

NEW MEXICO JUDICIAL BRANCH

TRAINING OPERATIONS MANAGER

(Classified)

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

SUMMARY

Under administrative direction, manage and supervise a professional training program and training support staff. Plan, integrate and coordinate training functions and resources. Perform highly responsible management and administrative duties directing training projects, training division or bureau operations and managing two or more training staff. Develop and administer a training budget.

QUALIFICATIONS

Education: Bachelor's degree in Business Administration, Public Administration, Human Resource Management, Education or a related field.

Education Substitution: Relevant experience may substitute for education on a year-for-year basis.

Experience: Four (4) years of experience in planning, administering and evaluating judicial education or employee training programs in a court or related adult education environment of which two (2) years must have been in software training (including applicable case management software, Word, Word Perfect, Excel, PowerPoint and the Internet), and two (2) years of supervisory experience.

Experience Substitution: Additional relevant education at the Master's degree level may substitute for experience at a rate of 30 semester hours equals one year of experience. Education may not substitute for supervisory experience.

Knowledge: Knowledge of supervisory techniques, coaching, performance evaluations, hiring, training, discipline, termination; management practices and techniques for managing multiple training projects, including setting goals, establishing time lines, identifying resources, and evaluating work products; adult learning styles; training needs assessment, training evaluation methods, recognized methods of policy analysis and program evaluation; budgeting processes; principles and practices of public and court administration; customer service practices; web based training programs; curriculum development; human resource related topics; statistical measurement; software applications (i.e., applicable case management software, Word, Word Perfect, Excel, PowerPoint and the Internet); knowledge of New Mexico Judicial Branch Personnel Rules and Policies and of the judicial organization and structure.

Skill & Ability: **Skill in** analyzing organizational needs and assessing and evaluating a variety of training programs; giving direction to subordinates; developing interpersonal relationships; communicating clearly and effectively both verbally and in writing, preparing and making written and oral presentations; applying the principles of public administration; managing multiple and diverse training projects; budget administration; making professional public presentations; project analysis and management; influencing, convincing and building consensus; facilitation; giving and receiving constructive feedback and being an effective coach and counselor; using discretion and maintaining confidentiality; researching and analyzing (comparing, contrasting and evaluating information); problem solving; decision making; prioritizing and organizing work; using applicable case management system, Word, Word Perfect, Excel, PowerPoint and the Internet. **Ability to** forecast and project; set priorities, meet deadlines; pay attention to detail; delegate responsibility and assignments based on an accurate assessment of staff skills and abilities; effectively manage time and resources; establish and maintain cooperative working relationships with judges, court managers and employees, contractual trainers and facilitators, and other agencies; multi-task; maintain databases; operate audio/visual equipment.

EXAMPLES OF WORK PERFORMED

Supervision - Set division, agency or organization goals and objectives; plan, organize, integrate and coordinate the work; supervise, hire, train, coach, motivate, mentor, evaluate and discipline subordinate training coordinators and administrative staff; develop overall staff project objectives, delineate which resources are available; review results of completed work; develop and review staffs specifications for course content, lesson plans, curriculum, and training materials.

Training Program - Collaborate with other Judicial Branch managers to evaluate program budgets and establish budget priorities, collect data to establish training needs; prepare comprehensive status and statistical reports, rules and procedures; keep up to date with latest trends in court training and analyze training needs on a continual basis; manage needs assessments; identify training goals and objectives for the court and/or divisions, research, present train-the-trainer instruction and individual or group training sessions; evaluate training methodology, current and/or existing training programs for effectiveness; plan, coordinate, evaluate and manage training methodology, new employee orientation including communicating policies and procedures and other agency expectations; develop and coordinate workshops for group or organization based training; work with managers, supervisors, special groups, and subject matter experts in designing training programs, court process, action plans, and implementation schedules; coordinate, organize, conduct and participate in educational seminars for judges, court personnel, and related agencies; prepare or revise and/or oversee standardized training manuals for supervisors and training programs; participate as a member in special committees or hiring panels. **May** plan and manage the development and coordination of court conferences and special projects; schedule and orient college and community interns and volunteers.

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COURT TRAINING OPERATIONS MANAGER

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 the tasks assigned to this job:

Work is performed in an office, classroom or court setting. The employee may be required to work a flexible schedule including evenings and weekends; overtime may be required. The employee is expected to be punctual and to adhere to assigned work schedule. The employee must regularly interact positively with others. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to walk, talk, hear, kneel, stoop, lift, pull and carry up to 25pounds. Travel (valid driver's license required) may be periodically required for work, training, meetings and presentations. The employee is required to speak, sit or stand for long periods of time. The employee may be exposed to fluctuating building temperatures.

Created: 6/25/04; Rev: 5/14/10 – Training Director
Rev: 10/30/15 – Training Operations Manager