

NEW MEXICO JUDICIAL BRANCH

PROGRAM / PROJECT SPECIALIST

(Classified)

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

SUMMARY

Under general supervision, perform a variety of detailed, technical administrative and judicial support activities to include analyzing and resolving court administrative and operational issues as they relate to Special Court programs and projects.

QUALIFICATIONS

Education: Associate's Degree from an accredited college or university in Criminal Justice, Business or Public Administration, social sciences or a related field.

Education Substitution: Two years of experience, performing increasingly responsible administrative or clerical duties for a Special Court Program may substitute for education on a year for year basis.

Experience: Two (2) years of administrative and/or clerical experience related to programs or projects, including experience as a legal office specialist.

Experience Substitution: 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 investigation may be required (i.e. work history, criminal record, driving record, etc.). May be required to obtain and maintain National Crime Information Center (NCIC) certification within six (6) months of hire.

Knowledge: Knowledge of program or project planning and techniques; knowledge of problem solving and conflict resolution principles; program or project reporting; general organizational structure of the judiciary; local, state and federal confidentiality regulations and guidelines; general knowledge of specialty courts; protective services; drug test procedures; surveillance systems (including electronic equipment); proofreading techniques; computer software applications (i.e., word processing, spreadsheets, databases, e-mail and Internet); office management and practices; filing systems; project management techniques; general office practices; office equipment (i.e., telephone, printer, copier, fax, scanner); customer service practices; proper English usage, grammar, vocabulary, punctuation and spelling; and computerized data collection.

Skill and 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; concentrating and paying attention to detail; maintaining confidentiality; being organized; establishing priorities and meeting deadlines; communicating effectively both orally and in writing with diverse parties; active listening; dealing with people diplomatically; being courteous; effectively working on a single or multiple programs or projects; performing multiple tasks; making assessments and decisions on situations that arise on a daily basis; motivating program participants/clients to accomplish given tasks and goals; planning, coordinating, prioritizing, monitoring, implementing best practices and evaluating programs and projects; prioritizing goals and objectives; and proficiency with automation software and databases. **Ability** to track multiple details consecutively and accurately; demonstrate developed organizational skills; be tactful and diplomatic; problem solve and apply relevant policies and procedures; focus on the specific elements of a program/project; accurately compile information and prepare reports; analyze data; apply proper English grammar, vocabulary, punctuation, and spelling; proofread; work as a team member; communicate clearly and concisely; apply good judgment to difficult and demanding situations and assignments; recognize matters which should be referred to others; remain impartial; and learn and adapt quickly to changing requirements, outcomes and surrounding events

EXAMPLES OF WORK PERFORMED

Program/Project Administrative – Provide administrative and clerical assistance in the development of program or project plans; assist with the development of schedules and tracking program or project goals and/or deadlines; draft, proofread, edit and disseminate documents and correspondence; prepare and distribute materials, documents, copies, agenda, and minutes for meetings; manage and coordinate the timely processing of documents; prepare concise and accurate reports; maintain a calendar or docket of deadlines; coordinate and schedule conferences and travel; provide meeting supporting including trouble shooting problems; maintain current case files; document interactions (i.e., defendants and treatment providers); and assist with statistical reports. Provide technical assistance; and troubleshoot equipment and problems. **Court Programs** - Assist with determining participant eligibility for court programs; verify community ties, treatment history, and criminal history; schedule and arrange regular meetings with program members; act as program point of contact for team members, program participants, and outside agencies; maintain program forms, policies and procedures; follow testing protocol and administer breath or urine drug tests as necessary; track and record drug testing results; and oversee participants in work details, physical training or special projects as part of community service program requirements; notify the court of any participant program non-compliance; attend court proceedings as appropriate; participate and provide input during meetings with court staff and other programs; maintain HIPAA (Health Insurance

Portability & Accountability Act) compliance; assist with meeting agendas and minutes; serve as a liaison to courts. **MAY** - Utilize Supreme Court approved statewide policies and procedures for fieldwork (safety equipment, drug screening, field protocol), perform scheduled and unannounced site visits to monitor program compliance; monitor defendants compliance utilizing electronic monitoring technology; maintain alcohol and drug screening equipment and supplies. **MAY** – Assist with internal audits to include providing and gathering data or reports 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, court, jail or detention facility, or in a field 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 people. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved or associated with court cases, disturbing or hazardous court exhibits and contagious health conditions. Frequent exposure to unpleasant situations in jails and when interviewing defendants who are experiencing significant stress, are mentally unstable, hostile, intoxicated, or have infectious diseases. The work requires prolonged use of computers. While performing the duties of this job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity and sit for long periods of time. The employee is frequently required to read typed and/or hand written material; and lift and/or move, push, pull or carry up to 25 pounds. The employee is expected to be punctual and to adhere to assigned work schedule. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Travel (valid driver's license required) will be required. The employee may be exposed to fluctuating outdoor and building temperatures.

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