

NEW MEXICO JUDICIAL BRANCH

Court Clerk 2

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

SUMMARY

Under supervision process court documents, accurately receipt and reconcile court fines and fees and provide customer service. This is a full performance level job classification.

QUALIFICATIONS

Education: A high school diploma or GED.

Education Substitution: None.

Experience: Two (2) 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.

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

Knowledge: Knowledge of court case processing and legal terminology; customer service practices; court fee accounting processes; proper English usage, grammar and punctuation; cash handling procedures; computer software applications (i.e., word processing, spreadsheets, databases, court case management system, e-mail and Internet); filing systems; general office practices; office equipment (i.e., telephone, printer, copier, fax, scanner, postage meter, microfiche and reader machine); safety and security issues; research methodology; Court Clerk's Procedures Manual and Code of Ethics; general organizational structure of the judiciary; and court monitoring procedures and equipment.

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; auditing case files; concentration and 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 computer and computer software including word processing, case management and email; running reports; recognizing important case facts that need to be documented in case file or may need further action; auditing files and correcting errors using the case management system; researching and retrieving information using the case management system or archive database; distinguish between court procedures and legal advice; handling money and calculating sums; knowing when to seek assistance; applying legal terminology; assimilating information and providing as accurate a response as possible; maintaining accurate files and records; filing; typing and entering data precisely; using a calculator; reading comprehension and discerning case content; solving problems; and appraising situations and recognizing safety and security issues. **Ability to** apply relevant policies and procedures to assigned work; make decisions; think clearly; operate court monitor and recording equipment; read almost illegible hand writing; apply notary rules and procedures; apply data standards; retain information; maintain patience; deal with difficult people; defuse hostile situations; work as a team member; be empathetic, impartial, fair and objective; learn quickly; to train others; announce judicial protocol and control all aspects of recording judicial proceedings to include time keeping when assigned court monitor duties; research

analyze and solve problems; establish and maintain cooperative working relationships; show diplomacy; and receive and follow directions.

EXAMPLES OF WORK PERFORMED

Case and Document Processing - Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner, ensuring court rules and procedures are followed; docket all cases received/enter case data and process into the case management system; prepare, mail out and route documents such as notices, 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; 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; docket and monitor calendar; run reports; maintain the integrity of case files; and close cases when appropriate. **Financial Responsibilities** - Receipt and distribute all incoming monies appropriately; ensure accurate court fees are paid and recorded; balance and reconcile daily cash receipts; distribute bond payments; prepare and maintain bond reports; prepare bank deposits; ensure correct procedures are followed for all monies receipted; and file receipt of fees into appropriate case files. **Customer Service** - 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 microfiche and the 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** - Serve as a liaison with other court staff, state agencies and the public; ensure judicial calendars are maintained; prepare documents for signature; copy; fax; stamp and file documents; process and distribute mail; maintain logs and 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; image case documents into the case management system; ensure the office, its equipment and courtroom are operational; draft and prepare correspondence; and provide backup to other court clerical personnel. **Research** - Research automated, hard-copy and microfiche files for case status data 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; act as a court monitor; provide notarizations; assist in training new employees, 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 repetitive 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 Specialist

Revised: 4/13/07 - Court Clerk 2

Added optional typing certification: 11/5/09