

NEW MEXICO JUDICIAL BRANCH

Statewide Field Operations Manager

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

SUMMARY

Under administrative direction, the field operations manager develops and oversees the implementation of court best practices to improve the overall effectiveness of the court and develops solutions to increase productivity. This position creates and oversees the implementation of tools utilized in courts statewide with the aim of enhancing operational effectiveness. The field operations manager creates and tracks the core metrics necessary to drive the advancement of field operational activities. The scope of the statewide field operations manager is wide and encompasses multiple operational areas. This position works in close collaboration with the Magistrate Courts and reports to the Magistrate Court Division.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Ten (10) years of experience in New Mexico state court case processing, and/or court operations management; of which four (4) years must have been supervisory experience. Statewide project management experience may substitute for court operations management 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 closely 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: None.

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, staff development, principles and techniques of project management, court administration, , 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, magistrate division fiscal policies and procedures; related 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; extensive knowledge and expertise with Odyssey; magistrate case management; 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; collaborate with others; identify program operations and quickly diagnose the basis of operational dysfunction; design a plan for improvement and execute plan; establish statewide credibility; plan, manage and coordinate multiple complex functions; manage multiple projects simultaneously; work under the pressure of deadlines, conflicting demands, and emergencies; establish and maintain working relationships with all levels of court staff, elective and appointive bodies, and members of the general public; gain cooperation through discussion and persuasion; collect, interpret and evaluate narrative and statistical data pertaining to policy, fiscal, and judicial operation matters; analyze policies, regulations, projects, activities, and methods; select alternatives, project the consequences of proposed actions, implement administrative policies and work programs consistent with regulations and with court polices and goals, understand, interpret, and apply laws and regulations; present findings, recommendations, and policies to individuals and groups in an understandable and persuasive manner; evaluate efficiency and effectiveness of services; revise and adapt procedures to changing needs; 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; communicate unpleasant and/or complex information clearly and diplomatically to elected officials; receive, impart and follow directions; provide effective coaching and constructive criticism and provide written instructions.

EXAMPLES OF WORK PERFORMED

Operations Management - Develop and assist Magistrate Court managers and staff in developing standards against which to evaluate performance and level of service; determines and/or coordinates the utilization of resources and the training of personnel to meet changing needs as directed by caseload requirements, court policy, judicial directives, and legislative mandates; recommends changes in policies and procedures; acts as primary source of reference in the work section for problems related to court procedure and policy. Assess equipment and personnel needs and formulate suggestions on how to make an optimum use of the resources of the court. Designs and develops training materials for court staff, and coordinates and works with courts to achieve statewide goals. **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** - Plan, organize, integrate and coordinate functions related to fiscal, budget, human resources and information systems and various court programs; participate in short/long term planning, analyze court dockets and operations to develop and implement processes to improve case management and court services; develop policies and procedures; compile and maintain court statistical reports; and participate in the budgetary process as appropriate. **Case & Document Management** - Manage and supervise employees through supervisory staff as applicable, to process court work in a timely, prompt, accurate, complete, proper and efficient manner, 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, implement 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; work with judges to optimize case and document management; and interact as a representative of the court with other judicial entities for problem solving and process improvement. **Financial Responsibilities** - Oversee court financial functions as applicable, 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. **Budget and Legislative Responsibilities** - identify capital outlay, minor equipment and staffing requirements and in preparing and administering the budget, advocate the needed resources and adequate evaluation of staff, review accounting data to assure conformance with budget, review and analyze legislative changes for impact on applicable court operations and recommend and implement changes as required. **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. **Best Practices** - serve as statewide multi-court manager with responsibility for the operational improvement of assigned magistrate courts, establishing best practices, gauging the appropriate level of assistance required, and work extensively with field staff using all reasonable efforts to ensure realization of goals. **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. Extensive statewide travel is required; approximately 50% of the position's time will be spend away from its post of duty and at other statewide courts.

Dev: 12/11/2013