NEW MEXICO JUDICIAL BRANCH

CASE MANAGEMENT SPECIALIST II
(Classified)

TARGET SALARY: $41,128-$82,256 annually, or $19.773-$39.546 hourly depending upon experience (pay range GG)
LOCATION: Varies, statewide locations
FLSA STATUS: Non-exempt
JOB CODE: 1159JB
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 general supervision, utilize advanced case management expertise to assist court customers in navigating the New Mexico courts, process court documents, perform judicial procedures with compliance of conditions imposed by courts, including financial sentences. This job classification is for use at the Administrative Office of the Court's Court Operations Division.

EXAMPLES OF JOB DUTIES

- **The Case Management Specialist II** is responsible for providing statewide customer service to a high volume of pro se and represented court customers who are approaching compliance deadlines or who are out of compliance.
- Conducts quality assurance reviews of court case data entered such as citation, warrant, financial, and personal identifier data.
- Processes, maintains, and distributes documents, files, case materials and provides statewide customer service providing general information without giving legal advice.
- Researches automated, hard copy, and microfiche files for case status data, audits case files, reviews research completed by others for accuracy and corrects errors using the case management system.
- Assists in reviewing and auditing case files to determine the accuracy of notices, tax intercept and collection agency submission.
- Complies with public record requests; assures compliance with the statutory retention schedule.
- Assists customers with obtaining forms, and provides guidance for submission of forms.

- Verifies information contained in the electronic record and assists the court customer with steps toward compliance with orders of the court.
- Communicates and works with courts regarding compliance measures taken by defendants and follows up to ensure the correct action is taken in accordance with all laws, rules, and procedures.
- May assist managers statewide in preparing submission files for Tax Refund Intercept Program (TRIP) and Collections, prepare daily compliance call lists, and prepares TRIP and Collections invoices.
- Drafts and prepares notices and emails or text reminders of upcoming compliance deadlines.
- Prepares and certifies court records, dockets, and correspondence and scans pleadings.
- Performs purchasing and reconciles the courts financial transactions.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of New Mexico court statutes, regulations and policies, and especially conditions imposed by the court, distinguishing between court procedures and legal advice, customer service practices, legal terminology, case processing, auditing case files and correcting errors, Court Clerk's Procedures Manual and Code of Ethics; court's and States Language Access Policies, judicial organizational structure and other courts jurisdiction, court case management systems, research methodology, project management techniques, and court fee accounting practices.

MINIMUM QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Two (2) years of experience in court case processing, a legal secretarial or related field such as advanced customer service, data processing, and banking/financial.

Experience Substitution: 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.

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

START YOUR CAREER

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

History of Job Description: Dev: 03/30/22, Audit: 12/31/22, Rev. Pay Ranges: 07/08/23, 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.