

NEW MEXICO JUDICIAL BRANCH

CASE MANAGEMENT SPECIALIST SUPERVISOR (Classified)

TARGET SALARY: \$51,965-\$103,929 annually, or \$24.983-\$49.966 hourly depending upon experience (pay range II)

LOCATION: Varies, statewide locations

FLSA STATUS: Exempt

JOB CODE: 1156JB

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 direction, utilize advanced case management expertise to oversee and supervise assistance to statewide court customers in navigating the New Mexico courts, 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 Supervisor** is responsible for leading, mentoring, overseeing and training staff in case and document processing, procedures, compliance requirements, providing customer service, program support and work accuracy.
- Plans, assigns, supervises, and reviews the work of judicial branch court staff.
- Performs statewide case management functions effectively and efficiently and communicates with courts to determine local rules, policies and procedures are followed, and schedules hearings to comply with the local court's calendar and sessions.
- Provides appropriate oversight and management of information services and general and complex customer assistance with high volume of pro-se litigants and court customers who are approaching compliance deadlines or are out of compliance.
- Uses the case management system to manage and track cases to ensure compliance with case type appearance dates, local rules, and sentencing requirements.
- Provides general and complex procedural information without giving legal advice.
- Verifies information contained in the electronic record, and assists the court customer with steps toward compliance with orders of the court.

- Serves as a liaison between the court and pro se litigants, other judicial entities, state agencies, and the public.
- May confirm bench warrants for law enforcement agencies and revise incorrectly issued warrants.
- Notifies courts of compliance measures taken by defendants and follows up to determine that the correct action is taken promptly and in accordance with all laws, rules, and procedures.
- Develops procedures, policies, and compliance practices and participates in short and long term planning.
- Assures compliance with statutory retention schedule and the Public Records Act.
- Performs purchasing or other financial duties, and reviews the courts financial transactions.
- May serve as information systems site coordinator or back up to site coordinator.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of the New Mexico statutes, regulations, policies and procedures, and in particular as they relate to conditions imposed by the court; distinguishing informational assistance from legal advice; customer service practices, legal terminology; case processing/case management systems; auditing case files; Court Clerk's Procedures Manual and Code of Ethics; Language Access and the Certified Language International Interpreting Programs; judicial organizational structure and jurisdiction; research methodology; and court fee accounting practices.

MINIMUM QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Five (5) years of experience in court case processing, a legal secretarial or a directly related field such as advanced customer service, data processing, and banking/financial experience, of which two (2) years must be experience in New Mexico court case processing, and two (2) years of supervisory experience.

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. 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 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 two (2) years of directly related experience may substitute for the supervisory experience provided the incumbent attends the NMJB Supervisory Mentorship Program Training at their earliest opportunity.

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 performed in an office 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: 3/30/22; 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.