NEW MEXICO JUDICIAL BRANCH

AOC HUMAN RESOURCES SERVICES MANAGER
(Classified)

TARGET SALARY: $82,110-$164,220 annually, or $39.476-$78.952 hourly depending upon experience (pay range MM)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 2013JB
BENEFITS: Competitive benefits package offered

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

The Administrative Office of the Courts exists to enable the courts of New Mexico to accomplish their mission through:

- Ensuring that the courts have adequate, equitably distributed resources.
- Ensuring that the courts have and use current technology.
- Providing a fair and equitable statewide human resources system.
- Developing and implementing improved court processes and supporting courts in their use.
- Collecting and providing information on and for the courts.
- Ensuring sound financial, budgeting and procurement practices in the management of court resources.
- Maintaining liaison with the legislative and executive branches of state government.

GENERAL STATEMENT OF DUTIES

Acting under administrative direction supervise multiple operational, administrative, and functional human resources areas. Direct, oversee, and manage statewide operational projects of the Administrative Office of the Courts Human Resources Division (AOC HRD) and the New Mexico Judicial Branch.

EXAMPLES OF JOB DUTIES

- **The AOC Human Resources Services Manager** is responsible for planning, organizing, integrating and coordinating functions related to the operations of human resources.
- Assists the AOC Human Resources Director in the development and implementation of human resource business and operational processes in support of the New Mexico Judiciary.
- Supervises at least two (2) or more employees in the areas of benefits administration, payroll management, recruiting, hiring, training, organizational development, coaching, policy recommendation, employee relations and leadership.
- Participates in short/long-term planning; and manages day-to-day functions of administrative and functional human resource operations.
- Assists with the oversight and management of the judiciary's statewide human resources processes and systems including compensation initiatives; recommends, develops, implements, and administers policies and procedures, training guides, standard operating procedures, and manuals.
- Responsible for developing and preparing complex statistical reports in relation to established goals.
- Confer with management, employees, and other human resource professionals on issues

and activities; provide direction and guidance as appropriate, and ensure compliance with all personnel rules and regulations.

- Provides, organizes, and implements training for staff and human resource personnel; identifies and promotes training for judicial branch supervisors, managers and staff.
- Develops training programs, including materials, curriculum, and training plans.
- Interprets and provides guidance on the application of policies, procedures, rules, and laws in a fair, equitable, and consistent manner.
- Conducts statewide audits related to human resources operational and administrative functions.
- Effectively communicates operational human resource changes, including changes in employee benefits, retirement, and payroll to employees and human resource personnel.
- Implements operational improvements to decrease turnaround times, streamlines work processes, increases effectiveness and provides quality human resource customer service.
- Works with court management and human resources staff statewide to ensure they comply with standards, rules, procedures, state and federal laws and regulations concerning employment law.
- Manages the recruitment process, leads interview panels for vacant positions, makes recruitment recommendations and provides statewide guidance in recruitment.
- Manages the payroll and benefits process for multiple judicial entities.
- Manages the administration of benefits to employees and serves as a liaison between employees and insurance carriers to ensure wage and hour compliance.
- Provides guidance and information regarding corrective actions, drafts proposed actions, and assists management in analyzing the problem and identifying the best course of action.
- Reviews and makes recommendations for approval of completed human resources documents for Administrative Authority approval.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of human resources administration practices, principles and techniques; performance management; payroll processing; benefit administration; recruitment, interviewing and selection techniques; unemployment processes; human resources records management; employment law; labor relations; mediation and conflict resolution; investigative and interviewing procedures and techniques; statistical data collection; classification and compensation administration; recruitment and retention techniques; basic accounting, audit and reconciliation procedures; basic legislative budget process including position allocation and organizational structures; grant administration; training techniques; and supervisory techniques.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in Human Resources, Psychology, Business Administration, Judicial Administration, Public Administration, English, Journalism, Public Relations, or related field.

Education Substitution: Four (4) years of relevant experience, and/or a combination of relevant experience and education at a rate of 30 semester hours in directly related coursework equals one (1) year of experience. SHRM Certification may substitute for one (1) year of experience.

Experience: Seven (7) years of experience in general human resources management, employment law, classification and compensation, employee recruitment and retention, training, automated database systems and reports, and payroll and benefits of which one (1) year must have been as a supervisor.

> **Experience Substitution:** SHRM Certification may substitute for one (1) year of experience unless already used as a substitution for the supervisory experience.
> Relevant graduate level education may substitute at a rate of thirty (30) semester hours equals one (1) year of experience.

Supervisory Substitution: Leadworker duties may be considered on a prorated basis for supervisory experience at a rate of one (1) year of performing leadworker duties equals six (6) months of supervisory experience. Assigned leadworker duties include but are not limited to: Train, mentor, and develop employees; direct, plan, schedule, assign, and review the work of others; develop or assist in the development of employee performance plans and appraisals; and address concerns and troubleshoot problems. An additional one (1) year of directly related experience may substitute for the supervisory experience provided the incumbent attends the NMJB Supervisory Mentorship Program Training at their earliest opportunity.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive 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 or court setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, judges, and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employee assistance program (EAP) [http://www.mybenefitsnm.com/]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid vacation and sick leave up to eight (8) weeks
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation 457(b) plan
- Lifetime Defined Benefits Retirement Plan [http://www.nmpera.org/]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility (Stay Well Health Center) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education opportunities, educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program (PSLF)

- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click here to find out

These benefits vary by job classification or need

START YOUR CAREER

Experience the difference, work for the Judiciary! Apply here!

History of Job Description: Dev: 05/13/15, Rev: 07/15/16 (AOC HR Services Manager), 01/29/20, Rev: 01/15/21 (added supervisory substitution), Benefits updated: 02/26/21; Rev: 02/28/22, Audit: 12/31/22, Rev Pay Range: 07/08/23, Rev: 03/15/24 correction to supervisory substitution Rev Pay Range: 07/06/24, 07/05/25, 07/04/26

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at nmcourts.gov.