

# NEW MEXICO JUDICIAL BRANCH

## ADMINISTRATIVE ASSISTANT 2

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

### **SUMMARY**

Under general supervision, organize the office or program/project administrative activities, provide customer service and perform clerical or administrative duties. May be assigned supervisory duties under the mentorship of a supervisor or manager. This is a senior level job classification.

### **QUALIFICATIONS**

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

**Education Substitution:** None.

**Experience:** Four (4) years of experience in a secretarial, clerical, or related field.

**Experience Substitution:** 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.

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

**Knowledge:** Knowledge of customer service practices; proper English usage, grammar, vocabulary, punctuation and spelling; proofreading techniques; computer software applications (i.e., word processing, spreadsheets, databases, e-mail and Internet); office management and practices; filing systems (i.e., alpha, color-coded and numerical); project management techniques; data collection methods; basic math; general office practices; office equipment (i.e., telephone, printer, copier, fax, and scanner); and basic legal terminology.

**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; concentrating and paying 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 a computer and computer software; running reports; recognizing important details that may need further action; researching and retrieving information using the case management system, a database or internet; knowing when to seek assistance; assimilating information and providing as accurate a response as possible; maintaining accurate files and records; filing; typing and entering data precisely; operating office, taping and video equipment; solving problems; focusing on the specific elements of a project; and appraising situations and recognizing safety and security issues.

**Ability to** apply relevant policies and procedures to assigned work; provide customer information (without giving legal advice); prepare and organize complex documents and correspondence precisely; accurately compile information and prepare reports; apply proper English grammar, vocabulary, punctuation, and spelling; proofread; manage multiple projects concurrently; coordinate with others; work as a team member; communicate concisely and clearly; use discretion when dealing with sensitive information; apply good judgment to difficult and demanding situations and assignments; maintain good working relationships; utilize legal terms and phrases; schedule and coordinate multiple events; recognize matters which should be referred to others; remain impartial; deal with conflict and hostile individuals; understand records management procedures; learn rapidly and adapt quickly to changing requirements, outcomes and surrounding events; analyze statistics; train others and explain complex subjects and processes; 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; and mediate and manage conflict.

### **EXAMPLES OF WORK PERFORMED**

**Administrative and Clerical** - Plan, organize, and coordinate day-to-day project activities; provide administrative support for projects and office functions; draft, proofread, edit, and disseminate documents and correspondence; prepare and distribute materials, documents, copies, agendas and minutes for meetings; manage and coordinate the timely processing of documents; prepare concise and accurate reports; maintain a docket or calendar of deadlines and appointments; coordinate and schedule: meetings, facilities, training, testing, vehicles, travel, staff, video conferencing and teleconferences; set up equipment; coordinate delivery of supplies, goods or services with outside vendors; plan events; provide back-up to other staff as requested; maintain rosters for committees or groups; collect, collate and distribute mail, documents and information; process hiring/orientation paperwork; track and prepare travel or other reimbursement; coordinate employee identification and security access; integrate text documents with graphics; produce certificates, fliers, brochures, or business cards; validate parking; and other associated duties as assigned. **Customer Service** - Answer telephones and provide customer service information; provide meeting support including trouble shooting problems, food and beverages; update telephone directory and messages; and greet visitors or assist with tours. **Data Management** - Use electronic databases to manage and track information and data: compile and prepare statistical reports; back up computer files; manage and route files, information and records to appropriate destination. **Special Programs** - Monitor and track program participants; oversee participant testing; schedule special program events; coordinate program participation; monitor program contracts; schedule program participants; appropriately process fees and payment arrangements; orient new participants; and refer program participants. **MAY**- Maintain web site(s); act as IT site coordinator providing technical assistance; maintain library of information; act as a liaison between committees, the public or other judicial entities; assist in training others; provide notarization services; monitor court proceedings; provide assistance with budget or legislative projects; act as archive coordinator; coordinate services with outside agencies; assist with human resources, payroll or audit tasks; assist with basic bookkeeping functions; receipt, balance, reconcile and distribute all incoming monies; track expenditures; plan, assign, mentor and review others' work and make/coach corrections as needed; supervise, oversee, and

train employees in day-to-day procedures and office functions; communicate changes in processes, rules and systems to other employees; analyze procedures and revise as needed; track daily attendance and approve leave requests and time sheets; assist in preparing and administering employee performance evaluations; and lead interview panels for vacant positions and make recruitment recommendations.

### **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 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 work performed frequently requires frequent use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to walk, talk, hear, climb ladders, kneel, stoop; move, lift, pull and carry up to 25 pounds, be on call, work overtime and flexible work hours including weekends and holidays and travel occasionally.

The employee may be required to sit for long periods of time, stand for hours. The employee may be exposed to fluctuating building temperatures; mental fatigue; hostile or violent situations that may arise when dealing with individuals involved in court cases; exposed to disturbing or hazardous court exhibits and contagious health conditions.

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