



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC0805N21

Office Manager
(Administrative Assistant III)

Opening Date: August 26, 2021

Closing Date: Open Until Filled

Salary: \$30,623- \$38,154* (minimum – midpoint) – Pay Grade 9

Recruiting For: **Office of the Child Advocate**

Location: Position can be based in New Castle County (City of Wilmington) or Sussex County (Georgetown)

* Salary applicable for this position is based upon the qualification of the individual applicant.

Summary Statement:

The Office of the Child Advocate (OCA) is a State agency, housed within the judicial branch, charged with safeguarding the welfare of Delaware's children. It has 25 full-time employees, six casual/seasonal employees and twelve contractors. OCA operates out of all three counties, representing approximately 500 children in or who have aged out of DSCYF custody through its attorneys and Court Appointed Special Advocate program. It also monitors over 1,500 serious child abuse cases through its Office of the Investigation Coordinator (IC), and provides intensive reviews of children who have died or almost died from abuse or neglect through its Child Abuse and Neglect (CAN) Panel. It manages post-secondary scholarships for youth who have experienced foster care. It provides staffing to the Child Protection Accountability Commission (CPAC) and its numerous committees and workgroups. Finally, it manages, generates, and analyzes data for the entire child welfare system.

Under the direction of the Child Advocate, the OCA Office Manager is the lynchpin of OCA operations statewide. This employee performs general office duties such as supplies, personnel, and budget functions, but is also integrally involved with data input, management and analysis. This employee supervises an AAIL position and assists with management of summer interns. This employee assists the Child Advocate in staffing the Child Protection Accountability Commission, assists the Chief of Legal Services and the CASA Program Director in

administering OCA's volunteer programs, assists the CPAC Data Manager with data management functions, and assists the Office of the Investigation Coordinator with data and analysis functions. This position works with fiscal and is responsible to track spending, budget planning, and grant administration. This position works with human resources to provide personnel support. This employee assists staff in having their technology needs met statewide.

This position may be housed in the OCA Offices in Georgetown or the City of Wilmington.

Preferred Qualification: Please address the preferred qualifications separately on the Minimum Qualifications page of the application. Applicants who do not possess the preferred qualifications will still be eligible for consideration for this position if minimum qualifications are met.

1. Experience working with the State of Delaware processes and procedures involving fiscal, human resources and technology.
2. Experience in programming in Excel.
3. Experience with data management and data input, including quality assurance.
4. Experience reconciling budgets, managing spending and adhering to processes to assure quality.
5. Possession of a Bachelor's Degree.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified." Resumes may not be substituted for the application. Applicants must have education, training or experience demonstrating competence in each of the following areas:

1. Experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers, and others on administrative matters.
2. Experience in data collection which includes collecting, compiling, and maintaining data from multiple sources such as files, records, databases, customers, staff, or others.
3. Experience in analyzing and evaluating data.
4. Experience in creating reports which includes combining and presenting data from multiple sources in an organized format.
5. Experience in using standard computer software programs for word processing, spreadsheets, or databases.
6. Experience in interacting with internal and external agencies to facilitate communication.
7. Ability to communicate courteously and effectively, both verbally and in writing.
8. Possession of a valid Delaware Class D driver's license or its equivalent.

Special Requirement: Ability to successfully complete a security clearance as issued by the State of Delaware Bureau of Identification and a Child Protection Registry check.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:
Administrative Office of the Courts
The Renaissance Centre
405 N. King Street, Suite 507
Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
An Equal Opportunity and Affirmative Action Employer**