

## **TRAFFIC DIVERSION PROGRAM MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position in the District Attorney's Office has responsibility for overseeing the Traffic Diversion Program, including oversight of the Traffic Diversion Program Coordinator, carrying out the administrative aspects of the Traffic Diversion program, managing relationships with the local courts involved in Traffic, and Promotion of the Traffic Diversion program participation with local courts and private attorneys. The Traffic Diversion Program Director manages the relationship with all Traffic Diversion payment processors and payment reconciliations and approves the educational class components run by the said processors. The incumbent assists the District Attorney as a confidential assistant to develop program policies and procedures. The Director will formalize all changes/updates to the policies and will be responsible for conveying all changes to local courts, the clerks of local courts, the Traffic Diversion Program Coordinator, and all employees of the District Attorney's Office. The Director will be responsible for ensuring the Traffic Diversion Website is current and will send updates to the website as changes occur, will hold trainings as needed for local courts, local court clerks, and any District Attorney staff as needed. Working with the District Attorney and local court clerks, the Traffic Diversion Program Manager will attend court sessions, promoting the program and assisting applicants in the initial stages of Traffic Diversion enrollment. Work is performed under the general supervision of the District Attorney with leeway allowed for the exercise of independent judgement. Supervision is exercised over other employees of the Traffic Diversion Program. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Coordinate's and oversees the implementation of Broome County's Traffic Diversion Program;  
Has responsibility for all administrative duties of the Traffic Diversion Program;  
Assists the District Attorney in developing program policies, procedures, and guidelines for the effective administration of the Traffic Diversion Program;  
Compiles statistical data for use in departmental reports and management decisions from the current Traffic Diversion database;  
Provides statistical analysis for long- term strategic planning of the program;  
Collects and compiles data or information and prepares a variety of summaries of reports related to the program, including quarterly analysis reports to be given to the District Attorney;  
Provides complete reports to all courts, weekly or biweekly as required;  
Ensures that all local courts have current lists of applicants in the program and that completion reports are sent to all local courts regularly for agenda purposes;  
Coordinates with local court clerks, the local court supervisor, Assistant District Attorneys, and the District Attorney regarding the program and each local court's needs,;

## **TRAFFIC DIVERSION PROGRAM MANAGER-cont'd**

Attends courts during its busiest court times promoting the program to potential applicants while assisting applicants in the initial stages of enrollment while at the local courts;

Prepares program information, including applications, guidelines, policies and procedures, to be given to prospective program participants and local courts;

Ensures that the information on the website remains current;

Directly supervises staff members in providing participants' program policies, assisting with applying for the program, and determining eligibility for participation in the Traffic Diversion Program;

Manages and monitors the financial aspects of the Traffic Diversion Program, including the relationship between the District Attorney's Office and all payment processors and application processors;

Reconciles all payments received monthly and the processing of refunds or disputed claims;

Attends meetings and trainings related to the Traffic Diversion Program as required;

Plans and conducts in-service program training for local courts, employees of the program, and Broome County District Attorney's employees;

Has responsibility for ensuring Traffic Diversion Program employees understand participant eligibility requirements and are competent in preparing confidential letters, memoranda, reports, and other correspondences;

Has responsibility for training employees and reviewing work completed;

Has responsibility for reviewing the education portion of the program that Traffic Diversion Program applicants must complete and pass ensuring the education class meets the Traffic Diversion Program's goals;

Advises the District Attorney of any changing needs due to traffic ticket trends.

## **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of policies and procedures of the Traffic Diversion Program;

Thorough knowledge of the NY State Vehicle and Traffic Law;

Thorough knowledge of the local court process and procedure regarding traffic infractions;

Good knowledge of administrative practices and procedures;

Ability to plan, supervise, and evaluate the work of others;

Ability to prepare and maintain accurate records;

Ability to communicate effectively both orally and in writing;

Ability to use spreadsheets and a variety of database programs;

Ability to handle a caseload of database programs;

Ability to maintain successful relationships with people both within and outside the agency;

ability communicate effectively to foster collaboration and maintain productive relationships across sectors;

## **TRAFFIC DIVERSION PROGRAM MANAGER-cont'd**

Ability to operate a personal computer and proficient use of a variety of standard software programs for documentation and analyzation purposes;

Ability to observe and analyze;

Ability prepare and maintain a variety of records and reports;

Strong Organizational skills; Tact; Courtesy;

Integrity; Confidentiality.

### **MINIMUM QUALIFICATIONS:**

A) Possession of an Associate's Degree and one year of clerical experience working in a legal office or with a Traffic Diversion Program; OR

B) Graduation from high school or possession of an equivalency diploma and three years of clerical experience one of which was in a legal office, or with a Traffic Diversion Program; OR

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

**SPECIAL REQUIREMENT:** New York State Notary License is required within six months of appointment to this title and must be maintained throughout employment.

**NOTE:** Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Competitive