

Dispute Resolution

CENTER of KING COUNTY

Small Claims Court Assistant Manager

Department	Court Services	Salary	\$30 to 32
Supervisor	Court Services Manager	Status	Regular, Full time, Exempt
Revised	March 2025	Location	Hybrid; regular travel to several King County District Court locations required.

Summary:

The Small Claims Court Assistant Manager works closely with the Court Services Manager in leading and supporting the Small Claims Court (SCC) program, and in ensuring alignment across programs and KCDRC vision, mission, and values. There will be opportunities for the person in this position to grow and expand the functions and areas of responsibility included in this role.

Specific Job Functions

Small Claims Court Program <ul style="list-style-type: none">- Support and supervise all program operations, including fulfilling all SCC Program roles and functions, as needed.- Lead with and integrate practices that enhance and support equity throughout the program.- Evaluate and improve program processes and existing practices.- Coordinate all court and mediation calendars for SCC Program.	50%
Volunteer and Staff Management & Growth <ul style="list-style-type: none">- Supervise and support program staff.- Identify and provide professional development opportunities for program staff and volunteers.- Support the engagement and retention of program volunteers.	20%
Reporting <ul style="list-style-type: none">- Identify consistent methods to measure program impact.- Submit all case reports to the court in a timely manner.- Track and verify all volunteer hours.- Ensure electronic preservation of mediation documents (Case reports, agreements to mediate and settlement agreements).- Create monthly reporting to court.	20%
Organizational Support <ul style="list-style-type: none">- Develop, communicate, and maintain policies and procedures.- Maintain orderly and up-to-date records.	10%

Qualifications/Skills

- Ability to meet deadlines and manage compliance with program guidelines and procedures.
- Approved to mediate with KCDRC.
- Demonstrated awareness of race and social justice issues and a commitment to incorporate anti-racism, diversity and inclusion.
- Demonstrated experience working with persons from diverse socio-economic, ethnic, and cultural backgrounds.
- Attention to detail.
- Proficiency with Microsoft Office Suite, DocuSign, Zoom, and Salesforce.

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Equity and Inclusion

The KCDRC works to advance fair treatment, opportunities, and outcomes across race, gender, class, and other dynamics in order to eliminate injustices:

- Demonstrate the initiative to learn and enhance skills that advance anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

KCDRC Mission and Vision & Values

Mission: We promote meaningful pathways for everyone to engage with conflict, to learn from each other, and to grow in community.

Vision: Inclusive communities where everyone reaches across differences with openness, creativity, and respect.

Our Values

Equity - We work to advance fair treatment, opportunities, and outcomes across race, gender, class, and other dynamics in order to eliminate injustices.

Collaboration - We achieve the best outcomes for clients and communities when we work together across staff, board, volunteers, and partners.

Community-focus - The needs and concerns of the communities and people we serve drive the work we do and services we deliver.

Learning - We embrace conflict as an opportunity for everyone to grow and develop skills and potential for compassion, creativity, and resourcefulness.

Trust - We choose to start with best intentions of everyone, and we strive to earn the confidence of each person we work with by demonstrating respect, being accountable in our actions, and communicating transparently.

Essential Physical Skills

This position requires frequent sitting, standing and occasional walking; lifting 15 pounds or more; manual dexterity to operate phones, computers, and other office equipment.

Environmental Conditions

Generally, in an office or remote office environment with regular travel to external environments, primarily King County District courthouses. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All KCDRC employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.