

NEW MEXICO JUDICIAL BRANCH

SURVEILLANCE OFFICER

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

SUMMARY:

Under supervision monitor and track participants compliance in court ordered programs, attend related court proceedings; and prepare detailed oral and written surveillance reports.

QUALIFICATIONS:

Education: High school diploma or GED.

Education Substitution: None.

Experience: Two (2) years of experience in social services, probation, as a corrections officer, or work in a related field.

Experience Substitution: Additional post-secondary education in a related field may substitute for 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 the probation process, New Mexico law, civil and criminal procedure; court rules, policies and procedures, operations and structure; legal terminology; substance abuse and drug testing methods, protocol and equipment; safety practices, safety and security issues, police reporting procedures; 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; general office practices and office equipment (i.e., telephone, printer, copier, fax, scanner, postage meter, microfiche and reader machine).

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; communicating effectively both orally and in writing with diverse parties; maintaining confidentiality; establishing priorities and meeting deadlines; active listening; dealing with people diplomatically; maintaining accurate files and records; being organized and detailed oriented; filing; typing and entering data precisely; using good telephone etiquette; using common sense; maintaining professional demeanor and composure; and knowing when to seek assistance and collaborate with other staff. **Ability to** receive and follow directions and apply relevant policies and procedures to assigned work; establish effective and cooperative working relationships in a complex and rapidly changing environment; maintain patience; recognize and appropriately respond to safety and security issues; use conflict resolution or verbal de-escalation techniques; be empathetic, impartial, fair and objective; work effectively with diverse and sometimes difficult clientele; learn quickly and retain information; work as a team member; recognizing important case facts that need to be documented in case file or may need further action; ability to operate program monitoring equipment; deal with conflict and hostile individuals or individuals under the influence of drugs or alcohol; utilize a computer effectively in word processing, spreadsheets, case management systems and other software; organize priorities; provide equal services regardless of the race, national origin, gender, religion,

physical abilities or socioeconomic status; display teamwork, resourcefulness, and ability to adapt to changing work priorities; perform multiple tasks; and speak publically.

EXAMPLES OF WORK PERFORMED

Monitoring Program Compliance - Perform both scheduled and spontaneous site visits to participant's home, school, work or other locations to monitor program compliance; track and administer breath or urine drug tests; and supervise participants in work details, physical training or special projects as part of community service program requirements. **Administrative** - Document all interactions with program participants in case management system; maintain current case files; prepare precise written reports detailing participant program compliance; attend court proceedings; participate and provide input during meetings with court staff and other programs; track and record community service participation; and maintain drug testing equipment and supplies. **May** participate and attend conferences and training; assist in training new employees; **participate** in community education and outreach related to court programs.

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, field or court setting. The work performed requires travel (valid driver's license required). The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules are flexible; include days, nights, and weekends and holidays; overtime may be required. The employee must regularly interact positively with co-workers, clients and the public; work under severe time constraints and meet multiple demands from several people. The work requires prolonged use of computers, repetitious hand, arm and finger motions, as well as manual/finger dexterity. The employee must be able to walk, talk, hear, kneel, stoop, lift, pull and carry up to 40 pounds. Travel may also be periodically required for training, meetings and presentations. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; 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: 12/7/07 - Surveillance Officer, Audited 9/14/12