

# NEW MEXICO JUDICIAL BRANCH

## Court Manager 3

*This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.*

### **SUMMARY**

Under administrative direction, manage all operational, administrative and financial functions, the processing of court documents, accurate receipting and reconciling of court fines and fees and the provision of customer service, while managing court functions and employees through subordinate Court Clerk Supervisors or Managers. In a Magistrate Court reports to the Magistrate Courts Division Director; in large Appellate, District, Metropolitan courts reports to a Court Administrator or Deputy Court Administrator.

### **QUALIFICATIONS**

**Education:** A high school diploma or GED.

**Education Substitution:** None.

**Experience:** Seven (7) years of experience in court case processing, a legal secretarial or related field; of which three (3) years must have been supervisory experience. 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. 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 equals six (6) months. Leadworker assigned duties must have included the development of employee performance plans and appraisals, discipline and approval of time for assigned staff.

**Typing Certification:** At the discretion of the Administrative Authority a typing certification from the New Mexico Department of Workforce Solutions ([www.dws.state.nm.us](http://www.dws.state.nm.us)) may be required for the entire Court Clerk Series within that Judicial Entity. If certification is required, a typing proficiency score of at least 35 net words per minute is mandatory. The New Mexico Workforce Connection Certification must have been issued within two (2) years of application. (Added 11/5/09)

**Certification:** May be required to obtain and maintain certification for the National Crime Information Center (NCIC) database. May be requested to complete the New Mexico Court Monitor Certification Examination.

**Other:** Completion of a post offer background check may be required.

**Knowledge:** Knowledge of supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; operations and facilities management; procurement; mediating and managing conflict; case flow management; auditing case files; running reports; correcting errors using the case management system; legal terminology; employment law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Worker's Compensation); New Mexico Judicial Branch Personnel Rules, policies and procedures; Appellate, Civil and Criminal Procedures for appropriate court jurisdiction; Court Clerk's Procedures Manual and Code of Ethics; judicial organizational structure and other courts jurisdictions; local court rules; hazardous evidence handling; court records maintenance, retention and destruction; municipal, local, state and federal governmental agencies; local community services; physical security and evacuation procedures; jury management; court fee accounting processes; office practices; customer service practices; proper English usage, grammar and punctuation; computer software applications; filing systems; office equipment; cash handling procedures; research methodology and court monitoring procedures and equipment.

**Skill & Ability: Skill in** managing and supervising employees through supervisory staff, overseeing the planning, scheduling, assigning, reviewing, monitoring and evaluation of work; determining direction and necessary training; providing meaningful employee feedback and performance evaluations; addressing disciplinary issues and providing appropriate correctional measures; applying relevant policies and procedures to work; communicating effectively both orally and in writing; concentration and attention to detail; maintaining confidentiality; working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; being organized; establishing priorities and meeting deadlines; dealing with people diplomatically; being courteous; providing good customer service; utilizing good telephone etiquette; using common sense; maintaining professional demeanor and composure; using computer and computer software; running reports; assimilating information and providing an accurate response; dealing with difficult people and people in crisis situations; researching and retrieving information using the case management system or archive database; knowing when to seek assistance; applying legal terminology; maintaining accurate files and records; reading comprehension and discerning case content; researching, analyzing and solving problems; and appraising situations and recognizing safety and security issues. **Ability to** think clearly, apply data standards; operate court monitor and recording equipment; read almost illegible hand writing; apply notary rules and procedures; apply data standards; retain information; maintain patience; defuse hostile situations; work as a team leader; be empathetic, impartial, fair and objective; learn quickly; audit files; announce judicial protocol and control all aspects of recording judicial proceedings to include time keeping when assigned court monitor duties; establish and maintain cooperative working relationships; show diplomacy; receive, impart and follow directions; provide effective coaching and constructive criticism and provide written instructions.

## **EXAMPLES OF WORK PERFORMED**

**Supervision** - Plan, assign, mentor and review subordinates' work and make/coach corrections as needed; supervise, oversee, train and discipline subordinate employees in judicial procedures, day-to-day office functions and case management; communicate changes in processes, rules and systems to subordinate employees; analyze procedures and revise as needed; track daily attendance and approve leave requests and time sheets; prepare and administer employee performance evaluations; lead interview panels for vacant positions and make recruitment recommendations. **Court Management** - Plans, organizes, integrates and coordinates functions related to fiscal, budget, human resources and information systems and various court

programs; participate in short/long term planning, analyzes court dockets and operations to develop and implement processes to improve case management and court services; develops policies and procedures; compiles and maintains court statistical reports; and participates in the budgetary process as appropriate. **Case & Document Management** - Manage and supervise employees through supervisory staff to process all court work in a timely, prompt, accurate, complete, proper and efficient manner to ensure court rules and procedures are followed and cases are processed appropriately; oversee the distribution of judicial work and review the day-to-day functions of the court, implementing changes necessary for efficient court operations and case processing; work with staff to ensure that data standards, court rules and procedures, state and federal statutes are consistently maintained; work with supervisory staff to ensure that case errors are corrected; prepare monthly statistics and case management reports; and interact as a representative of the court with other judicial entities for problem solving and process improvement. **Financial Responsibilities** - Oversee all court financial functions to include the receipt and distribution of all incoming monies; the accuracy of judicial financial records and procedures; and the monitoring and coordinating of purchasing responsibilities. **Customer Service** - Provide appropriate oversight and management of information services and customer assistance; ensure that employees have the necessary skills and resources to provide safe and effective customer service; and direct or provide support to judges and immediate staff. **General Clerical** - Manage and supervise employees to ensure judicial calendars are maintained; oversee that all court documents are processed in a timely and appropriate manner; ensure the office, its equipment and courtroom are operational; and coordinate backup for other court clerical personnel. **Research** - Research automated, hard-copy and microfiche files for case status data and provide accurate information; research and analyze case management issues; audit, research and when necessary correct case files. **May** serve as information systems site coordinator or back up to site coordinator; oversee micro photography standards; ensure exhibits comply with statutory retention schedules; act as a court monitor; provide notarizations; provide advocacy services to victims; serve on Statewide Boards or Committees and coordinate and schedule meetings.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The following functions are representative 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. The work is performed in an often fast paced and stressful work environment. While performing the duties of the job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity, sit for long periods of time, stand for hours and walk often, lift, climb ladders, kneel/stoop, move, pull and carry up to forty (40) pounds; travel, work overtime and/or flexible work hours including shift work (24/7), weekends and holidays; exposed to fluctuating building temperatures; and may be required to be on call. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved in court cases, disturbing or hazardous court exhibits and contagious health conditions.

Dev: 5/22/00 - Judicial Manager

Revised: 4/13/07 - Court Manager 2

Revised: 5/19/08 - Name changed from Court Manager 2 to Court Manager 3 and Supervisory Substitution added.

Added optional typing certification: 11/5/09