete, including start and end dates of work experiences. Following a screening of applications, interviews of qualified applicants who have submitted a completed state application will be scheduled. Only applicants interviewed will be notified of their selection or non-selection.

An applicant's response to the question regarding Former Foster Youth on the state application is optional if you are applying for employment with the Office of Court Administration.

The Office of Court Administration is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.