

# NEW MEXICO JUDICIAL BRANCH

## COURT SERVICES SPECIALIST

(Classified)

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

### **SUMMARY**

Under supervision perform a variety of administrative and clerical duties, provide technical and courtroom assistance, and work with inventory and equipment. This is a full performance level job classification.

### **QUALIFICATIONS**

**Education:** A high school diploma or GED.

**Education Substitution:** None.

**Experience:** Three (3) years of experience in an administrative, clerical or related field such as computers, advanced customer service, data processing, and banking/financial experience.

**Experience Substitution:** Attainment of the Judicial Studies Certificate will substitute for one (1) year of experience. 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.

**Typing Certification:** At the discretion of the Administrative Authority a typing certification from the New Mexico Department of Workforce Solutions ([www.dws.state.nm.us](http://www.dws.state.nm.us)) or similar may be required for the entire Court Clerk Series within that Judicial Entity. If certification is required, a typing proficiency score of at least 35 net words per minute is mandatory. The New Mexico Workforce Connection Certification must have been issued within five (5) years of application.

**Certification:** 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 general office functions and practices; customer service practices; proper English usage, grammar and punctuation; cash handling procedures; computer software applications (i.e., word processing, spreadsheets, databases, e-mail and Internet); office equipment (i.e., telephone, printer, copier, fax, scanner, audio, video, projector); safety and security issues; project management techniques; data collection methods; research methodology; office equipment (i.e., telephone, printer, copier, fax, scanner, postage meter); general organizational structure of the judiciary; court monitoring procedures and equipment; and knowledge of Specialty Court Programs.

**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; concentration and attention to detail; maintaining confidentiality; being organized; establishing priorities and meeting deadlines; multi-tasking; communicating effectively both orally and in writing with diverse parties; 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 computer and computer software including word processing, case management and email; running reports; correcting errors using the case management system; researching and retrieving information using the case management system or archive database; distinguish between court procedures and legal advice; handling money and calculating sums; knowing when to seek assistance; applying legal terminology; assimilating information and providing as accurate a response as possible; maintaining accurate files and records; filing; typing and entering data precisely; using a calculator; reading comprehension and discerning case content; solving problems; and appraising situations and recognizing safety and security issues. **Ability to** apply relevant policies and procedures to assigned work; make decisions; think clearly; operate court

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monitor and recording equipment; read almost illegible hand writing; apply notary rules and procedures; apply data standards; retain information; maintain patience; deal with difficult people; defuse hostile situations; work as a team member; be empathetic, impartial, fair and objective; learn quickly; to train others; announce judicial protocol and control all aspects of recording judicial proceedings to include time keeping when assigned court monitor duties; research analyze and solve problems; establish and maintain cooperative working relationships; show diplomacy; receive and follow directions; manage multiple projects concurrently while maintaining regular workload; understand records management procedures; and maintain accurate files and records.

### EXAMPLES OF WORK PERFORMED

**Administrative and Clerical** - Plan, organize, and coordinate day-to-day project activities; provide administrative support for projects and office functions; prepare, draft, proofread, edit, and disseminate documents and correspondence including pleadings; prepare and process court work timely and accurately; docket and enter case data and process into the case management system; prepare, mail, fax, or electronically route documents such as notices, motions, opinions, orders, records, calendars, pleadings, memorandum in opposition, and case materials; maintain a docket or calendar; prepare reports; use electronic databases to compile, manage and track information; manage and route files and correspondence; coordinate meetings including location, food, and beverages; and provide meeting support including setting up information technology / audio / visual equipment and troubleshooting problems. **Financial Responsibilities** - Receipt monies appropriately; ensure accurate court fees are paid and recorded; balance and reconcile daily cash receipts; track expenditures as requested; prepare bank deposits; ensure correct procedures are followed for all monies receipted; and file receipt of fees into appropriate case files. **Customer Service** – Provide information and excellent customer assistance; answer telephones; may be asked to provide general procedural information to pro se litigants without giving legal advice and provide public case information to parties, attorneys, law enforcement agencies, and other outside agencies, as necessary; provide clear and concise instructions to customers about how to use public access terminals, microfiche and the reader machine and the official judiciary website. **Court Services** - Serve as information systems site coordinator or back up to site coordinator and provide technical support; serve as a court monitor; provide courtroom and jury assistance; attend court proceedings as appropriate; assist with jury management; provide information, feedback, and input to internal and external parties, as requested; operate and troubleshoot electronics such as television, video, projector, and audio equipment; run court errands; schedule maintenance of state vehicles; assist with inventory; coordinate and assist with records management; and other duties as assigned.

### 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, court setting, or designated work area. The work is performed in an often fast paced, stressful work environment, and under severe time constraints to meet multiple demands. The employee must regularly interact positively with co-workers and the public, work under severe time constraints and meet multiple demands from several people. 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; and exposed to fluctuating building temperatures. 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.

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