

NEW MEXICO JUDICIAL BRANCH

Human Resources Manager (Classified)

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

SUMMARY

Under direction, manage operational, administrative, and functional human resources areas (recruiting, hiring, training, organizational development, performance management, coaching, policy recommendation, salary and benefits, team building, employee relations and leadership). **May** supervise, and reports to a Court Executive Officer 2 or Human Resources Director in a large judicial entity.

The number of employees, subordinates and human resources administrative complexity are strong considerations in assigning positions the job classification of Human Resources Manager.

QUALIFICATIONS

Education: Bachelor's Degree from an accredited college or university in Human Resources, Psychology, Business Administration, Public Administration, or related field.

Education Substitution: None.

Experience: Six (6) years of experience in human resources management, employment law, classification and compensation, employee recruitment, training, automated database systems and reports, budget, payroll and benefits, of which one (1) year must have been as a supervisor, if the employee is assigned supervisory duties.

Experience Substitution: Current Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification may count for one (1) year of work experience or relevant graduate level education may substitute for up to two (2) years experience at a rate of 30 semester hours equals one (1) year of experience. Education may not substitute for supervisory experience.

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

Knowledge: Advanced knowledge of human resources administration practices, principles and techniques; performance management; payroll processing; benefit administration; interviewing and selection techniques; unemployment processes; customer service practices; human resources records management; employment law (i.e., Fair Labor Standards Act, Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Occupational Safety and Health Administration, Workers' Compensation); labor relations; English grammar, vocabulary and

punctuation; retirement plans; mediation and conflict resolution; investigative and interviewing procedures and techniques; statistical data collection; classification and compensation administration; recruitment and retention techniques; basic accounting, audit and reconciliation procedures; basic legislative budget process including position allocation and organizational structures; grant administration; training techniques; supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; computer software applications (standard office applications and automated databases), office procedures and equipment.

Skill & Ability: Exceptional skill in analyzing and applying relevant policies and procedures; independently establishing priorities and meeting deadlines under pressure; assimilating information and providing an accurate response; problem solving, communicating with individuals at all levels of the organization both orally and in writing; anticipating problems; balancing agency and employee needs; addressing disciplinary issues and recommending appropriate course of action; researching, comprehending, explaining, and resolving complex issues constructively; mediating and managing conflict; investigating and resolving ongoing employee relations problems and issues; developing, recommending and initiating appropriate steps for problem resolution; being organized; dealing effectively and diplomatically with difficult people and people in crisis situations; maintaining positive staff relations and high morale; maintaining confidentiality; adapting to change; managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; managing resources; being courteous; providing good customer service; using common sense; maintaining professional demeanor and composure; explaining the Judicial Branch employment rules and policies; using computers and computer software; running reports; researching and retrieving information; and maintaining accurate files and records. **Ability to** understand local court administrative regulations, policies and procedures; persuade others using tact and diplomacy; balance conflicting demands; coordinate resolution of specific policy/rule related problems and inquiries; apply creative thinking; train others and explain complex subjects and processes; inspire teamwork; build consensus; produce high-quality work; think and react quickly; investigate on-the-job injuries; complete surveys; multi-task, maintain a high degree of accuracy and attention to detail; retain information; coordinate work with others; establish and maintain cooperative working relationships; receive and follow directions; be empathetic, impartial, fair and objective; if assigned - manage and supervise employees, oversee the planning, scheduling, assigning, reviewing, monitoring and evaluation of work, delegate responsibilities and assignments based on an accurate assessment of staff skills and abilities, motivate and mentor others, determine direction and necessary training, provide meaningful employee feedback and performance evaluations, provide effective coaching and constructive criticism one-on-one or in groups and provide written instructions.

EXAMPLES OF WORK PERFORMED

Management - Plan, organize, integrate and coordinate functions related to human resources; participate in short/long-term planning; compile and maintain court statistical reports; participate in the budgetary process as appropriate; ensure all human resources work is processed in a timely, prompt, accurate, complete, proper and efficient manner to ensure rules and procedures are followed and actions are processed appropriately; direct the distribution of work and review the day-to-day functions of the

division, implementing changes necessary for efficient operations and document processing; work with staff to ensure that standards, rules and procedures, state and federal laws are consistently followed; work with staff to ensure that errors are corrected; prepare monthly statistics and management reports; interact as a representative of the human resources division with other judicial entities for problem solving and process improvement. **Document Preparation** - Initiate, prepare and complete human resources documents for Administrative Authority approval (i.e., hire, discipline, FMLA, leave donations, and reclassification or out-of-cycle requests); develop and prepare reports as requested by upper management; assist in evaluation of reports and decisions in relation to established goals. **Customer Service** - Serve as a liaison with other court staff, state agencies and the public; 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; recommend new approaches, policies and procedures to effect continual improvements in efficiency of the human resources department and the services provided; coordinate the resolution of specific policy-related and procedural problems and inquiries; provide direction, assistance and follow-up on inquiries from judges, managers, supervisors and employees regarding human resources (NM Judicial Branch Personnel Rules and NM Judicial Branch Personnel Rules for At-Will Employees, federal and state rules, regulations, policies and procedures, recruitment practices, interviewing procedures, safety practices, loss control, local court administrative regulations, policies and procedures; classification and compensation, position allocation, organizational structures, employee and judge retirement plans); develop and maintain effective working relationships with other judicial entities. **Discipline** - Provide guidance and accurate information regarding progressive discipline to managers and supervisors in the area of employee discipline; draft disciplinary actions; assist managers and supervisors in analyzing the problem and identifying the best course of disciplinary action; assemble and provide information associated with discipline to appropriate parties. **Classification** - Prepare and review requests for position reclassification; analyze job duties, organizational structure, determine best job classification, prepare job reclassification documentation; prepare budget forms and make recommendations for approval or disapproval. **Compensation** - Review requests for monetary compensation, analyze and make appropriate recommendations for action in accordance with rule, policy, and procedure; prepare personnel services budget projections; follow safety and loss control practices; develop and implement employee salary surveys, and complete salary survey questionnaires. **Investigations and Equal Employment Opportunity (EEO)** - Investigate employee complaints, provide conclusions and recommendations; gather information, analyze information and draft responses to EEO violations; participate in EEO/Human Rights Division investigations; maintain compliance with federal and state regulations concerning employment law. **Training** - Develop and present training programs. **Rule/Policy** - Recommend operating policy and procedural improvements; coordinate the resolution of specific policy/rule related and procedural problems and inquiries. **May** if assigned, serve on Statewide Boards or Committees and coordinate and schedule meetings; participate in legislative budget process; supervise, plan, assign, mentor and review subordinate's work and make corrections as needed; supervise, oversee, train and discipline subordinate employees in human resources procedures, day-to-day office functions and human resources management; communicate changes in processes, rules and systems to subordinates; analyze procedures and revise as needed; track daily attendance and approve leave requests and time sheets; prepare and administer employee performance evaluations; and lead interview panels for vacant positions and make recruitment recommendations.

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 requires the extensive use of computers and is performed in an office or court setting. The employee is regularly required to sit for long periods of time, talk, hear, read typed and/or handwritten material, perform repetitious hand, arm, and finger motions, as well as use manual/finger dexterity. May also be required to stand, walk, kneel/stoop, move, lift, pull and carry up to 25 pounds; travel (valid driver's license required), work overtime and/or flexible hours, weekends, and holidays; and may be exposed to fluctuating building temperatures, hostile or violent situations and contagious health conditions. The employee is expected to be punctual and to adhere to a work schedule.

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Name Revision (Human Resource Assistant Director) Rev: 06/25/04

Rev: (Human Resource Manager) 12/4/08, Audited: 2/22/13