

# NEW MEXICO JUDICIAL BRANCH

## Senior Statewide Program Manager

(Classified)

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

### **SUMMARY**

Under minimal direction plan, organize, direct, manage and control the multiple statewide functions and processes of diverse statewide programs through subordinate Statewide Program Manager(s), Program Managers, Project Managers, Program/Project Coordinators, and/or other staff.

### **QUALIFICATIONS**

**Education:** Bachelor's degree in Criminal Justice, Public or Business Administration, Social Sciences, Criminology, Statistics, Management, or a related field.

**Education Substitution:** None.

**Experience:** Six (6) years of statewide program management experience which must include three (3) years of contract management and oversight and two (2) years of supervisory experience. Relevant experience may include: public or business administration, budget, finance, social services, social work, social sciences, mediation, grant writing, counseling, law, probation, program management, adult education, training or closely related field.

**Experience Substitution:** Additional relevant education may substitute for experience at a rate of thirty (30) semester credit hours equals one year of experience.

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

**Knowledge:** Knowledge of Judiciary Branch including court procedures and rules, court organization and jurisdiction; management practices and techniques in managing multiple and diverse statewide programs; program planning; principles and practices of public and court administration; statewide program management and supervision; organization and production; human resource and behavior management; management theory; management technology; organizational development and behavior; personnel and labor relations in government; court administration; professional practices in public administration; legislative process and initiatives; statewide court programs; New Mexico Judicial Branch Personnel Rules and Regulations; public policy analysis and evaluation; business and program management; problem solving and conflict resolution principles and techniques; processes of organizational change; budget management,

preparation and tracking; grant writing and procedures; state procurement rules and regulations; state, city, county, community, non-profit, and federal legislative processes; services and day-to-day statewide operations; educational and training techniques and methodologies, curriculums and resources; New Mexico Statutes; basic contract law; community resources; media relations; computer software (databases, word processing, spreadsheet, PowerPoint presentation, report writing, e-mail); modern research and evaluation techniques; supervisory techniques, staff development, principles and techniques, coaching and performance evaluations; hiring, training, discipline and termination; and employment law (i.e. Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Worker's Compensation).

**Skill and Ability:** **Skill** in managing and overseeing statewide programs and contract services in assigned divisions; planning, coordinating, prioritizing and monitoring multiple functions and processes of diverse statewide programs; training, delegating, assigning work, supervising, and evaluating staff; working independently and assuming responsibility for actions and decisions; utilizing office management skills; providing analysis of budgets and staffing needs to meet performance goals; preparing presentations; public speaking; motivating staff; establishing and ensuring deadlines are met; strategic planning; establishing and prioritizing division and/or program goals; using independent judgment; anticipating impacts from change; negotiating and developing contracts; working with diverse populations; fiscal management and reporting; grant research and proposal writing; developing and maintaining cooperative working relationships with judges, agencies and the public; data collection and analysis; utilizing automation software to include spreadsheets, databases and project/program software; analyzing statutes, legislation, case law and court rules; conceptual thinking techniques; maintaining confidentiality and using discretion when dealing with sensitive information; communicating effectively both orally and in writing with diverse parties, analyzing legislation; drafting legislation; and preparing complex and detailed reports. **Ability** to think critically; collaborate with others; identify program operations, diagnose basis of operational dysfunction, design improvement plans and execute; evaluate efficiency and effectiveness of statewide programs; revise and adapt policies and procedures to address changing needs; communicate unpleasant and/or complex information clearly and diplomatically; manage and supervise employees, and delegate responsibilities and assignments based on an assessment of staff skills and abilities; coach individuals one-on-one or in groups; and provide effective strategic planning.

### **EXAMPLES OF WORK PERFORMED**

**Statewide Program Management:** Directly supervise Statewide Program Manager(s), Program Managers, Project Managers, Program/Project Coordinators, and/or other staff; plan, organize, direct, manage and control the statewide functions and processes of diverse statewide programs; collaborate with justices, judges, court administration, statewide program managers, and other stakeholders in developing and maintaining statewide court programs; manage and oversee multiple statewide programs/contracts in assigned divisions or units; develop, approve and implement operating policies and procedures for the divisions or units; communicate standard

operating procedures and statewide program goals to Statewide Program Managers and staff; plan both short and long term goals and objectives for each statewide program, division (unit); implement program changes as necessary and after receiving the appropriate approvals from upper management, committees, task forces or boards; develop statewide program standards and performance measures; coordinate database implementation and training; communicate statewide program design and goals to courts, staff, participants/clients and community; maintain inter-agency cooperation, communication, support and develop working relationships with associated parties; create and maintain cohesive statewide program stakeholders/teams; schedule, plan, organize and facilitate division (unit) meetings; periodically reevaluate staffing levels for reallocation; develop workshop and other training materials; prepare newsletters; represent the Court on internal, governmental and community committees and task forces; prepare and deliver presentations to governmental agencies (local and national), the public, civic groups and educational institutions; and communicate the success and cost-effectiveness of statewide programs to secure funding. **Budget/Grants:** Develop and prepare statewide program budgets and budget expenditures; administer division or unit budget funding requests and funneled grants to ensure compliance with statewide program standards; ensure consistency statewide and finding-free audits; ensure performance measures are met; ensure compliance with statutory deadlines and budgetary limitations; identify and acquire additional funding sources to maintain adequate resources for statewide program operations; draft Requests for Proposals, Invitations to Bid, and issue and evaluate resulted proposals in compliance with state procurement code; monitor budget allocations and expenditures; provide qualitative data and fiscal projections to upper management, special committees, boards, and the legislature; track projected and expended project funds; analyze and project staffing requirements and operational needs for program(s). **Contracts:** Direct, coordinate and oversee contracts and professional services; conduct program reviews to ensure: compliance with “scope-of-work” criteria, court standards and standard operating procedures are followed, and financial accountability is upheld; oversee statewide program managers to ensure monthly invoices are submitted accurately and timely for approval, documentation establishing services are supported by invoices, and billing invoices follow generally accepted business practices; and establish delivery schedules, recommend remedies for non-performance by an agency and ensure expenditures are within the encumbrance. **Statistical/Reports:** Provide qualitative and monetary projections to upper management, special committees, boards and the legislature; research and develop performance measures; draft and prepare complex reports based upon overall data; prepare information for statistical audits; monitor and/or manage program database (data development, data collection, data entry and generation of reports); draft and publish periodic or annual reports; perform statistical analysis and create, evaluate and analyze statistical measures, reports and surveys for programmatic changes to better manage resources and future assignments/needs. **Legislative:** Research, develop, coordinate, track and assist with statewide legislative initiatives; track multiple bills and perform bill analysis; analyze program needs and address requests from legislature and other interested parties; provide information to legislators and other governmental agencies and parties; present information to legislators; make recommendations and advocate for bills to legislators as directed; attend legislative hearings (interim and session); and may lead the legislative process/sessions strategy (identify and define needs, obstacles, schedules ) as directed.

## **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 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 healthy conditions.

The employee must regularly interact positively with co-workers, clients and the public; work under strict time constraints and meet multiple demands from several people.

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 required to 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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