



Administrative Office of the Courts

Judicial Specialist Supervisor #00051858-23800, Full-time, PERM in Raton, NM.

Opening Date: 11-14-17 - **Close Date:** 11-29-17

Job Pay Range: \$19.231- \$30.049 per hour

Target Pay Range/Rate: \$19.231 - \$21.635 per hour

The Eighth Judicial District Court is recruiting for a Full-time, Classified, Judicial Specialist Supervisor position #00051858 in Raton, New Mexico. **SUMMARY:** Under direction oversee the preparation and processing of court documents and financial functions of the clerk's office; assess, receipt, record, reconcile monies, and prepare bank deposits; process, maintain, and distribute documents, files and case materials; work with the case management system; provide customer service; administer jury functions; research records; comply with public record requests; all other duties as assigned. May supervise court functions. Supervise two (2) or more judicial branch court clerk staff, which may include Leadworkers.

QUALIFICATIONS

- Education: A high school diploma or GED.
- Education Substitution: None.
- Experience: Five (5) years of experience in court case processing, legal secretarial or related field such as advanced customer service, data processing, and banking/financial experience. Two (2) years supervisory experience.
- Experience Substitution: Attainment of the Judicial Studies Certificate will substitute for one (1) year of experience. Additional post-secondary education in a related field may substitute for up to one (1) year of experience. Thirty (30) semester hours equals one (1) year of experience.

Education may not substitute for supervisory experience.

- Supervisory Substitution: Leadworker duties may be considered on a prorated basis for supervisory experience at a rate of one (1) year equals six (6) months. Leadworker assigned duties must have included the development of employee performance plans and appraisals, discipline and approval of time for assigned staff.
- Typing Certification: At the discretion of the Administrative Authority a typing certification from the New Mexico Department of Workforce Solutions (www.dws.state.nm.us) or similar may be required for the entire Court Clerk Series within that Judicial Entity. If certification is required, a typing proficiency score of at least 35 net words per minute is mandatory. The New Mexico Workforce Connection Certification must have been issued within five (5) of application.
- Certification: May be required to obtain and maintain certification for the National Crime Information Center (NCIC) database. May be requested to complete the New Mexico Court Monitor Certification Examination.
- Other: Completion of a post offer background check may be required.

- **Knowledge:** Knowledge of supervisory techniques, coaching and performance evaluations; hiring, training concepts, discipline and termination; team building; mediating and managing conflict; customer service practices; legal terminology and phrases; employment law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Worker's Compensation); New Mexico Judicial Branch Personnel Rules, policies and procedures; proper English usage, grammar, and punctuation; basic math; data collection; computer software applications (i.e. word processing, spreadsheets, databases, court case management system, email and Internet); filing methods and systems (i.e., alpha, color-coded and numerical); office equipment (i.e. telephone, printer, copier, fax, scanner, postage meter, microfiche and reader machine, and calculator); extensive knowledge in case processing in all types of cases; knowledge of Specialty Court Programs; Appellate, Civil and Criminal Procedures for appropriate court jurisdiction; auditing case files; running reports; correcting errors; research methodology; general office practices; project management techniques; basic accounting principles; cash handling procedures; court monitoring procedures and equipment; Court Clerk's Procedures Manual and Code of Ethics; all policies and rules currently in effect; court's and States Language Access Policies and access to the Certified Language International Interpreting Line; and judicial organizational structure and other courts jurisdiction; local court rules; hazardous evidence handling; court records maintenance, retention and destruction; municipal, local, state and federal governmental agencies; facilities management; safety and security issues and evacuation procedures; and procurement procedures.
- **Skill & Ability:** Skill in training, supervising, evaluating and motivating staff; giving direction to and mentoring subordinates; planning, assigning, and reviewing work of subordinates; working as a team leader; processing transactions with a high level of efficiency and accuracy; identifying appropriate method of case document processing; accurately reconciling court financial transactions; analyzing differing situations; recognizing important case facts that need to be documented in case file or may need further action; making decisions; training others; using initiative and judgment; working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; maintaining confidentiality; being organized; multi-tasking; establishing priorities and meeting deadlines; concentration and attention to detail; communicating effectively both orally and in writing with diverse parties; actively listening; dealing with people diplomatically; being courteous; providing good customer service; using good telephone etiquette; using common sense; maintaining professional demeanor and composure; using computer and computer software including word processing, case management and email; electronic case filing, desk and batch scanning; running reports; auditing files and correcting errors using the case management system; researching and retrieving information using the case management system or archive database; applying legal terminology and phrases; distinguishing between court procedures and legal advice; assimilating information and providing as accurate a response as possible; maintaining accurate files and records; filing; typing, and entering data precisely; handling money and calculating sums using a calculator; knowing when to seek assistance; reading comprehension and discerning case content; research, analyze and solve problems; make effective changes; appraising situations and recognizing safety and security issues; and being empathetic, impartial, fair, and objective. Ability to work as a team leader; apply relevant policies and procedures to assigned work utilizing legal terminology and phrases; make decisions; think clearly, provide customer service without giving legal advice; prepare and organize complex court documents and correspondence precisely; accurately compile information and prepare reports; proofread documents using proper English; manage multiple projects concurrently while maintaining regular workload; understand records management procedures; read almost illegible hand writing; apply notary rules and procedures; apply data standards; maintain accurate files and records; retain information; maintain patience; deal with difficult people; diffuse hostile situations; apply good judgment to difficult and demanding situations and assignments; learn and adapt quickly; determine necessary training and train others; announce judicial protocol and control all aspects of recording judicial proceedings to include time keeping when assigned court monitor duties; operate court monitor and recording equipment; show diplomacy; establish and maintain cooperative working relationships internally and externally; receive and follow directions; motivate and mentor others; oversee the planning, scheduling, assigning, reviewing, monitoring, and evaluation of work; provide meaningful employee feedback and performance evaluations; provide written instructions; provide effective coaching and constructive criticism, address disciplinary issues and provide appropriate corrective measures and notify supervisor of related concerns and issues; and mediate and manage conflict.
- **EXAMPLES OF WORK PERFORMED** Supervision - Train, supervise, mentor, evaluate and motivate a staff of two or more in case and document processing, financial responsibilities, customer service, jury administration, program support, general clerical and research job functions and responsibilities; plan, assign, and review subordinates work, make corrections as needed and provide corrective feedback; ensure staff is following judicial procedures, effectively

and efficiently performing day-to-day office functions and case management; provide remedial training and conduct disciplinary actions as necessary; implement and communicate changes in processes, rules and systems to subordinate; analyze procedures and revise as needed; track daily attendance and approve leave requests and time sheets; prepare and administer employee performance evaluations; lead interview panels for vacant positions and make recruitment recommendations. Case and Document Processing - Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner; ensure court rules and procedures are followed and cases are processed; oversee the distribution of judicial work and review the day-to-day functions of the court, implementing changes necessary for efficient court operations and case processing; work with staff to ensure data standards, court rules and procedures, state and federal statutes are consistently maintained; work with staff to ensure that case errors are corrected; prepare monthly statistics and case management reports; act as a representative of the court with other judicial entities for problem solving and process improvement; provide customer service information and administrative support for department functions; analyze and troubleshoot case management programs; use the case management system to (1) open cases – determine case type/cause of action and assess and receipt filing fee if required; (2) docket cases – review documents and determine appropriate event codes, enter data, scan documents, and link and related scanned images, and (3) close cases – determine and enter closing event, disposition type, and judgment details; MAY use electronic filing to process incoming filings and upload and process court-issued documents;; prepare, proof-read, edit and mail and route pleadings, correspondence; process Petitions for Trial Court Extensions of Time to Proceed to Trial; process bench warrants and cancellations; MAY process and expedite Orders of Protection; set, hearings and trials; submit case files to judges as requested; use the case management system to manage and track cases to ensure compliance with case type appearance dates, sentencing requirements and follow through with necessary steps, such as orders to show cause, bench warrants, recusals, excusals, pleadings and rule extensions, to determine necessary action required; and close case when appropriate; provide input, analyze and request available reports for statistical information; and maintain and approve record retention/destruction schedule, policies and procedures. Financial Responsibilities – Oversee clerk’s office accounting functions; accurately apply credits, debits, adjustments and correct financial errors; maintain a till; ensure court fees are accurately assessed, paid, receipted, and correctly recorded in the case management system; void receipts when necessary; accurately balance and reconcile a till and all daily cash receipts; disburse bond payments and trust funds; prepare and maintain bond reports; review/verify Chart of Accounts for accuracy; export deposits from Case Manager to Financial Manager; prepare and make bank deposits; and ensure proper cash handling procedures are followed. MAY prepare and oversee restitution collection for Specialty Court Programs; review CHASE reports and reconcile reports to the electronic filing till; and receipt and distribute restitution payments; and follow proper restitution collection and distribution procedures; receipt and reconcile restitution payments; distribute appropriately; and reconcile billing and invoicing from contracted provided for Specialty Court Programs. Customer Service - Serve as a liaison with other court staff, state agencies and the public, provide appropriate oversight and management of information services and customer assistance at the counter or via telephone communicate with a high volume of pro se litigants by providing general, procedural information without giving legal advice; provide public case information to parties, attorneys, law enforcement agencies, and other outside agencies; communicate with judges, supervisors, co-workers as necessary. Jury Administration – Oversee jury administration, order summons; review, sort, and organize jury summons; verify qualification form and questionnaires are properly completed; maintain a hard or electronic file system for documents; schedule jurors; create jury panels/pools; maintain and update jury calendars and manage call-in or robocall system; maintain contact with jurors and provide courteous and professional assistance; prepare alpha list, random list, voir dire sheet, and seating chart for jury trials; record data in jury database program; process affidavits and excusals; copy and distribute questionnaire forms for attorneys; maintain attendance records; track juror statistics and prepare reports; and submit juror payment loads and process warrants. General Clerical - Serve as a liaison and communicate changes with other court staff, state agencies and the public; analyze procedures; make recommendations and provide input; assist with revisions; ensure judicial calendars, schedules are maintained; oversee that all court documents are processed in a timely and appropriate manner; prepare documents for signature; copy, fax, stamp file documents, process and distribute mail; maintain hard and electronic case files; catalog and maintain exhibits; certify court records prepare hard copy case files with tape logs and transcripts for microfilming, scanning, archiving and destruction; certify and prepare records, tapes, tape logs and exhibits for cases on appeal to higher courts; create case tracking number and bar code scan all files appropriately for file destination and image case documents into the case management system; ensure the office, its equipment and courtroom(s) are operational; draft and prepare correspondence; maintain logs and records on cases; analyze procedures, make recommendations and provide input; assist with revisions and communicate changes; and provide or coordinate backup to other court personnel. Research - Perform research on automated, hard-copy and microfiche files for case status and provide accurate information; research and analyze case management issues; and audit, research and when necessary correct case files. Respond

timely and accurately to requests received by the court regarding the Public Records Act. MAY serve as information systems site coordinator or back up to site coordinator; oversee micro photography standards; prepare written instructions; ensure exhibits comply with statutory retention schedules; coordinate program participation with Specialty Court Programs; coordinate on a regular and/or case by case basis with Misdemeanor probation and compliance programs to ensure defendant compliance; utilize case management program to record and monitor progress; maintain appropriate inventory of drug testing and office supplies and ensure adequate tests and supplies are readily available; and other duties as assigned; act as a court monitor; provide notarizations; assist in training new employees; perform purchasing duties; provide victims with resource and advocacy information; serve on Statewide Boards or Committees and coordinate and schedule meetings.

- **WORK ENVIRONMENT AND PHYSICAL DEMANDS** The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office, court setting, or designated work area. The work is performed in an often fast paced, stressful work environment, and under severe time constraints to meet multiple demands. While performing the duties of the job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity, sit for long periods of time, stand for hours and walk often, lift, climb ladders, kneel/stoop, move, pull and carry up to twenty-five (25) pounds; travel, work overtime and/or flexible work hours including shift work (24/7), weekends and holidays; and exposed to fluctuating building temperatures. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved in court cases, disturbing or hazardous court exhibits and contagious health conditions.

TO APPLY: Interested applicants should submit either a New Mexico Judicial Branch Application for Employment, OR a Resume AND Resume Supplemental form, along with proof of education or a typing certification by 4:00 p.m. on Wednesday November 29, 2017 to:

Application forms:

Microsoft Word Format

Adobe PDF Format

Resume Supplemental Forms:

Microsoft Word Format

Adobe PDF Format

By Mail: Eighth Judicial District Court
Ms. Julie Krupcale, Deputy Court Executive Officer
105 Albright Street, Suite N
Taos, NM 87571

By E-mail: toadjmk@nmcourts.gov By Fax: (575) 758-1415

Note: If submitting by e-mail, applications must be submitted in PDF format.

Applications and/or Supplemental Resume forms may be downloaded from www.nmcourts.gov under Court Administration-Human Resources-Career Opportunities or may be obtained at the Colfax County Courthouse in Raton, NM.

EQUAL OPPORTUNITY EMPLOYER