

Phoenix Cross

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SUMMARY

Court operations supervisor with seven years supporting legal records, case processing, **customer service**, payment workflows, and team performance in high volume public sector settings. Four years of direct supervision include scheduling coverage, assigning daily work, approving time records, documenting protected leave, coaching employees, and reviewing performance. Hands on knowledge covers **legal document filing**, **court proceedings**, public and **confidential court records**, court service access, fees, payment processing, policy compliance, and service recovery. Active listening and careful judgment support sound decisions during competing deadlines and workflow questions. Associate of Science in Criminal Justice adds relevant academic preparation. Brings steady operational leadership, accurate documentation, and practical communication that help court teams serve customers consistently while protecting record integrity and confidentiality.

EXPERIENCE

Court Processing Supervisor

October 2022 - Present

Lakeview Court Support Services

Fort Wayne, IN

Directs daily **court processing** for a twelve person records team, supporting filings, case updates, payment transactions, public records access, confidential records access, staffing coverage, employee development, and policy driven service delivery.

- Directed daily filing and records work, keeping case updates and payments accurate during extended operating hours.
- Built rotating coverage plans, balancing employee readiness, scheduled leave, workload, and time sensitive court **deadlines**.
- Reviewed staff time records, documenting protected leave and **short term disability** absences for accurate approvals.
- Coached employees on filing requirements, confidentiality controls, fee procedures, and customer interactions through targeted case reviews.
- Evaluated queue quality and timeliness, then adjusted assignments and training priorities around recurring processing issues.
- Resolved escalated service questions by listening carefully, comparing procedural options, and documenting policy based decisions.

Senior Court Records Specialist

July 2020 - September 2022

Summit Legal Records Center

New Haven, IN

Coordinated civil and family case intake while serving as a lead resource for document quality, confidential record handling, court service access, payment reconciliation, deadline control, and practical workflow improvements.

- Coordinated civil and family document intake, verifying filing details before records entered established case workflows.
- Guided newer specialists through confidential record handling, court service access, payment procedures, and case updates.
- Reassigned queue work during volume shifts, helping maintain dependable processing across competing filing deadlines.
- Reconciled fee records against case activity, researched discrepancies, and routed exceptions through appropriate review channels.
- Explained procedural requirements to attorneys, court users, and staff while protecting restricted information.
- Documented recurring workflow problems, presenting practical changes that improved handoffs between intake and records teams.

Court Services Clerk

October 2019 - June 2020

Northeast Indiana Legal Services Center

Fort Wayne, IN

Processed legal documents, service requests, fees, payments, and case information while supporting customers, maintaining confidential records, tracking deadlines, and building early leadership capability through supervised peer training.

- Processed incoming legal documents and service requests, checking completeness before routing submissions into case workflows.
- Maintained electronic and paper case information with accurate confidentiality designations and authorized access controls.
- Accepted routine **fees** and payments, issued documentation, and balanced transaction records under office controls.
- Supported counter and telephone customers by explaining court service processes without providing legal advice.
- Tracked assignments and filing deadlines through shared queues, escalating unclear matters for senior review.
- Trained new clerks on workstation procedures, document routing, **customer service**, and secure record handling.

PROJECTS

Court Records Access Workflow 📅 2023

Mapped public and confidential record request steps, clarified escalation points, and supported consistent service decisions during busy court processing periods.

Payment Reconciliation Review 📅 2022

Reviewed fee and payment activity against case records, identified discrepancies, and routed exceptions through established operational controls.

LEADERSHIP & AWARDS

- Supervisor Recognition, Lakeview Court Support Services, recognized for dependable staffing coordination and thoughtful employee coaching.
- Service Quality Recognition, Summit Legal Records Center, acknowledged for accurate records work and clear customer communication.

- Leadership Contribution, Northeast Indiana Legal Services Center, selected to train new clerks on secure processing procedures.

EDUCATION

Associate of Science in Criminal Justice

Ivy Tech Community College GPA: 3.5

Coursework: Court proceedings, legal document filing, criminal law, public administration

2019

Fort Wayne, IN

CERTIFICATIONS

- Court Records Management Certificate 📅 2021
- Supervisory Management Certificate 📅 2023

TECHNICAL SKILLS

- **Court Operations:** Court processing, court proceedings, court services
- **Legal Records:** Public records, confidential records, authorized access
- **Filing Processes:** Legal document filing, case intake, filing review
- **Payment Administration:** Fees, payment processing, transaction balancing
- **Staff Management:** Work assignment, delegation, workload direction
- **Scheduling Systems:** Coverage planning, rotating schedules, deadline tracking
- **Timekeeping Records:** Time approval, protected leave, disability records
- **Performance Management:** Performance review, coaching, development feedback
- **Customer Service:** Service counter, telephone support, issue resolution
- **Communication Methods:** Active listening, written communication, oral communication
- **Workflow Controls:** Queue review, case updates, records checks
- **Policy Compliance:** Procedures, confidentiality controls, access requirements

SKILLS

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|-------------------------|----------------------|-------------------------|-------------------------|
| • Court Processing | • Payment Processing | • Leave Documentation | • Active Listening |
| • Legal Document Filing | • Staff Supervision | • Performance Coaching | • Written Communication |
| • Court Records | • Scheduling | • Workflow Coordination | • Prioritization |
| • Confidential Records | • Timekeeping | • Customer Service | |

PROFESSIONAL AFFILIATIONS

- Member, Indiana court administration professional network, sharing practical records and service process knowledge.
- Participant, local criminal justice professional community, supporting continued learning about court operations and public service.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST