

NEW MEXICO JUDICIAL BRANCH

Court Clerk Supervisor

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

SUMMARY

Under direction process court documents, accurately receipt and reconcile court fines and fees and provide customer service. Supervise two (2) or more judicial branch court clerical staff.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Five (5) years of experience in court case processing, legal secretarial or related field. Two (2) years 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) 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; 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; physical security and evacuation procedures; 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** training, supervising, evaluating and motivating staff; giving direction to and mentoring subordinates; communicating effectively both orally and in writing with diverse parties; organizing and setting priorities; using initiative and judgement; working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; auditing files and correcting errors using the case management system; recognizing important case facts that need to be documented in case file or may need further action; researching and retrieving information using the case management system or archive database; applying legal terminology; maintaining accurate files and records; being organized; establishing priorities and meeting deadlines; multi-tasking; communicating effectively both orally and in writing with diverse parties; make decisions; assimilating information and providing as accurate a response as possible; researching, analyzing and solving problems; actively listening; dealing with people diplomatically; being courteous; providing good customer service; using good telephone etiquette; using common sense; maintaining professional demeanor and composure; working in an environment subject to frequently changing priorities and high stress; using computer and computer software including word processing, case management and email; running reports; training others; distinguishing between court procedures and legal advice; handling money and calculating sums; knowing when to seek assistance; filing; typing and entering data precisely; using a calculator; reading comprehension and discerning case content; solving problems; appraising situations and recognizing safety and security issues; and being empathetic, impartial, fair and objective. **Ability to** apply relevant policies and procedures to assigned work; provide written instructions; provide effective coaching and constructive criticism, 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; learn quickly; 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; and receive and follow directions.

EXAMPLES OF WORK PERFORMED

Supervision - Train, supervise, mentor, evaluate and motivate a staff of two or more in case and document processing, financial responsibilities, customer service, general clerical and research job functions and responsibilities; 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. **Case and Document Processing** - Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner; ensure court rules and procedures are followed and cases are processed; docket all cases received/enter case data and process into the case management system; prepare and mail out notices, routing motions, opinions, orders, records, calendars, pleadings, memorandum in opposition, case materials to necessary parties; process Petitions for Trial Court Extensions of Time to Proceed to Trial; prepare bench warrants and cancellations; process and expedite Orders of Protection and notify law enforcement agencies; set arraignments, hearings, trials, mail

record papers timely; prepare and mail out notices such as final orders; submit case files to judges as requested; track cases to ensure compliance with case type appearance dates, sentencing requirements and follow through with necessary steps, such as orders to show cause, bench warrants, recusals, excusals, pleadings and rule extensions, and to determine necessary action required; and close case when appropriate.

Financial Responsibilities - Receipt and distribute all incoming monies; balance and reconcile daily cash payment; ensure accurate court fees are paid; distribute bond payments; prepare and distribute maintain bond reports; prepare bank deposits; prepare and voucher fees; ensure audit procedures are followed for all monies received; and file receipt of fees into case files.

Customer Service - Serve as a liaison with other court staff, state agencies and the public, provide information and customer assistance at the counter or via telephone (without giving legal advice) to the public, (i.e., pro se litigants, attorneys, reporters, law enforcement, other judicial agencies, co-workers, supervisors and judges); provide clear and concise instructions to customers about how to use the microfilm, microfiche, and reader machine; maintain and provide current statistics; and provide support to judges and immediate staff in the management of juries including the processing of summons, excusals, attendance lists and jury payments.

General Clerical - Ensure judicial calendars are maintained; prepare documents for signature; copy, fax, stamp file documents, process and distribute mail; maintain and file documents into case files; prepare exhibits; prepare hard copy case files with tape logs and transcripts for microfilming, scanning, archiving and destruction; certify and prepare records, tapes, tape logs and exhibits for cases on appeal to higher courts; create case tracking number and bar code scan all files appropriately for file destination and image case documents into the case management system; ensure the office, its equipment and courtroom are operational; draft and prepare correspondence; maintain logs and records on cases; and provide backup to other court personnel.

Research - Perform research on automated, hard-copy and microfiche files for case status and provide accurate information; research and analyze case management issues; and 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; prepare written instructions; ensure exhibits comply with statutory retention schedules; act as a court monitor; serve as jury clerk; provide notarizations; perform purchasing duties; 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; and exposed to fluctuating building temperatures. 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 - Appellate Court, District Court, Magistrate Court, & Metropolitan Court Judicial Supervisor

Revised: 4/13/07 - Court Clerk Supervisor

Revised: 5/19/08 - Supervisory Substitution added.

Added optional typing certification: 11/5/09