

NEW MEXICO JUDICIAL BRANCH

Court Clerk Leadworker

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

SUMMARY

Under general supervision lead, mentor and train others; process court documents, accurately receipt and reconcile court fines and fees and provide customer service. May be assigned supervisory duties under the mentorship of a supervisor or manager.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Four (4) years of experience in court case processing, a legal secretarial or related field.

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) 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 two (2) years of application. (Added 11/5/09)

Certification: May be requested to complete the New Mexico Court Monitor Certification Examination. May be required to obtain and maintain certification for the National Crime Information Center (NCIC) database.

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

Knowledge: Team building; training concepts; office practices; knowledge of court case processing, auditing case files; running reports; correcting errors using the case management system; legal terminology; court fee accounting processes; cash handling procedures; customer service practices; Court Clerk's Procedures Manual and Code of Ethics; safety and security issues; proper English usage, grammar and punctuation; computer software applications (i.e., word processing, spreadsheets, databases, court case management system, e-mail and Internet); filing systems; office equipment (i.e., telephone, printer, copier, fax, scanner, postage meter, microfiche and reader machine); research methodology; judicial organizational structure and other courts jurisdictions; local court rules; supervisory techniques and court monitoring procedures and equipment.

Skill & Ability: Skill in working as a team leader; concentration and attention to detail; maintaining confidentiality; working independently and managing time effectively while handling a high-volume

workload in an environment subject to frequently changing priorities and high stress; auditing files and correcting errors using the case management system; recognizing important case facts that need to be documented in case file or may need further action; researching and retrieving information using the case management system or archive database; applying legal terminology; maintaining accurate files and records; being organized; establishing priorities and meeting deadlines; multi-tasking; communicating effectively both orally and in writing with diverse parties; making decisions; assimilating information and providing as accurate a response as possible; research, analyze and solve problems; actively listening; dealing with people diplomatically; being courteous; providing good customer service; using good telephone etiquette; using common sense; maintaining professional demeanor and composure; auditing case files; using computer and computer software including word processing, case management and email; running reports; training others; distinguishing between court procedures and legal advice; handling money and calculating sums; knowing when to seek assistance; filing; typing and entering data precisely; using a calculator; reading comprehension and discerning case content; appraising situations and recognizing safety and security issues; and being empathetic, impartial, fair and objective. **Ability to** train, motivate and mentor others; plan and assign work, apply relevant policies and procedures to assigned work; provide meaningful employee feedback and performance evaluations; provide effective coaching and constructive criticism, mediate and manage conflict; operate court monitor and recording equipment; read almost illegible hand writing; apply notary rules and procedures; apply data standards; retain information; maintain patience; defuse hostile situations; work as a team leader; learn quickly; announce judicial protocol and control all aspects of recording judicial proceedings to include time keeping when assigned court monitor duties; establish and maintain cooperative working relationships; show diplomacy; and receive and follow directions.

EXAMPLES OF WORK PERFORMED

Leadworker Duties - Provide direction and assistance to subordinate staff, as assigned; lead, mentor, oversee, and train staff in judicial procedures, day-to-day court/office functions and case and document processing; and communicate changes in court processes, rules and systems. **May** track daily attendance and approve leave requests and time sheets; prepare and administer employee performance evaluations; and participate on interview panels for vacant positions and provide appropriate recruitment support. **Case and Document Processing** - Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner; ensure court rules and procedures are followed and cases are processed; docket all cases received/enter case data and process into the case management system; prepare and mail out documents such as notices, routing motions, opinions, orders, records, calendars, pleadings, memorandum in opposition, and case materials; process Petitions for Trial Court Extensions of Time to Proceed to Trial; prepare bench warrants and cancellations; process and expedite Orders of Protection and notify law enforcement agencies; set arraignments, hearings, trials, mail record propers timely; prepare and mail out notices such as final orders; submit case files to judges as requested; track cases to ensure compliance with case type, appearance dates, sentencing requirements and follow through with necessary steps, which may include: orders to show cause, bench warrants, recusals, excusals, pleadings, and rule extensions; run reports; maintain integrity of case files; and close case when appropriate. **Financial Responsibilities** - Receipt and distribute all incoming monies; ensure accurate court fees are paid; balance and reconcile daily cash receipts; distribute bond payments; prepare and maintain bond reports; prepare bank deposits; prepare and voucher fees; ensure correct procedures are followed for all monies received; work with fiscal and audit staff to correct financial and disposition errors; and file receipt of fees into case files. **Customer Service** - Serve as a liaison with other court staff, state agencies and the public; provide information and customer assistance at the counter

or via telephone (without giving legal advice) to the public (i.e. pro se litigants, attorneys, reporters, law enforcement, other judicial agencies, co-workers, supervisors and judges); provide clear and concise instructions to customers about how to use the microfilm, microfiche, and reader machine; maintain and provide current statistics; and provide support to judges and immediate staff in the management of juries including the processing of summons, excusals, attendance lists and jury payments. **General Clerical** - Ensure judicial calendars are maintained; prepare documents for signature; copy, fax, stamp and file documents, process and distribute mail; maintain and file documents into case files; prepare exhibits; prepare hard copy case files with tape logs and transcripts for microfilming, scanning, archiving and destruction; certify and prepare records, tapes, tape logs and exhibits for cases on appeal to higher courts; create case tracking number and bar code scan all files appropriately for file destination and image case documents into the case management system; ensure the office, its equipment and courtroom are operational; draft and prepare correspondence; maintain logs and records on cases; and provide backup to other court clerical personnel. **Research** - Research automated, hard-copy and microfiche files for case status and provide accurate information; research and analyze case management issues; and audit, research and when necessary correct case files. **May** serve as information systems site coordinator or back up to site coordinator; oversee micro photography standards; ensure exhibits comply with statutory retention schedules; act as a court monitor; serve as jury clerk; provide notarizations; perform purchasing duties; provide advocacy services to victims; coordinate and schedule meetings; and perform receptionist duties.

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 or court setting. The work is performed in an often fast paced and stressful work environment. 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.

Dev: 5/22/00 - Appellate Court, District Court, Magistrate Court, & Metropolitan Court Judicial Leadworker
Revised: 4/13/07 - Court Clerk Leadworker
Added optional typing certification: 11/5/09