

NEW MEXICO JUDICIAL BRANCH

AOC Human Resources Director
(At-Will)

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

SUMMARY

Under administrative direction, direct, oversee and manage the statewide operations of the Administrative Office of the Courts, Human Resources Division (AOC HRD).

QUALIFICATIONS

Education: Bachelor's Degree from an accredited college or university in Human Resources, Psychology, Business Administration, Public Administration, or related field.

Education Substitution: None.

Experience: Eight (8) years of experience in human resources, employment law, classification and compensation, budget, payroll and benefits, employee recruitment and retention, training, automated database systems and reports, and three (3) years managerial and supervisory experience.

Experience Substitution: None.

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

Knowledge: Comprehensive knowledge of multiple human resources disciplines and public administration practices, principles and techniques; performance management; employment law (i.e., Fair Labor Standards Act, Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Occupational Safety and Health Administration, Workers' Compensation); classification and compensation development and administration; legislative budget process including position allocation and organizational structures; statewide programs and organizational needs; labor relations; labor markets; merit system pay administration; departmental operating requirements; budgetary guidelines; human resources management oversight responsibilities; customer service practices; unemployment processes; human resources records management; mediation and conflict resolution; investigative and interviewing procedures and techniques, understanding of government, statistical data collection and analysis; supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; recruitment and retention techniques; basic accounting, audit and reconciliation procedures; contract and grant administration; payroll processing; benefit administration; interviewing and selection techniques; retirement plans; training techniques; English grammar, vocabulary and punctuation; computer software applications (standard office applications and automated databases), office procedures and equipment.

Skill & Ability: Exceptional skill in understanding, researching and analyzing human resources and compensation needs to meet the needs of a statewide human resources program; being adaptable,

resilient, accepting and adapting to change; problem resolution; creating new policies and procedures; understanding customers; strategic planning; creative thinking; accepting accountability; determining human resources training needs; providing meaningful feedback to justices, judges, directors, managers and staff; addressing disciplinary issues; mediating and managing conflict; applying relevant policies and procedures; independently establishing priorities and meeting deadlines; assimilating information and providing an accurate response; problem solving, analyzing and applying relevant policies and procedures; understanding local court administrative regulations, policies and procedures; persuading others using tact and diplomacy; effectively communicating with individuals at all levels of the organization; anticipating problems; balancing agency and employee needs; managing and supervising employees, overseeing the planning, scheduling, assigning, reviewing, and evaluation of work; providing effective coaching and constructive criticism and providing written instructions; comprehending, explaining, and resolving complex issues constructively; investigating and resolving ongoing employee relations problems and issues; developing, recommending and initiating appropriate steps for resolution; balancing conflicting demands; coordinating resolution of specific policy/rule related problems and inquiries; delegating responsibilities and assignments based on an accurate assessment of staff skills and abilities; motivating and mentoring others; inspiring teamwork; building consensus; being organized and multitasking; dealing effectively with people in crisis situations; maintaining positive staff relations and high morale; maintaining confidentiality; managing time effectively and meeting deadlines while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; dealing with difficult people; being courteous; providing good customer service; using common sense; maintaining professional demeanor and composure; explaining the Judicial Branch employment rules and policies; producing high quality work with a high degree of accuracy and attention to detail; think and react quickly; using computers and computer software; running reports; researching and retrieving information; and maintaining accurate files and records. **Ability to** investigate on-the-job injuries; retain information; coordinate work with others; establish and maintain cooperative working relationships; receive and follow directions; be empathetic, impartial, fair and objective;

EXAMPLES OF WORK PERFORMED

Statewide Management - Strive to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality statewide human resources customer service; plan, organize, integrate and coordinate functions related to statewide human resources; participate in short/long-term planning; compile and maintain statewide statistical reports; manage and coordinate the activities of statewide human resources boards or committees; participate in legislative budget process and make legislative and committee presentations; participate in the budgetary process; ensure all human resources work is processed in a timely, prompt, accurate, complete, proper and efficient manner to ensure rules and procedures are followed and actions are processed appropriately; direct the distribution of work and review the day-to-day functions of the division, implementing changes necessary for efficient operations and document processing; work with staff to ensure that standards, rules and procedures, state and federal laws are consistently followed; work with staff to ensure that errors are corrected; prepare monthly statistics and management reports; interact as a representative of the AOC management team with other judicial entities for problem solving and process improvement. **Rule/Policy** - Initiate human resources operating policy and procedural improvements; finalize the resolution of specific policy/rule related and procedural problems and inquiries. **Classification & Compensation** - Manage the Judicial Branch Classification and Compensation

system; prepare a yearly Classification and Compensation Plan; manage the classification study process; approve all new and revised job descriptions; approve requests and staff recommendations for position reclassification and judicial entity reorganization; review and analyze market data; develop and initiate competitive market salary surveys, make salary structure change recommendations and initiate changes; review and make recommendations for approval for requests for monetary compensation in accordance with rule, policy and procedure; prepare personnel services budget projections

Investigations and Equal Employment Opportunity - Investigate employee complaints, provide conclusions and recommendations; gather information, analyze information and respond to EEO violations; manage and direct EEO/Human Rights Division investigations and finalize recommendations; maintain compliance with federal and state regulations concerning employment law.

Document Review and Approval - Review and approve complete human resources documents for Administrative Authority approval (i.e., hire, discipline, FMLA, leave donations, and reclassification or out-of-cycle requests); develop and prepare statistical and management reports as requested by upper management; oversee the human resource section of the yearly financial audit and human resource and position audits; assist in evaluation of reports and decisions in relation to established goals.

Customer Service - Serve as a statewide liaison with other court executive officers and judicial entities; ensure that managers and employees have the necessary skills and resources to provide safe and effective customer service; direct or provide support to justices, judges, court executive officers, managers and immediate staff; recommend new approaches, rules, policies and procedures to effect continual improvements in efficiency of human resources statewide and the services provided; coordinate the resolution of specific policy related and procedural problems and inquiries; provide direction, assistance and follow-up on inquiries from justices, judges, managers, supervisors and employees regarding human resources (NM Judicial Branch Personnel Rules and NM Judicial Branch Personnel Rules for At-Will Employees, federal and state rules, regulations, policies and procedures, recruitment practices, interviewing procedures, safety practices, loss control, local court administrative regulations, policies and procedures; classification and compensation, position allocation, organizational structures, employee and judge retirement plans); develop and maintain effective working relationships with other judicial and executive entities.

Discipline - Provide guidance and accurate information regarding progressive discipline to directors, managers, and supervisors; assist managers and supervisors in analyzing the problem and identifying the best course of disciplinary action; review and approve draft disciplinary actions; assemble and provide information associated with discipline to appropriate parties.

Training - Oversee the development and presentation of statewide training programs.

Supervision - Plan, assign, mentor and review subordinates' work and make corrections as needed; supervise, oversee, train and discipline subordinate employees in human resources procedures, day-to-day office functions and human resources management; communicate changes in processes, rules and systems to subordinates; analyze procedures and revise as needed; track daily attendance and approve leave requests and time sheets; prepare and administer employee performance plans and evaluations.

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 requires the extensive use of computers and is performed in an office or court setting. The employee is regularly required to sit for long periods of time, talk, hear, read typed and/or handwritten

material, perform repetitious hand, arm, and finger motions, as well as use manual/finger dexterity. May also be required to stand, walk, kneel/stoop, move, lift, pull and carry up to 25 pounds; travel (valid driver's license required), work overtime and/or flexible hours, weekends, and holidays; and may be exposed to fluctuating building temperatures, hostile or violent situations and contagious health conditions. The employee is expected to be punctual and to adhere to a work schedule.

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