

**Alaska Court System  
Class Specification**

**CLERICAL EDUCATION MANAGER**

Range: 22

EEO4: 02

SOC: 23-1020

Class Code: C3507

**Definition:**

Under general direction of the Administrative Director and Human Resources Director, the Clerical Education Manager works with managers to develop and implement a variety of statewide projects, and serves as the primary liaison 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 the development and recommendation of statewide standards, best practices, procedures, and forms for court operations.

**Independent Judgment:** Duties of the Clerical Education Manager require independent judgment in assessment of current practices and development of new resources.

**Supervision Received:** The Clerical Education Manager 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).

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

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

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

Works on standing and ad hoc committees to develop or revise court rules and procedures, and implement new legislation or rules changes.

Drafts, edits, and finalizes case processing instructions, guides, administrative bulletins, procedures, and policies for publication and distribution.

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.

Develops and delivers training courses and training materials for clerks of court and court case managers.

Serves as statewide resource to assist case managers and other judicial clerical employees; providing telephonic or written responses to inquiries.

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 CMS and eFile teams to ensure that clerical instructions use plain language principles to be easily understood and followed.

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

Creates and administers training for new supervisors and development opportunities for COCs and court managers.

Reviews and creates a process to update the Alaska Court System clerical manuals for all case types.

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

Serves as regular member of the Civil Rules Committee and other committees as necessary.

**Knowledge, Skills, Abilities:**

The Clerical Education Manager 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 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.

The Clerical Education Manager 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:**

A bachelor's degree from an accredited college in business administration, public administration, human resource management, criminal justice, education, or a closely related field.

AND

Four years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency. The required advanced clerical or technical work experience is met by service as a Court Case Manager I, Court Case Manager II, Courtroom Judicial Assistant, Chambers Judicial Assistant, Clerk of Court, Chief Deputy Clerk, Court Supervisor, Rural Court Administrator, or Area Court Administrator with the Alaska Court System, or equivalent experience with another employer. Two of the four years of experience must be as a supervisor or team lead in which training is a primary job responsibility.

**Substitutions:**

Additional relevant education at the Master's degree level may substitute for experience at a rate of thirty semester hours for one year of experience. Education may not substitute for supervisory or team lead experience.

Two additional years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency may substitute for the required bachelor's degree.

**Note:**

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

12/20 – Original

12/20 – Revised MQs