

NEW MEXICO JUDICIAL BRANCH

ADMINISTRATIVE ASSISTANT 1

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

SUMMARY

Under supervision, perform clerical or administrative duties and assist the public. This is a full performance level job classification.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Two (2) years of experience in a secretarial, clerical or related field.

Experience Substitution: 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.

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

Knowledge: Knowledge of customer service practices; proper English usage, grammar, vocabulary, punctuation and spelling; computer software applications (i.e., word processing, spreadsheets, databases, e-mail and Internet); filing systems (i.e., alpha, color-coded and numerical); basic math; general office practices; and office equipment (i.e., telephone, printer, copier, fax, scanner, and calculator), basic legal terminology.

Skill & Ability: **Skill in** working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; typing and entering data precisely; providing good customer service; using a computer and computer software; establishing priorities and meeting deadlines; maintaining confidentiality; filing; using good telephone etiquette; communicating effectively both orally and in writing with diverse parties; being organized; concentrating and paying attention to detail; active listening; and dealing with people diplomatically. **Ability to** apply relevant policies and procedures to assigned work; use common sense; focus on the specific elements of a project; manage multiple projects concurrently; prepare and organize documents and correspondence precisely; provide customer information (without giving legal advice); recognize matters which should be referred to others; apply proper English grammar, vocabulary, punctuation, and spelling; proofread; utilize legal terms and phrases; maintain accurate files and records; operate office, taping and video equipment; use discretion when dealing with sensitive information; multi-task; accurately compile information and prepare reports; coordinate with others; research and retrieve information using the case management system, archive database or internet; communicate concisely and clearly; maintain professional demeanor and composure; apply good judgment to difficult and demanding situations and assignments; maintain good working relationships; remain impartial; deal with conflict and hostile individuals; recognize important details that may need further action; understand and follow records management procedures; learn rapidly and adapt quickly to changing

requirements, outcomes and surrounding events; know when to seek assistance; and appraise situations and recognize safety and security issues.

EXAMPLES OF WORK PERFORMED

Clerical Support - Prepare copies and materials for meetings and accurate reports; manage and coordinate the timely processing of documents; maintain a docket or calendar of deadlines and appointments; prepare documents for signature; copy; fax; stamp and file documents; process and distribute mail; use electronic databases to manage and track information and data; back up computer files; coordinate and schedule meeting rooms, facilities, and vehicles; set up video conferencing equipment; manage office files and records; route files and information to appropriate destination; compile and prepare statistical reports; destroy obsolete documents and files; order supplies; and other associated duties as assigned. **Customer Service** - Answer telephones and provide customer service and information; greet visitors or assist with tours; provide support to judges and immediate staff. **MAY**- Assist in the court room; assist with court programs; act as site coordinator; coordinate services with outside vendors; validate parking; assist in training others; and provide assistance or back-up other staff as requested.

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 often fast paced and stressful work environment in an office or court setting. The employee is expected to be punctual and to adhere to assigned work schedule. The employee must regularly interact positively with co-workers, supervisors, managers and the public; work under severe time constraints and meet multiple demands from several people. The work performed frequently requires frequent use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to walk, talk, hear, climb ladders, kneel, stoop; move, lift, pull and carry up to 25 pounds, be on call, work overtime and flexible work hours including weekends and holidays and travel occasionally.

The employee may be required to sit for long periods of time, stand for hours. The employee may be exposed to fluctuating building temperatures; mental fatigue; hostile or violent situations that may arise when dealing with individuals involved in court cases; exposed to disturbing or hazardous court exhibits and contagious health conditions.

Dev: 3/9/98 - Secretary 1 & 2
12/7/07 - Secretary 1 & 2 Job Descriptions no longer in use.
Rev: 12/7/07 - Administrative Assistant 1, Audited 9/14/12