INTERNAL/EXTERNAL

ADMINISTRATIVE OFFICE OF THE COURTS

POSITION ANNOUNCEMENT #21-20

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<th>Location</th>
<th>Position Available</th>
<th>Salary Range</th>
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<td>Administrative Office of the Courts Concord, NH</td>
<td>Operations Manager</td>
<td>$76,849-$113,139 Labor Grade: 51</td>
<td>February 28, 2021</td>
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The normal work day for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal work day may be adjusted based on the needs of the court location.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the collective bargaining agreement.

IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE:

Step 1:  
- Print application from the HR Job Postings page on the Website https://www.courts.state.nh.us/forms/nhjb-2099-dfps.pdf
  
  (Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

Step 2:  
- e-mail application to: applications@courts.state.nh.us
- or fax application to: (603) 513-5454
- or mail application to: Administrative Office of the Courts Human Resources Department One Granite Place, Suite N400 Concord, NH 03301

Questions about this position can be emailed to the Director of the Administrative Office of the Courts: ckeating@courts.state.nh.us

Equal Employment Opportunity (EEO) Survey

Please take a moment to view the EEO survey attached to this position announcement. Your responses are STRICTLY VOLUNTARY and will be kept CONFIDENTIAL.

Please return with your application and/or resume.

JOB DESCRIPTION

OPERATIONS MANAGER

This is a regular, full-time position working in the New Hampshire Court System, subject to the sufficient and continued funding of the Judicial Branch by the Legislature. The Manager of Operations must have a passion for excellence and demonstrate an understanding that the independence of New Hampshire’s Judicial Branch, as one of three co-equal branches of state government, depends on public trust and confidence earned through high standards of professionalism, transparency and accountability.
DEFINITION OF WORK
This senior level position is responsible for carrying out multiple business operations, services, and projects to support the statewide court system. The position requires considerable independent judgment and exceptional project management skills, including the ability to manage multiple complex work assignments simultaneously. The successful Operations Manager will form and foster cooperative relationships with colleagues and will be accomplished in the practices and methods of consensus-building, conflict resolution, negotiation and team-oriented decision-making.

REPORTING LINES
The Operations Manager reports to the Director of the Administrative Office of the Courts and has managerial oversight of employees assigned to him/her on a project basis.

ESSENTIAL JOB FUNCTIONS (EXAMPLES OF WORK PERFORMED)
Assist the Director with strategic planning, enterprise risk management and the development and implementation of a strong system of internal controls, particularly with regard to financial record-keeping, asset management, accountability measures, policy development and adherence to best practices in Judicial Branch/government administration.

Work and communicate effectively with internal stakeholders, including senior judicial leadership, judges, court administrators, AOC managers, general counsel and department heads.

Understand and engage responsive with the broad range of external stakeholders who depend on, work with or support the Judicial Branch, including legislators, executive branch officials, lawyers, auditing entities, vendors, contractors, researchers and providers.

Carry out a wide variety of special projects, identifying and working with all concerned entities, with a keen awareness of potential consequences of proposed actions and the timetable for successful completion.

Develop a strong understanding of the financial management components of the courts’ case management systems and develop up-to-date resources to assist users and the accounting staff who support users.

Review internal and external audit findings and implement recommendations for systems improvement.

Provide training to colleagues and staff on policies, procedures, rules and new practices.

Manage the implementation and maintenance of collaboration and education tools that support employee engagement and professional development.

Analyze financial procedures, work flows, entity reporting requirements, reimbursement processing and asset management to develop reliable, efficient and consistent administrative practices.

Produce and maintain comprehensive statistical reports and organized, accessible and up-to-date policy compilations and procedure manuals.

Engage in contract negotiations for goods and services. Assist with contract management and ensure compliance with Judicial Branch procurement rules.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS (EDUCATION AND EXPERIENCE)
Graduate degree from an accredited college or university in the field of business administration, public administration, human resources management or related field with a minimum eight (8) years’ progressively responsible experience involving administration, management, human resources administration, budget and fiscal management, project management, information systems, facilities development or closely related duties. Possession of a J.D. may be substituted for three years of the eight years’ required work experience.

KNOWLEDGE, SKILLS AND ABILITIES
Thorough knowledge of state and federal government and the role of the judicial branch.
Excellent organizational and time management skills.

Project management expertise.

Familiarity with the principles of accounting and enterprise risk management.

Ability to serve as a strong steward of the State of New Hampshire’s taxpayer dollars.

Expertise in computerized office software, including Microsoft Suite and SharePoint.

Demonstrated ability to effectively communicate orally and in writing.

**DISCLAIMER STATEMENT**

This position description represents general duties and is not intended to list every specific function of this position.

02/05/2021

#21-20
State of New Hampshire - Administrative Office of the Courts  
Equal Employment Opportunity Survey

As part of its mandate under Title VII of the Civil Rights Act of 1964, the federal Equal Employment Opportunity Commission requires periodic reports from state governments which indicate the composition of their applicant and work force by age, gender and ethnic/race category based on specific job categories (professional, technical, administrative, management etc.). Your responses are **Strictly Voluntary**, will be kept **Confidential** and separated from all other personnel records only accessed by the Human Resources Department. **No adverse treatment will result if you choose not to answer any of the questions.**

**SOCIAL SECURITY NUMBER**:  ___________ - ___________ - ___________

**AGE**: _______ (In whole numbers)

**JOB TITLE** of position for which you are applying: _____________________________

**POSITION NUMBER** of position for which you are applying: _____________________________

**GENDER**: (Please check only **one** response below)

[ ] Male  [ ] Female

**ETHNICITY**: (Please check only **one** response below)

[ ] **H** = Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

[ ] YES  [ ] NO

**RACE**: (Please check only **one** response below)

[ ] **W** = White (Not Hispanic or Latino) A person having origins in any of the original peoples of Europe, the Middle East or North Africa.

[ ] **B** = Black or African American (Not Hispanic or Latino) A person having origins in any of the black racial groups of Africa.

[ ] **NHOPI** = Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) A person having origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.

[ ] **A** = Asian (Not Hispanic or Latino) A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

[ ] **AIAN** = American Indian or Alaska Native (Not Hispanic or Latino) A person having origins in any of the original peoples of North and South America (including Central America) and who maintain tribal affiliation or community attachment.

[ ] **T** = Two or More Races (Not Hispanic or Latino) All persons who identify with more than one of the above five races.

Please circle all that apply:  W  B  NHOPI  A  AIAN

**Date completed**: ____________________________

Thank you for your participation.

**PLEASE RETURN COMPLETED FORM TO:**  
Administrative Office of the Courts  
Human Resources Dept.  
One Granite Place, Suite N400  
Concord, NH 03301