

NEW MEXICO JUDICIAL BRANCH

ADMINISTRATIVE ASSISTANT SUPERVISOR

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

SUMMARY

Under direction, organize the administrative activities of an office or special program, provide customer service, coordinate projects and perform clerical or administrative duties. Supervise two (2) or more administrative staff. This is a senior level job classification.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Five (5) years of experience in a clerical or related field of which two (2) years must have included supervisory experience.

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. Education may not substitute for supervisory experience.

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; mediation and managing conflict; project management techniques; customer service practices; proper English usage, grammar, vocabulary, punctuation and spelling; proofreading techniques; computer software applications (i.e., word processing, spreadsheets, databases, e-mail and Internet); office management and practices; 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; filing systems (i.e., alpha, color-coded and numerical); data collection methods; basic math; general office practices; office equipment (i.e., telephone, printer, copier, fax, and scanner); and basic legal terminology.

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 judgment; working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; concentrating and paying attention to detail; maintaining confidentiality; being organized; establishing priorities and meeting deadlines; multi-tasking; active listening; dealing with people diplomatically; being courteous; providing good customer service; using good telephone etiquette; using common sense; maintaining professional demeanor and composure; using a computer and computer software; running reports; recognizing important details that may need further action; researching and retrieving information using the case management system, a database or internet; knowing when to seek assistance; assimilating information and providing as accurate a

response as possible; maintaining accurate files and records; filing; typing and entering data precisely; operate office, taping and video equipment; solving problems; and appraising situations and recognizing safety and security issues. **Ability to** work independently; apply relevant policies and procedures to assigned work; provide customer information (without giving legal advice); prepare and organize complex documents and correspondence precisely; accurately compile information and prepare reports; apply proper English grammar, vocabulary, punctuation, and spelling; proofread; manage multiple projects concurrently; coordinate with others; work as a team member; communicate concisely and clearly; use discretion when dealing with sensitive information; apply good judgment to difficult and demanding situations and assignments; maintain good working relationships; utilize legal terms and phrases; schedule and coordinate multiple events; recognize matters which should be referred to others; understand records management procedures; focus on the specific elements of a project; remain impartial; deal with conflict and hostile individuals; learn rapidly and adapt quickly to changing requirements, outcomes and surrounding events; analyze statistics; train others and explain complex subjects and processes.

EXAMPLES OF WORK PERFORMED

Supervision - Train, supervise, mentor, evaluate and motivate a staff of two or more in administrative and clerical support services; coordinate staffing and work assignments; 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. **Administrative and Clerical** - Plan, organize, and coordinate day-to-day project activities; manage administrative support projects and office functions; draft, proofread edit, and disseminate documents and correspondence; prepare and distribute materials, documents, copies, agendas and minutes for meetings; manage and coordinate the timely processing of documents; prepare concise and accurate reports; maintain a docket or calendar of deadlines and appointments; coordinate and schedule: meetings, facilities, training, testing, vehicles, travel, staff, video conferencing and teleconferences; set up equipment; coordinate delivery of supplies, goods or services with outside vendors; plan events; provide back-up to other staff as requested; maintain rosters for committees or groups; collect, collate and distribute mail, documents and information; process hiring/orientation paperwork; track and prepare travel or other reimbursement; coordinate employee identification and security access; integrate text documents with graphics; produce certificates, fliers, brochures, or business cards; validate parking; and other associated duties as assigned. **Customer Service** - Answer telephones and provide customer service information; provide meeting support including trouble shooting problems, food and beverages; update telephone directory and messages; and greet visitors or assist with tours. **Data Management** - Use electronic databases to manage and track information and data; compile and prepare statistical reports; back up computer files; manage and route files, information, and records to appropriate destination. **Special Programs** - Monitor and track program participants; oversee participant testing; schedule special program events; coordinate program participation; monitor program contracts; schedule program participants; appropriately process fees and payment arrangements; orient new participants; and refer program participants.

MAY- Maintain web site(s); act as IT site coordinator; maintain library of information; act as a liaison between committees, the public or other judicial entities; assist in training others; provide notarization services; monitor court proceedings; provide assistance with budget or legislative projects; act as archive coordinator; coordinate services with outside agencies; assist with human resources, payroll or audit tasks; receipt, balance, reconcile and distribute all incoming monies; and track expenditures.

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 and the public; work under severe time constraints and meet multiple demands from several individuals. 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: 12/7/07 - Administrative Assistant Supervisor, Audited 9/14/12