



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

COURT, MUNICIPAL, AND LICENSE CLERK SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Court, Municipal, and License Clerk Supv.	R4031S	50	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel.

Performs clerical duties in courts of law, municipalities, and governmental licensing agencies and bureaus. May prepare docket of cases to be called; secure information for judges and court; prepare draft agendas or bylaws for town or city council; answer official correspondence; keep fiscal records and accounts; issue licenses or permits; record data, administer tests, or collect fees.

Nature of Work

The Court, Municipal, and License Clerk Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and performing a variety of State and local government administrative tasks. Court Clerks prepare dockets of cases to be called, secure information for judges, and contact witnesses, lawyers, and attorneys to obtain information for the court. Municipal Clerks draft agendas for town or city councils, record minutes of council meetings, answer official correspondence, keep fiscal records and accounts, and prepare reports on civic needs. License Clerks keep records and help the public obtain motor vehicle ownership titles, operator permits, and a variety of other permits and licenses.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.

COURT, MUNICIPAL, AND LICENSE CLERK SUPERVISOR

- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Devotes a significant amount of time working with members of the public; handling complaints modeling a standard of excellence when providing customer service.
- Works with management and law enforcement to ensure that safety and security measures are in place for the protection of employees and for members of the public.
- Employees in this Role complete complex clerical and fiscal data entry, research, customer service, and testing duties for courts, municipalities or licensing establishments. Employee
- Employees in this role are able to audit documents to determine compliance with regulations, policies and law. Audits both documentation and monies collected by the agency.
- Employees develop, implement, or oversee procedural changes of a large scale to improve operations.

Recommended Education and Experience for Full Performance***

High school diploma or Equivalent and two (2) years of general office, clerical, administrative or customer service experience, (1) year of which must be supervisory.

Minimum Qualifications

High School diploma or Equivalent and one (1) year of general office, clerical, administrative or customer service experience.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as; word processing, data entry, managing & maintaining files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Law and Government — Knowledge of Federal & State laws, legal codes, statutes, court procedures, precedents, government regulations, executive orders, agency rules & policies, and the democratic political process.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

COURT, MUNICIPAL, AND LICENSE CLERK SUPERVISOR

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Service Orientation — Actively looking for ways to help people.

Statutory Requirements: Per NMSA 9-11-10.1; Background Investigations. “An employee of the Department who has access to or who is assigned to perform work associated with driver’s licenses shall submit to a background investigation as required by the Secretary. An applicant seeking employment with the Department who may have access to or who may be assigned to perform work associated with driver’s licenses shall submit to a background investigation. “ The background investigation requires fingerprints and both Federal & State criminal checks.

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency’s utilization, essential functions*, and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt.

Bargaining Unit: Not covered

Established: 04/27/2012

Revised: 9/24/2018: (min quals)

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

COURT, MUNICIPAL, AND LICENSE CLERK SUPERVISOR

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.