



Ron Travers
Chief U.S. Probation Officer

MISSION

We provide the highest level of service to the Court, community, defendants and persons under supervision, our stakeholders, and to each other.

VISION

Efficient - Effective - Excellent



U. S. PROBATION AND PRETRIAL SERVICES DISTRICT OF NEW MEXICO

OPERATIONS SUPPORT SPECIALIST

VACANCY # 26-02

The United States Probation and Pretrial Services Office for the District of New Mexico is committed to the fair administration of justice, transforming the lives of those we serve, and strengthening our communities. Our office serves diverse communities and is a strong supporter of inclusion and staff diversity.

POSITION:	Operations Support Specialist
LOCATION:	Albuquerque, New Mexico or Las Cruces, New Mexico
CLASSIFICATION:	CL 23
SALARY RANGE:	\$40,346 - \$51,007/year DOE Non-Competitive Promotional Potential to a CL 24 after One-Year
OPENING DATE:	January 8, 2026
CLOSING DATE:	Open until filled

POSITION OVERVIEW:

The United States Probation and Pretrial Services Office is currently accepting applications for an Operations Support Specialist. The Operations Support Specialist provides support to United States Probation Officers and is accompanied with a complete benefits package.

REPRESENTATIVE DUTIES:

- Assist and directly support investigation and supervision officers.
- Answer telephones, perform reception duties and provide other clerical support.
- Assist in performing investigations of all types for the office and other districts.
- Research, retrieve and verify addresses and criminal history; obtain collateral requests, education, and employment history; collect credit reports, treatment, and social history information.
- Receive and transfer files with other districts.
- Enter/update data, upload documents, open/close cases into computerized records including the Probation Automated Case Tracking Systems (PACTS).
- Research information from case records and enter in the system as appropriate.
- Review forms completed by officers and officer assistants and request corrections as needed.
- Retrieve information from databases and generate periodic reports.

BENEFITS:

- Paid Annual Leave
- Paid Sick Leave
- Paid Federal Holidays
- Paid Parental Leave after one year of full-time employment
- Pre-tax benefit programs
- Health Insurance
- Vision/Dental Insurance
- Group Life insurance
- Long-Term Care Insurance
- Defined contribution retirement benefits (FERS)
- Thrift Savings Plan (TSP)- 401 (k)-styled program with up to 5% match
- Transit subsidy
- Credit for prior Federal Government service
- Mandatory electronic deposit of salary payment

HOW TO APPLY:

To be considered for this position, qualified applicants must submit a complete application packet which includes:

- Letter of Interest
- Chronological Resume
- Copy of two most recent performance evaluations.
- Copy of high school diploma/GED OR copy of official college transcripts if applicable
- AO 78, Application for Federal Judicial Branch Employment found at:
<https://www.nmpp.uscourts.gov/career-opportunities>

Any incomplete packet will result in disqualification. All application packets must be emailed in ONE PDF document only and sent to:
uspojobs@nmp.uscourts.gov

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Chief U.S. Probation Officer
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Attn: Victoria Hilton-Eckhart
Human Resources Specialist

- Assist in completing pretrial collateral investigations.
- Process incoming and outgoing correspondence.
- Participate in and contribute to training programs.
- Adhere to all human resources policies and the Code of Conduct for Judicial Employees.
- Perform other duties as assigned.

QUALIFICATIONS:

Required:

High school graduation or equivalent plus two-years of general experience. General experience is progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to successfully perform the duties of this position.

Education above the high school level may be substituted for required general experience based on one academic year (30 semester or 45 quarter hours) equals one year of general experience.

The successful applicant must:

Possess good multi-tasking skills and have strong interpersonal/verbal communication skills, be a team-player and flexible in a changing environment, possess strong computer skills, utilizing word processing and database applications, maintain confidentiality, and practice good work ethics.

Only the most qualified applicants will be contacted, tested and/or interviewed.

Financial and background check outcomes must be favorable. Financial rating must be in good standing, devoid of late payments, bankruptcies, and collections.

INFORMATION FOR APPLICANTS:

- The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, either of which may occur without any prior written notice.
- This job announcement may involve filling more than one position described herein.
- If a subsequent vacancy of the same position becomes available within 90-days of the vacancy close date or date filled (whichever is the most recent), the Chief United States Probation Officer has the discretion to select a candidate from the original qualified applicant pool.
- This position may also be assigned to a different unit other than the one posted, dependent upon the needs of the District.
- Travel and relocation expenses will not be paid.