NEW MEXICO JUDICIAL BRANCH

AOC STATEWIDE INTEGRATION AND TRAINING COORDINATOR
(Classified)

TARGET SALARY: $66,514-$133,026 annually, or $31.978-$63.955 hourly depending upon experience (pay range KK)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9428JB
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

Under general direction, develop, coordinate and integrate a best practice model for limited and general jurisdiction courts and develop and provide a professional training program and onsite analysis and support while working with Judges, managers, and court personnel to implement solutions.

EXAMPLES OF JOB DUTIES

- **The AOC Statewide Integration and Training Coordinator** is responsible for developing and maintaining best practices and manuals for limited and general jurisdiction courts statewide by case type.
- Trains managers in court case process practices and functions, and provides feedback on managing the court case workload and workflow.
- Advises Judicial Education Services committees on what are appropriate requirements for judicial staff education.
- Advises judicial education staff and assists with the development of training materials and manuals.
- Composes and keeps up-to-date manuals, user guides, and training materials, to incorporate statewide court case process practices, processes, and functions.
- Develops performance measures for courts based on the manuals, user guides, and training materials.
- Establishes and develops continuing education requirements and standards for judicial staff.
- Provides operational analysis of statewide court case processing and court operations and creates tools to integrate district court operations.

- Provides recommendations to the Chief Judge, Court Executive Officer, and AOC that will improve customer service and efficiency in the courts.
- Implements statewide practices of the "one team" model of training for court clerks, which provides cross-training for district clerks and allows for seamless operations at co-located courts with unified clerical offices.
- Implements, and coordinates statewide training at judicial districts on jury best practices.
- Provides districts with standardized performance planning and evaluation measures that are based on the size of the clerical office.
- Develops and coordinates workshops, conferences, or other related training programs.
- Collaborates with managers, supervisors, special groups, and subject matter experts in designing training objectives and programs, and delineating available resources.
- Analyzes court operations electronically and in person to measure efficiency.
- Provides analysis to courts with guidance, training, and hands-on assistance as needed to improve efficiency.
- Assesses backlogs in courts and determines how the court can improve productivity to address outstanding issues and prevents them from occurring in the future.
- Provides immediate assistance to courts on operational questions and determines when statewide training is needed based on frequently asked questions for the court.
- Provides monthly training or informational updates at user group meetings.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of supervisory techniques, project management, court administration, operations management; procurement; mediating and managing conflict; case flow management; auditing case files; correcting errors using the case management system; legal terminology; Appellate, Civil and Criminal Procedures for appropriate court jurisdiction; Court Clerk's Procedures Manual and Code of Ethics; judicial organizational structure and jurisdictions; hazardous evidence handling; Cola records maintenance, jury management; court fee accounting processes; expertise with Odyssey; research methodology and court monitoring procedures.

MINIMUM QUALIFICATIONS

Education: Bachelor's Degree from an accredited college or university in Public Administration, Business Administration, Finance, Accounting, Criminal Justice, or a directly related field.

> **Education Substitution:** Four (4) years of directly related or relevant experience may substitute on a year for year basis.

Experience: Four (4) years of experience in New Mexico state court case processing, and/or court operations management of which two (2) years managing court processes.

> **Experience Substitution:** Additional post-secondary education in a closely 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.

Certification: May be required to obtain and maintain certification for the National Crime Information Center (NCIC) database.

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, employeeassistance 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

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History of Job Description: Dev: 09/01/22; Audit: 12/31/22, Rev Pay Range: 07/08/23, Rev: 03/15/24 Removed 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.