

# NEW MEXICO JUDICIAL BRANCH

## AOC Human Resources Administrator Supervisor (Classified)

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

### **SUMMARY**

Under direction, provide senior level statewide guidance and assistance to human resources staff and managers statewide. Pursuant to New Mexico Judicial Branch Personnel Rules review and recommend approval of personnel actions governed by the Administrative Office of the Courts. Oversee and supervise statewide special human resources projects as assigned, as well as provide all human resources support functions needed in a large court (provide guidance, information and training to employees, supervisors, managers, judges and justices regarding employment law; classification and compensation; recruitment and retention; position allocation; budget; payroll; benefits; federal and state rules, regulations, policies and procedures and accurately process all human resources transactions). Direct supervision of two (2) or more Human Resources staff, and may include other staff.

### **QUALIFICATIONS**

**Education:** Bachelor's Degree from an accredited college or university in Human Resources, Psychology, Business Administration, Public Administration, or related field.

**Education Substitution:** None.

**Experience:** Six (6) years of experience in general human resources management, employment law, classification and compensation, employee recruitment and retention, training, automated database systems and reports, and payroll and benefits of which one (1) year must have been as a supervisor.

**Experience Substitution:** Current Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification may count for one (1) year of work experience or relevant graduate level education may substitute for up to two (2) years' experience at a rate of 30 semester hours equals one (1) year of experience. May not substitute for supervisory experience.

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

**Knowledge:** Advanced knowledge of human resources administration practices, principles and techniques; performance management; payroll processing; benefit administration; recruitment, interviewing and selection techniques; unemployment processes; customer service practices; human resources records management; employment law (i.e., Fair Labor Standards Act, Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Occupational Safety and Health Administration, Workers' Compensation); labor relations; English grammar, vocabulary and punctuation; mediation and conflict resolution; investigative and interviewing procedures and techniques; statistical data collection; classification and compensation administration; recruitment and retention techniques; basic accounting, audit and reconciliation procedures; basic legislative budget process including position allocation and organizational structures; grant administration; training techniques;

supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; computer software applications (standard office applications and automated databases), office procedures and equipment.

**Skill & Ability:** **Skill in** analyzing and applying relevant policies and procedures; independently establishing priorities and meeting deadlines under pressure; assimilating information and providing an accurate response; problem solving; effectively communicating with individuals at all levels of the organization both orally and in writing; anticipating problems; balancing agency and employee needs; addressing disciplinary issues and recommending appropriate correctional measures; researching, comprehending, explaining, and resolving complex issues constructively; mediating and managing conflict; investigating and resolving ongoing employee relations problems and issues; developing, recommending and initiating appropriate steps for resolution; being organized; being attentive to detail and maintaining a high degree of accuracy; dealing effectively with people in crisis situations; maintaining positive staff relations and high morale; maintaining confidentiality; adapting to change; producing high quality work; think and react quickly; investigating on-the-job injuries; completing surveys; reading, writing and arithmetic; managing time and resources effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; dealing with difficult people; providing good customer service; training others; using common sense; maintaining professional demeanor and composure; explaining the Judicial Branch employment rules and policies; using computers and computer software; running reports; researching and retrieving information; and maintaining accurate files and records. **Ability to** understand local court administrative regulations, policies and procedures; persuade others using tact and diplomacy; balance conflicting demands; coordinate resolution of specific policy/rule related problems and inquiries; apply creative thinking; train others effectively and explain complex subjects and processes; inspire teamwork; build consensus; produce high-quality work; think and react quickly; apply customer service practices; multi-task, set priorities and meet deadlines under pressure; retain information; coordinate work with others; establish and maintain cooperative working relationships; maintain a high degree of accuracy and attention to detail; retain information; coordinate work with others; establish and maintain cooperative working relationships; receive and follow directions; be empathetic, impartial, fair and objective; manage and supervise employees, oversee the planning, scheduling, assigning, reviewing, monitoring and evaluation of work, delegate responsibilities and assignments based on an accurate assessment of staff skills and abilities, motivate and mentor others, determine direction and necessary training, provide meaningful employee feedback and performance evaluations, provide effective coaching and constructive criticism one-on-one or in groups and provide written instructions.

## **EXAMPLES OF WORK PERFORMED**

**Supervision** – Train, supervise, mentor, evaluate and motivate a Human Resource staff of two (2) or more, and other support staff; manage the distribution of work; develop employee performance plans and evaluations, discipline and approval of time; lead, mentor, oversee, and train staff in payroll and benefits procedures and processes and oversee the day-to-day functions; communicate changes in processes, rules and systems; track daily attendance; set expectations and performance standards; plan, organize, and develop work and training programs; mentor, coach and provide feedback to staff; lead interview panels for vacant positions and make recruitment recommendations; work with staff to ensure that standards, rules and procedures as well as state and federal laws are correctly and consistently followed; analyze procedures and revise as needed; work with staff to ensure errors are corrected; **Human Resources** - On a statewide basis, work with assigned court human resources directors, managers and staff to ensure that standards, rules and procedures, state and federal laws are consistently followed; prepare monthly

statewide statistics and management reports; interact as a representative of the AOC human resources division with other judicial entities for problem solving and process improvement. **Classification** - Review and approve requests for statewide position reclassifications; analyze job duties, organizational structure, determine best job classification, prepare job reclassification documentation; prepare budget forms and make recommendations for approval or disapproval. Mentor, coach and train subordinates in the classification process. **Compensation** - Review and make recommendations for approval of requests for monetary compensation (out of cycle), analyze and make appropriate recommendations for action in accordance with rule, policy, and procedure; and follow safety and loss control practices. Mentor, coach and train subordinates in the compensation process. **Discipline** - Provide guidance and accurate information regarding progressive discipline to managers and supervisors; review and approve draft disciplinary actions; assist managers and supervisors in analyzing the problem and identifying the best course of disciplinary action; assemble and provide information associated with discipline to appropriate parties. Mentor, coach and train subordinates in the appropriate methods of discipline. **Rule/Policy** - Recommend operating policy and procedural improvements; coordinate the resolution of specific policy/rule related and procedural problems and inquiries. **Document Preparation** – Review and make recommendations for approval of completed human resources documents for Administrative Authority approval (i.e., hire, discipline, FMLA, leave donations, and reclassification or out-of-cycle requests); develop and prepare reports as requested by the AOC HR Director; assist in evaluation of reports and decisions in relation to established goals. **Payroll & Benefits** – Supervise the payroll and benefits process for the Administrative Office of the Courts; mentor, coach and train subordinates in the administration of payroll and benefits; process and audit payroll; maintain current knowledge of benefits; administer benefits and explain benefits to employees; serve as liaison between employees and insurance carriers. **Data Entry** - Enter position reclassifications, new positions, changes to job specifications, process and enter various human resources transactions utilizing the automated human resources system. **Customer Service** - Serve as a senior statewide liaison with court human resources directors, managers and staff, state agencies and the public; provide support to justices, judges and immediate staff; recommend new approaches, policies and procedures to effect continual improvements in efficiency of the human resources division and the services provided; coordinate the resolution of specific policy related and procedural problems and inquiries; provide direction, assistance and follow-up on inquiries from justices, judges, managers, supervisors and employees regarding human resources (NM Judicial Branch Personnel Rules and NM Judicial Branch Personnel Rules for At-Will Employees, federal and state rules, regulations, policies and procedures, recruitment practices, interviewing procedures, safety practices, loss control, local court administrative regulations, policies and procedures; classification and compensation, position allocation, and organizational structures); develop and maintain effective working relationships with other judicial entities. **May** – assist in the preparation of the human resource section of the yearly financial audit, and conduct human resource and position control audits, prepare personnel services budget projections; develop and implement employee salary surveys, complete salary survey questionnaires; act as equal employment opportunity officer.

## **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 requires the extensive use of computers and is performed in an office or court setting. The employee is regularly required to sit for long periods of time, talk, hear, read typed and/or handwritten

material, perform repetitious hand, arm, and finger motions, as well as use manual/finger dexterity. May also be required to stand, walk, kneel/stoop, move, lift, pull and carry up to 25 pounds; work overtime and/or flexible hours, weekends, and holidays; and may be exposed to fluctuating building temperatures, hostile or violent situations and contagious health conditions. The employee is expected to be punctual and to adhere to a work schedule. Statewide travel and a valid New Mexico Drivers' License is required.

Dev: 5/13/15