

NEW MEXICO JUDICIAL BRANCH

COURT SERVICES MANAGER (Classified)

TARGET SALARY: \$48,031-\$96,063 annually, or \$23.092-\$46.184 hourly depending upon experience (pay range II)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9013JB
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 general direction oversee technical and courtroom support.

EXAMPLES OF JOB DUTIES

- **The Court Services Manager** is responsible for overseeing training, court monitor certification, and training of bailiffs; supervising, mentoring, evaluating, and motivating court support staff in customer service, courtroom protocol and procedure including social distancing, and mask enforcement, and jury assistance, jury administration, and security and project activities.
- Analyzes drafts, and revises procedures to improve court efficiencies, including courtroom technology instructions.
- Prepares, drafts, proofreads, edits, and disseminates documents and correspondence; can assist in processing pleadings.
- Ensures dockets and case data are entered into the case management system accurately.
- Maintains a docket or calendar; supervises staff checking of the jail log and Odyssey dockets for transport of in-custody defendants; can process pleadings and case materials.
- Oversees meeting support including setting up information technology/audio/visual equipment and troubleshooting problems.
- Ensures accurate court fees are paid and recorded and ensures daily cash receipts are balanced and reconciled and prepares and makes bank deposits on a backup basis.
- Provides public case information to parties, attorneys, law enforcement agencies, and other outside agencies, as necessary; assists with requests for recordings.
- Operates security and/or metal detecting equipment at the entrance to courthouse or courtroom.
- Inspects people and packages entering and leaving the building.
- Ensures instructions given to customers related to public access terminals, microfiche, reader machines, and the website are accurate and timely.
- Serves as IT site coordinator to maintain court websites and troubleshoot IT and equipment problems or provide technical assistance.

- Serves as a court monitor, and oversees staff who provides courtroom and jury assistance.
- Assists with inventory, and oversees records management.
- Travels to other court locations to oversee and provide court services.
- Coordinates physical moves on and off site for court furniture, equipment or other court property.
- Coordinates court vehicle maintenance schedule.
- Maintains visitor access badges.
- Serves on Safety Committee and Loss Prevention Committee and conducts safety training.
- Provides input on evacuation plans and attend County Safety meetings.
- Sets up and takes care of the courtroom during proceedings.
- Coordinates with law enforcement agencies on the transportation of inmates to and from the courthouse and/or courtroom.
- Works with attorneys who may need special equipment for a hearing.
- Assists in the assembly of potential jurors and instructs jurors on processes.
- Assists in the document flow from the Judge to the attorney's and/or pro se parties.
- Announces Judge's entrance into and departure from the courtroom and ensures proper decorum is maintained in the courtroom.
- Manages vehicle fleet maintenance.
- Responsible for planning, organizing, and coordinating project and security activities and office functions.
- Provides meeting support including setting up information technology / audio / visual equipment and troubleshooting problems.
- Provides back up to other court staff as needed.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate the ability to supervise staff and have the knowledge of cash handling procedures; project management techniques; data collection methods; research methodology; general organizational structure of the judiciary; be court monitor certified to accurately supervise court monitoring certification and court procedures and equipment; should have courtroom experience in order to train/select training programs for bailiffs; facility knowledge in order to relay building/facility problems/concerns and follow up on work completed; knowledge of IT/Technology to accurately request assistance and follow up on requests as well as being able to troubleshoot computer/technology equipment; knowledge of Specialty Court Programs.

MINIMUM QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Five (5) years of experience in a court, legal, administrative, or technical field such as computers, data processing, or cash handling of which one (1) year must have been

as a supervisor; court monitor certification. Education may not substitute for 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.

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. Able to move/lift equipment along with setting up and disconnecting/reconnecting computer and technology equipment.

** 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 time off, up to eight (8) weeks
- Paid time off and retirement buyback
- 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: 02/01/17, Rev: 12/16/19, 07/21/20, 01/15/21 (added supervisory substitution), Benefits updated: 02/26/21, Audit: 12/31/22, Rev Pay Ranges: 07/08/23, Rev: 03/15/24 correction to supervisory substitution

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.