

January 3, 2019

**JOB VACANCY ANNOUNCEMENT
ADMINISTRATIVE OFFICE OF THE ILLINOIS COURTS
222 N. LaSalle Street, 13th Floor
Chicago, IL 60601**

POSITION:	Senior Program Manager, Forms
DIVISION:	Access to Justice Division – Chicago
SALARY:	Minimum \$62,244 – Salary Commensurate with Experience
REPORTING RELATIONSHIP:	Assistant Director – Access to Justice Division

PURPOSE

This supervisory, professional position is responsible for the day-to-day operations of the Judicial Branch's uniform court forms program and supports the work of the Access to Justice Division. The Senior Program Manager, Forms coordinates the program and performs functions related to standardized form development, design, and implementation for the Illinois courts. This position will work closely with all Illinois courts, external stakeholders and the Illinois Supreme Court's Commission on Access to Justice (Forms Committee). The Access to Justice Division's objective is to improve access to the civil justice system for all court users, particularly to those who are low-income and vulnerable, through creating standardized statewide court forms, improving language access and interpreter services, and developing training materials and educational programs for judges and court personnel, among other priorities.

Persons in this position perform a variety of duties and work independently. Problems encountered in performing duties pertaining to established policies and procedures are reviewed by the supervisor(s).

ESSENTIAL DUTIES

- Serves as a principal liaison to the Supreme Court's Commission on Access to Justice (ATJ) Forms Committee and its subject area subcommittees.
- Supports the work of the Access to Justice Division and supervises the work of the Forms Administrative Assistant (Administrative Assistant 2).
- Administers and provides professional and legal consultation for the statewide standardized forms program including the creation, updating, review, translation, and distribution of promulgated standardized forms.
- Oversees our automated document assembly project including authoring interviews as well as training and overseeing the work of other stakeholders involved in this project.
- Determines and prioritizes forms to be created and reviewed, overseeing the work of the ATJ Forms Committee and subject area subcommittees.
- Designs user testing to test the effectiveness and efficiency of each form to increase usability. Analyzes and shares user testing results with subcommittees and manages revisions.

- Coordinates, maintains, and keeps current the web-based forms management program by updating the forms database as forms are created or revised; and creates updated forms management reports.
- Ensures forms are easily understood by applying plain language principles in form creation.
- Tracks and manages the status of forms throughout the forms review process.
- Manages Supreme Court website form-related queries and coordinates responses to public comments.
- In coordination with the ATJ Forms Committee and subcommittees, reviews changes in law and advises as to their potential effect on court forms.
- Conducts post-implementation analysis to determine the effectiveness of standardized forms within the system and determines possible improvements.
- Keeps apprised of current form issues, policies, and technological changes in form creation and makes recommendations for use in the courts, when appropriate.
- Acts as a resource to judges, circuit clerks, and court users in addressing standardized forms.
- Presents at public meetings and judicial education events regarding the development and use of standardized forms.
- Performs other duties as assigned.

SELECTION FACTORS

- Knowledge of Illinois law and court practice.
- Knowledge of the principles and practices of court management and operations.
- Skills in program development, implementation, and evaluation.
- Proficiency with Microsoft Office products, including PowerPoint, Excel and Access, as well as technology appropriate for forms creation, such as A2J automation software.
- Knowledge of the principles and techniques of short-term and long-range project management.
- Strong written and oral communication skills.
- Strong organizational and interpersonal skills.
- Use of independent judgment within established practice and procedural guidelines.
- Ability to collect data and prepare statistical and informational reports.
- Ability to coordinate with councils, committees, state agencies and other organizations.
- Must have a valid Illinois drivers' license and demonstrate proof of automobile insurance to operate a personal vehicle on state business, as well as maintain a safe driving record.

EXPERIENCE AND EDUCATION REQUIREMENTS

Minimum: A bachelor's degree with three years' experience in program management experience.

Preferred: A law degree or master's degree in court administration, public administration, public policy, or a related field and a minimum of three years of experience as a lawyer or progressively responsible experience in program administration.

PHYSICAL REQUIREMENTS

- Ability to sit for extended time periods.
- Normal office working environment requiring telephone usage and ability to process written documents.
- Travel within Illinois required.

Interested persons should submit - via email - a letter of interest, resume, and completed Judicial Branch Employment Application to:

courtemployment@IllinoisCourts.gov

EQUAL OPPORTUNITY EMPLOYER

This position will remain open until filled. However, those persons submitting materials by Friday, January 18, 2019 will be given first consideration.