

OJD Supervisor 3

Knowledge, Skills, and Abilities (KSAs)

- Knowledge of correct English usage, spelling, grammar, and punctuation
 - Knowledge of terminology, forms, records, files, and documents encountered in the work of a court or division
 - Knowledge of financial controls and accounting practices
 - Knowledge of telephone and public contact etiquette
 - Knowledge of interviewing practices and techniques
 - Knowledge of rules and processes related to the area(s) supervised
 - Knowledge of the principles and practices of supervision, including planning, organizing, directing, motivating, and making decisions
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- Skill in supervising staff, including training, motivating, and evaluating work
 - Skill in exercising independent judgment to make decisions concerning work methods
 - Skill in establishing and evaluating the effectiveness of operational procedures
 - Skill in presenting information clearly and logically, orally and in writing
 - Skill in dealing with individuals on the phone or in-person, from diverse backgrounds and with varying degrees of behavior
 - Skill in interpreting and explaining applicable laws, rules, and policies
 - Skill in operating complex computer systems and related software and a variety of office or multimedia equipment
 - Skill in organizing and prioritizing work with competing importance or deadlines
 - Skill in creating, or identifying the need for, and making changes to policies or procedures
 - Skill in performing research and analysis
 - Skill in analyzing complex problems and applying principles and precedents to a particular set of facts
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- Ability to perform complex arithmetical computations
 - Ability to monitor budget expenditures and make projections for future budgeting
 - Ability to perform the technical or administrative support functions of staff
 - Ability to develop and maintain working relationships and communicate effectively with a wide variety of individuals
 - Ability to maintain impartiality, temperament, perseverance, tact, and mental alertness
 - Ability to perform multiple tasks (sometimes concurrently) accurately, and in a fast-paced environment
 - Ability to exercise time management skills, balance multiple priorities, and consistently meet time lines and due dates
 - Ability to guide and motivate staff and lower-level supervisors to meet goals and objectives
 - Ability to identify problems and develop alternative solutions