

**Alaska Court System  
Class Specification**

**COURT VISITOR COORDINATOR**

Range: 17

EEO4: 02

SOC: 13-1082

Class Code: C3136

**Definition:**

Under the direction of the Statewide Guardianship Compliance Officer, the Court Visitor Coordinator is responsible for the primary oversight and assignment of contract Court Visitors as well as performing as a visitor when necessary or directed by the Compliance Officer.

**Distinguishing Characteristics:**

The Court Visitor Coordinator is a single-position job class in Court Administration responsible for professional and technical duties to coordinate court visitor services in conjunction with the guardianship improvement project.

**Complexity of Tasks:** The Court Visitor Coordinator performs work of a professional nature that requires independence, judgment, and initiative. Routine assignments are performed in accordance with and through interpretation of standard practices, policies, rules, regulations and with infrequent supervisory review.

**Supervision Received:** The Court Visitor Coordinator works under the general direction of the Statewide Guardianship Compliance Officer.

**Supervision Exercised:** The Court Visitor Coordinator does not have ongoing supervisory responsibilities such as approving leave, disciplining, or responding to grievances, but may provide assistance in the hiring processes, evaluation, and mentoring of the contract Court Visitors.

**Independent Judgment:** The Court Visitor Coordinator frequently exercises a high degree of independent judgment in identifying appropriate assignments for the contract visitor pool, investigating a guardianship or conservatorship case when handling for the Court and providing oversight for the contract Court Visitors.

**Examples of Duties:**

Review, evaluate, and interview potential Court Visitor contract candidates. This includes the full application review and interview processes.

Recommends potential hires to the Statewide Guardianship Compliance Officer.

Provide initial training to new Court Visitors.

Provide 90-day evaluation of new Court Visitors including reading initial reports and discussing how recommendations were made, review of timeliness of filings etc.

Provide resources and mentoring for Court Visitors who need assistance while working on a case.

Complete an annual or as needed “spot check” review which includes anonymous surveys to key players that work with the visitors. Use CourtView reports to determine timeliness of filings. Request reports to review as part of check.

Review and audit monthly timeslips and invoices provided by Court Visitors prior to forwarding for payment to Fiscal Accounting.

Investigate complaints from the public regarding Court Visitors. Provide recommendations for action to the Statewide Guardianship Compliance Officer.

Provide or arrange ongoing training on various topics outlined by the Alaska Court System.

Act in the capacity of a Court Visitor on an “as-needed” basis to investigate when a petition for guardianship or conservatorship is filed or investigate the requested circumstances and make a recommendation to the court.

### **Knowledge, Skills, Abilities:**

A Court Visitor Coordinator requires knowledge of:

- Court operations, relevant statutes, probate rules and procedures;
- Community organizations and agencies;
- Basic financial accounting and ability; and
- “Red flags” that may require other recourses.

A Court Visitor Coordinator requires skill in:

- Verbal and written communication;
- Microsoft Outlook, Office, and Zoom;
- Dealing with situations requiring tact, flexibility, and good judgment;
- Working independently;
- Creative problem solving; and
- Planning and organizing special projects

A Court Visitor Coordinator requires the ability to:

- Read, interpret, and apply rules and statutes pertaining to guardianship/conservatorship case types;
- Prioritize work to optimize efficiency;
- Effectively interview clients and assess their situations and needs; and

- Work effectively with persons of diverse ages and social, economic, cultural, and educational backgrounds who are often distraught, highly emotional, angry or hostile, and who may have physical or mental disabilities, or may not speak English.

**Minimum Qualifications:**

A high school diploma or General Educational Development (GED) certificate;

AND

Six years of experience of advanced level professional or administrative experience working directly with the public or clients in court administration, public administration, community development, mental health services, public health, research, social work, or a closely related field.

OR

A bachelor's degree from an accredited college;

AND

Two years of advanced level professional or administrative experience in court administration, public administration, community development, research, social work, or a closely related field.

**Note:** This position is in the partially exempt service; the incumbent serves "at-will" to the appointing authority.

06/22 – Original C3136