

NEW MEXICO JUDICIAL BRANCH

Court Human Resources Operations Manager (Classified)

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

SUMMARY

Under administrative direction, directs, oversees, and manages the operations of a Human Resources Division in a large court.

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: Seven (7) years of experience in human resources, employment law, budget, payroll and benefits, classification and compensation, employee recruitment, training, automated database systems and reports, data analysis and three (3) years supervisory experience.

Experience Substitution: Current Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification may count for one (1) year of work experience or relevant graduate level education may substitute for up to two (2) years experience at a rate of 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: Comprehensive knowledge of human resources 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); labor relations; mediation and conflict resolution; investigative and interviewing procedures and techniques; statistical data collection; classification and compensation administration; recruitment techniques; basic understanding of government, basic accounting, audit and reconciliation procedures; may include basic contractual processes, basic legislative budget process including position allocation and organizational structures; grant administration; training techniques; supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; payroll processing; benefit administration; interviewing and selection techniques; unemployment processes; customer service practices; records management; computer software applications (standard office applications and automated databases); English grammar, vocabulary and

punctuation; and office procedures and equipment.

Skill & Ability: Exceptional skill in managing and supervising employees, 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; mediating and managing conflict; providing effective coaching, constructive criticism and providing written instructions; applying relevant policies and procedures; independently establishing priorities and meeting deadlines; assimilating information and providing an accurate response; problem solving; creating new policies and procedures; strategic planning; accepting accountability; communicating with individuals at all levels of the organization both orally and in writing; anticipating problems; balancing agency and employee needs; addressing disciplinary issues and recommending appropriate course of action; researching, 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; applying creative thinking; coaching individuals one-on-one or in groups; delegating responsibilities and assignments based on an accurate assessment of staff skills and abilities; motivating and mentoring others; inspiring teamwork; building consensus; being organized; dealing effectively with people and people in crisis situations; maintaining positive staff relations and high morale; maintaining confidentiality; adapting to change; reading; managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; being courteous; providing good customer service; using common sense; maintaining professional demeanor and composure; explaining the Judicial Branch employment rules and policies; using computers and computer software; running reports; researching and retrieving information; and maintaining accurate files and records. **Ability to** understand local court administrative regulations, policies and procedures; persuade others using tact and diplomacy; produce high-quality work; think and react quickly; investigate on-the-job injuries; complete surveys; multi-task, set priorities and meet deadlines under pressure; maintain a high degree of accuracy and attention to detail; 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

Management - Strive to improve Court operations, decrease turnover, and streamline human resources processes; plan, organize, integrate and coordinate functions related to human resources management; participate in short/long term planning; compile and maintain court statistical reports; participate in the budgetary process as appropriate; 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 human resources division with other judicial entities for problem solving and process improvement; serve on statewide boards or committees and coordinate and schedule meetings; participate in legislative budget process and make legislative presentations. Supervision - Plan, assign, mentor and review subordinates' work and make corrections as needed; supervise, oversee, coach, train

and discipline subordinate employees; manage and supervise day-to-day office functions and human resources administration; communicate changes in processes, rules and systems to subordinate; analyze policies and 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. Rule/Policy - Initiate operating policy and procedural improvements; finalize or coordinate the resolution of specific policy/rule related procedural problems and inquiries. Discipline - Provide guidance and accurate information regarding progressive discipline to managers and supervisors in the area of employee discipline; review and approve draft disciplinary actions; assist managers and supervisors in analyzing the problem and identifying the best course of disciplinary action; assemble and provide information associated with discipline to appropriate parties. Classification - Review and approve requests for position reclassification; analyze job duties, organizational structure, determine best job classification, prepare job reclassification documentation; prepare budget forms and make recommendations for approval or disapproval. Investigations and Equal Employment Opportunity (EEO) - Investigate employee complaints, provide conclusions and recommendations; gather information, analyze information and draft responses to EEO violations; participate in EEO and Human Rights Division investigations; maintain compliance with federal and state regulations concerning employment law. Document Preparation, Review & Approval - Review and approve human resources documents for Administrative Authority approval (i.e., hire, discipline, FMLA, leave donations, reclassification and out-of-cycle requests); develop and prepare reports as requested by upper management; assist in evaluation of reports and decisions in relation to established goals. Customer Service - Serve as a liaison with other court staff, state agencies and the public; ensure that employees have the necessary skills and resources to provide safe and effective customer service; direct or provide support to judges and immediate staff; recommend new approaches, policies and procedures to effect continual improvements in efficiency of the human resources department 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 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 entities. Compensation - Analyze and make appropriate recommendations for human resources actions in accordance with rule, policy, and procedure; prepare personnel services budget projections; follow safety and loss control practices; develop and implement employee salary surveys, and complete salary survey questionnaires. Training - Oversee the development and presentation of training.

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 repetitive 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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