

NEW MEXICO JUDICIAL BRANCH

COURT PROGRAMS AND OPERATIONS MANAGER

(Classified & At-will)

TARGET SALARY: \$76,005-\$152,011 annually, or \$36.541-\$73.082 hourly depending upon experience (pay range LL)

LOCATION: Varies, statewide locations

FLSA STATUS: Exempt

JOB CODE: 9423JB (Classified) 9424JB (At-Will)

BENEFITS: Competitive benefits package offered

THE NEW MEXICO JUDICIARY

The Mission of the New Mexico Judiciary is to protect the rights and liberties of the people of New Mexico guaranteed by the Constitution and laws of the State of New Mexico and the United States; to resolve legal disputes fairly, and to ensure access to justice for all.

GENERAL STATEMENT OF DUTIES

Acting under administrative direction plan, organize, direct and control the multiple functions and processes of diverse programs.

EXAMPLES OF JOB DUTIES

- **The Court Programs and Operations Manager** is responsible for managing and overseeing multiple programs and contracts for assigned divisions.
- Collaborates with judges, court administration, program managers, and other stakeholders, in developing programs to meet the court's statutory requirements.
- Communicates program design and goals to courts, staff, participants/clients, and the community.
- Maintains inter-agency cooperation, communication, and support and develops working relationships with associated parties.
- Creates and maintains cohesive problem-solving program stakeholders/teams.
- Makes presentations to volunteer programs, civic groups, and educational institutions.
- Assists in developing an effective case management system for programs.
- Communicates the success and cost-effectiveness of programs to secure funding.
- Develops, approves, implements, and communicates operating policies, procedures, and goals for the division.
- Plans both short and long-term goals and objectives for the division.
- Schedules, plans, organizes, and facilitates team meetings and reevaluates staffing levels accordingly for reallocation.
- Represents the Court on governmental and community committees, and prepares and may deliver presentations.
- Provides qualitative data and fiscal projections to upper management, special committees, boards, and the legislature.
- Tracks projected and expended project funds.
- Analyzes and projects staffing requirements and operational needs for the program(s).
- Conducts program reviews for the court to ensure: compliance with "scope-of-work" criteria, court standards are met and financial accountability is upheld.

- Ensures that state procurement requirements are met when soliciting bids, and that recommendation for issuance of contracts to the Administrative Authority follow standard operating procedures.
- Drafts and publishes periodic or annual reports.
- Provides information to legislators and other governmental agencies and parties.
- Appears, speaks, and presents information to legislators.
- Makes recommendations and advocates for bills to legislators as directed.
- Attends legislative hearings (interim and session).
- May lead the legislative process/sessions strategy (identify and define needs, obstacles, and schedules) as directed.
- Serves as a court liaison to the detention center, law enforcement agencies, bonding companies, county and city officials, private sector entities, and the public.
- Serves as the Terminal Agency Coordinator ensuring compliance with security requirements, and trains on, and administers National Crime Information Center (NCIC) tests for employees.
- Develops, prepares, and monitors budget, budget allocation, and division expenditures.
- Administers division budgets funding requests and funnels grants to ensure compliance with program standards.
- Drafts requests for proposals, invitations to bid, and issues and evaluates resulted proposals in compliance with state procurement code.
- Monitors budget allocations and expenditures.
- Directs, coordinates, and oversees contracts and professional services.
- Reviews all monitoring reports, establishes delivery schedules, and makes recommendations for non-performing agencies.
- Develops program standards and performance measures.
- Manages diverse programs through subordinate managers and supervisors.
- Oversees program managers to ensure monthly invoices are submitted accurately and timely for approval.
- Researches, develops, coordinates, tracks, and assists with legislative initiatives.
- Tracks multiple bills and performs bill analysis.
- Implements court programs and processes to ensure standardization, and best practices.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of operations management and supervision; organization and production; human resource management and behavior; management theory; management technology; organizational development and behavior; personnel relations in government; court administration; professional practices in public administration; research, develop, coordinate and track legislative initiatives for court intervention programs; NM Judicial Branch Personnel Rules; public policy analysis and evaluation; multiple functions, planning and evaluation of diverse programs planning and evaluations; administration, business and program management, problem solving and conflict resolution principles and techniques; processes of organizational change; correction programs; budget management, preparation and tracking; grant writing and procedures; state procurement rules and regulations; legislative processes; court's organization; governmental standards for problem-solving courts;

training techniques and methodologies, federal confidentiality guidelines; NM Civil Court Systems and Statutes; criminal and juvenile justice; criminal and court procedures; regulations affecting schools/students; basic contract law, GAAP; HIPPA; drug testing procedures and result analysis; and surveillance systems.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in Criminal Justice, Public or Business Administration, Social Work, or a related field.

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

Experience: Eight (8) years of program management experience, which must include two (2) years of contract oversight and three (3) years of supervisory experience. Relevant experience may include: public or business administration, budget, finance, social services, social work, social sciences, mediation, grant writing, guidance and counseling, law, probation, program management, adult education, training, volunteer programs or closely related field.

Experience Substitution: Additional relevant education may substitute for experience at a rate of thirty (30) semester credit hours equals one 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 three (3) 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.

Other: May be required to obtain and maintain National Crime Information Center (NCIC) certification.

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: 01/01/05 (Programs Division Director), Rev: 11/10/10, 03/01/16 (Court Programs and Operations Manager), 02/06/20, Rev: 01/15/21 (added supervisory substitution), Benefits updated: 02/26/21, Audit: 12/31/22, Rev Pay Range: 07/08/23, Rev: 03/15/24 correction to supervisory substitution
Rev Pay Range: 07/06/24, 07/05025, 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.