

NEW MEXICO JUDICIAL BRANCH

COURT SERVICES MANAGER

(Classified)

TARGET SALARY: \$51,451-\$102,902 annually, or \$24.736-\$49.472 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, or court divisions and programs.

EXAMPLES OF JOB DUTIES

- **The Court Services Manager** is responsible for overseeing training for bailiffs court services specialist, and court monitors, including the court monitor certification , as well as supervising, mentoring, evaluating, and motivating a team of court support staff.
- Ensure a high level of customer service is provided.
- Oversees and manages jury administration, and security and project activities.
- Analyzes drafts, and revises procedures to improve court efficiencies, to include courtroom technology instructions and oversight.
- Prepares, drafts, proofreads, edits, and disseminates documents and correspondence; may assist in processing pleadings.
- Ensures dockets and case data is entered into the case management system accurately.
- Maintains a docket or calendar; supervises staffs; oversees workload and provides guidance follow-up on
- Ensures safe and proper transports of in-custody defendants;
- Oversees courtroom or 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 as needed.
- Provides public case information to parties, attorneys, law enforcement agencies, and other outside agencies, as necessary; assists with requests for recordings.
- Oversees or manages the operation of the security and/or metal detecting equipment at 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.
- Ensure the IT needs are taken care of and manages the maintenance of the court websites and troubleshoot IT and equipment problems or provide technical assistance as needed for the coordination, planning, and organization of meetings and court dates.
- May manage the court monitor, and oversees staff who provides courtroom and jury

assistance.

- Manages the inventory, fleet maintenance, physical moves, 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 and monitors the court vehicle maintenance schedule.
- May serve on committees, attending meetings and assist with trainings.
- Provides input on court safety, loss prevention and evacuation plans.
- May handles complaints and requests from division heads, employees, and the public on the operations of the building and relays to County Facilities to correct.
- May determines and addresses overall needs and/or concerns for building repairs and relays them to County Facilities to correct
- May assist with Court Monitor Station Project – Conducted meetings with contractors and interacts with contract employees; ensures all contractual work was completed according to specifications outlined by the contract.
- May assist with ensuring proper behavior in the courtroom for all proceedings, provides customer service, and assists Judge, jurors, and other parties as needed.
- Manages the courtroom set up and takes care of the courtroom during proceedings.
- May assist in coordinating with law enforcement agencies on the transportation of inmates to and from the courthouse and/or courtroom.
- May work with attorneys who may need special equipment for a hearing.
- Oversees the assembly of potential jurors and instructs jurors on processes.
- Assists in and manages the document flow from the Judge to the attorney's and / or pro se parties.
- May announce the Judge's entrance into and departure from the courtroom and ensures proper
- May be responsible for planning, organizing, coordinating project and security activities and office functions.
- May provide or coordinate back up to other court staff as needed.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge supervisory techniques; employment and supervision practices; training and coaching techniques; mediating and managing conflict; the court monitor certification process; certified to be a court monitor and certified to accurately supervise court monitoring, knowledgeable in court procedures; court facilities and facility management; cash handling procedures; project management techniques; data collection methods; research methodology; general organizational structure of the judiciary, courtroom processes and procedures; experience communicating effectively; familiar with legal terminology; safety and security techniques and best practices; inventory and records management; familiar with computer and technology equipment and troubleshooting equipment; understanding of the jury process; how to motivate employees to provide a high level of customer service; and knowledge and experience with 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, technical, or IT field, of which one (1) year must have been as a supervisor Education may not substitute for supervisory experience.

Experience Substitution: Attainment of the Judicial Studies Certificate will substitute for one (1) year of experience. 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 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 complete the New Mexico Court Monitor Certification Examination.

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, and judges and justices, and have the ability, with or without a reasonable accommodation to move/lift computer or technology equipment in order to set it up and/or disconnect the 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 Vacation, Sick and Personal [Leave](#), up to eight (8) weeks
- Ten (10) paid holidays
- Up to twelve (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](#) and educational leave

- 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: 12/01/22, Rev 03/26/26

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.