



**NEW JERSEY COURTS**  
invites applications for the position of:

## **Court Executive 1b (Ombudsman)**

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<b>SALARY:</b>	See Position Description
<b>OPENING DATE:</b>	10/20/17
<b>CLOSING DATE:</b>	11/13/17 11:59 PM
<b>LOCATION:</b>	Monmouth Vicinage, 71 Monument Park, Freehold

### **DESCRIPTION:**

#### **Salary Information\***

**Minimum Salary:** \$71,675.65

**Maximum Salary:** \$107,985.35

The Monmouth Vicinage is seeking a proactive, highly motivated manager with exceptional customer service, communication, problem solving, interpersonal and organizational skills to function as an ombudsman for court users. The Ombudsman will be responsible for developing and managing programs designed to promote public trust in the courts; familiarize the public with the court system; enhance customer service; provide procedural assistance to self-representing litigants (pro se litigants); educate the public regarding programs and services; facilitate the resolution of complaints. Specific duties will include: assisting court users, including pro se litigants, by explaining court operations, processes and procedures and providing resource materials; responding to complaints by providing information, assistance or guidance and, as appropriate, referring the court user to an appropriate court division for resolution, serving as the vicinage information and customer service liaison with the public; developing cooperative working relationships with vicinage management and staff to ensure overall quality customer service; maintain a list of external resources for use in publicizing court programs; developing and coordinating public information initiatives such as court information seminars, community outreach programs, speakers' bureau, court tours, student education and Law Day programs; public reception service areas, information services and materials; maintaining a resource library including lists of state and local social service agencies and lawyer referral services for the use of court customers; maintaining relationships with external agencies, the Monmouth Bar Association, etc.; documenting complaints and monitoring resolution; making recommendations to the Assignment Judge or Trial Court Administrator for improvement in court services to the public; training vicinage staff on customer service, sensitivity and the role of the ombudsman; recommending improvements in the operations of the ombudsman's office and public information activities to the Assignment Judge or Trial Court Administrator, and participating in the development of brochures and other informational materials. Oversee the management of the Self-help Resource Center and supervise professional staff. Additional responsibilities will include staffing the Vicinage Advisory Committee on Minority Concerns and co-chairing the Vicinage Customer Service Committee.

## **QUALIFICATIONS:**

Graduation from an accredited college or university with a Bachelor's Degree and three (3) years of increasingly responsible administrative experience, one (1) of which shall have included experience in developing and managing programs designed to promote public trust in courts and enhance customer service procedural assistance to pro se litigants; serving as customer service liaison to the public; and/or educating public regarding programs and services and facilitating the resolution of complaints.

**Substitution:** Applicants who do not possess the required education may substitute additional professional experience on a year for year basis with one (1) year of such experience being equal to thirty (30) semester hour credits. An Associate's Degree and two years of additional professional experience may be substituted for the required Bachelor's Degree. A Master's Degree may be substituted for one (1) year of experience as indicated above. A Law Degree may be substituted for two (2) years of experience as indicated above.

## **SUPPLEMENTAL INFORMATION:**

**Driver's License:** Appointee will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle is necessary to perform essential duties of the position.

**Authorization to Work:** US citizenship is not required. Selected candidate must be authorized to work in the US according to Department of Homeland Security, US Citizenship and Immigration Services regulations.

**Special Note:** Newly hired employees must agree to a thorough background check that will include fingerprinting. All data received will be kept in strict confidence except to inform the individual of the findings and what action will be taken as a result of this information.

**Residency Law:** Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," all persons newly hired by the Judiciary must establish, and then maintain, principal residence in the State of New Jersey.

**\*Minimum Salary Note:** For newly hired individuals, the starting salary will normally be at the minimum of the salary range. For current Judiciary employees, salary upon promotion or advancement will be an increase of 5% of base salary or up to 15% above minimum based on experience, not to exceed the maximum of the range or the minimum salary of the band/level, whichever is greater.

**Note:** Prior experience providing extensive customer service to a broad range of diverse populations and knowledge of court operations, processes and programs is helpful. Legal experience or graduation from law school, and experience working with diverse populations is also helpful.

The NJ Judiciary requires all applicants to complete the application process fully and as instructed. All applicants must complete the work experience and education sections and attach any required documents. Applications must describe all relevant work experience in detail, beginning with your current or most recent job, including military service (indicate rank), internships and job-related volunteer work, if applicable. Use a separate section to describe each position. Applicants who indicate "see resume" or enter their initials to acknowledge that they have skipped the Work History and Education sections will not be considered, unless they do not possess any education history or work experience. Only applicants that follow the application instructions and submit completed applications will be considered.

The New Jersey Judiciary consists of: the Supreme Court, the Superior Court including the Appellate Division and the Trial Court of the 15 vicinages in New Jersey, the Tax Court and the Municipal Court System. The Administrative Office of the Courts provides technical assistance, operational support, training, research and development, budget and personnel coordination, and development and operation of information systems for the Courts of New Jersey.

**The Judiciary of New Jersey is an Equal Opportunity/Affirmative Action  
Employer Committed to Ensuring an Open Door to Justice**

NeoGov applicant support at 1-855-524-5627 (toll free call)  
Monday through Friday, 8:00 AM to 5:00 PM Pacific Standard Time (PST)

APPLICATIONS	MAY	BE	FILED	ONLINE	AT:
<a href="http://www.njcourts.gov">http://www.njcourts.gov</a>					
See					Above
Various Counties, NJ US					