



**UNITED STATES DISTRICT AND BANKRUPTCY COURTS  
FOR THE  
DISTRICT OF COLUMBIA**

**JOB OPPORTUNITY**

**Announcement No.:** 2020-04

**Position Title:** Operations Supervisor

**Grade/Salary Range:** CL-27/28 (\$57,625 - \$112,264)  
*(Salary determined by qualifications and experience.)*

**Position Location:** Washington, DC

**Position Information:** Full-time/Permanent/Excepted Service

**Area of Consideration:** Open to all qualified individuals

**Open Date:** January 21, 2020

**Closing Date:** February 21, 2020

**How to Apply:**

Qualified individuals must submit the following:

- A cover letter detailing how your experience relates to the position requirements
- AO-78, Federal Judicial Branch Application for Employment (can be downloaded from [www.uscourts.gov](http://www.uscourts.gov))
- A resume detailing all relevant experience, education, and skills

Failure to submit a complete and signed cover letter, AO-78, and resume will result in immediate disqualification. Description of Work section of the AO-78 must be completed to include salary information. Indicating “see resume” is not acceptable. Incomplete and/or unsigned applications will not be considered, returned or retained. Only applicants selected for an interview will be contacted and must travel at their own expense. One application per candidate will be accepted for this announcement.

Applications may be mailed or hand delivered to:

United States District and Bankruptcy Courts  
Attn: Human Resources (2020-04)  
333 Constitution Avenue, NW, Room 2718  
Washington, DC 20001

Or via e-mail to: [jobs@dcp.uscourts.gov](mailto:jobs@dcp.uscourts.gov)

**Agency Contact Person:** Marion L. Boulden, PHR, SHRM-CP  
Human Resources Manager  
(202) 565-1355

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## **JOB SUMMARY**

This position is located in the Operations Division of the Clerk's Office of the United States District and Bankruptcy Courts for the District of Columbia and reports to the Assistant Chief Deputy of Operations. The Operations Supervisor performs various supervisory work related to case intake and administration functioning of the court. The incumbent serves as a first-line supervisor over the intake and case administration sections of Operations. The incumbent primarily directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls.

This position serves as the case processing specialist and is responsible for training, overseeing, and reviewing the work of other employees.

This position requires regular interaction with judges, court managers, Administrative Office personnel, U.S. Attorney's Office, Bureau of Prisons, other governmental agencies, the bar, and the general public.

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## **DUTIES AND RESPONSIBILITIES**

- Supervises the intake and case administrators and functions as a hands-on supervisor working directly with the staff and services.
- Assigns, directs, and reviews the work of the staff, ensuring the Court's needs are being met, standardized procedures are followed, and reporting requirements are maintained and timely.
- Plans and monitors the daily work allocations to be performed by the subordinate staff by setting performance standards, reviewing work product, setting schedules, and enforcing deadlines and other priorities. Monitors and evaluates case flow techniques for efficiency, effectiveness, and quality assurance.
- Provides guidance and clarification to staff on Local and Federal Rules and recommends changes and additions to Local Rules as appropriate.
- Reviews and evaluates procedures, plans, and manuals for consistency, accuracy, and applicability.
- Writes updates, corrections, and additions to keep work products current and relevant.

- Evaluates the work performance of the staff. Prepares and maintains written documentation for periodic reviews and yearly performance evaluations. Evaluates and recommends training needs and provides the necessary resources for informal training.
- Monitors time and attendance of subordinates to comply with leave policies.
- Monitors staff duties and responsibilities and adjusts as necessary to maintain workload equity.
- Provides technical oversight of the day to day operations of the unit to include but not limited to the giving of instructions and resolutions, monitoring work, approving or revising work product, periodically checking for compliance, and developing and implementing quality control standards. Assures adequate backup/coverage exists and redistributes workload as needed.
- Serves as the subject matter expert on policies and procedures of the unit, the clerk's office, and the court as a whole.
- Ensures that polices/procedures are kept current and updated and develops new policies/procedures recommendations as needed.
- Receives and reviews incoming documents to determine conformity with appropriate local and/or federal procedural rules, practices, guidelines and/or other court requirements.
- Acts as a point-of-contact for the unit and furnishes information and advice as needed to ensure and assist with the maintenance of positive service oriented working relationships within the unit and with all court divisions, chambers and other agencies inside and outside of the court.
- Establishes and maintains operating reports, work standards, etc. to measure and evaluate the work and workload of department staff.
- Prepares reports, statistics, and memoranda for the Clerk of Court and Chief Deputy Clerk as necessary.
- Has the knowledge and ability to perform the functions of all subordinate employees as needed.
- Performs other administrative and supervisory duties as assigned.

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## QUALIFICATIONS

### **Required Education and Experience:**

The successful candidate must possess a bachelor's degree from an accredited college or university in a field closely related to the subject matter of the position.

**To qualify for the CL-27**, the candidate must also possess a minimum of two years of specialized experience, including at least one year equivalent to work at the CL-25.

**To qualify for the CL-28**, the candidate must also possess a minimum of two years of specialized experience, including at least one year equivalent to work at the CL-27 level.

### **Required Specialized Experience:**

- Specialized experience is experience performing case administration work relating to case intake, preparation, processing and docketing. Applicant must have advanced knowledge of intake, criminal, civil, magistrate and bankruptcy processing and docketing.
- Specialized experience also includes progressively responsible supervisory or managerial experience that provided an opportunity to gain skill in developing interpersonal work

relationships needed to lead a team of employees, ability to exercise mature judgment, knowledge of the basic concepts, principles and theories of management and, the ability to understand the managerial policies of the Court. Successful applicant must have strong leadership and organizational skills, excellent team building and interpersonal skills, and solid oral and written communication skills.

- Prior supervisory or management experience to include planning and monitoring the work distribution of subordinates, establishing staff performance standards and priorities, assessing and developing personnel skills, identifying training needs and providing overall employee guidance, counseling and discipline related to work performance, progress and production is required.
- Ability to communicate effectively, both orally and in writing is critical.
- Ability to abide by the Code of Conduct for Judicial Employees and court confidentiality requirements.
- Ability to demonstrate sound ethics and good judgment at all times.
- Ability to handle confidential and sensitive information appropriately.
- Must have excellent interpersonal skills and be able to effectively communicate with staff to determine needs and maintain complete and accurate records and files.
- Excellent organizational skills, the ability to respond to requests on short notice and the ability to manage multiple tasks and stringent deadlines are essential.
- Must be proficient in Microsoft Word and other applications.

#### **Preferred Experience:**

- Legal and/or court experience is highly preferred.
- Previous federal court operations experience is preferred.

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## **BENEFITS**

Full-time employees of the United States District and Bankruptcy Courts for the District of Columbia are eligible for a full range of benefits to include:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Federal Employees' Retirement System (FERS)
- Optional participation in the Thrift Savings Plan (TSP), the Federal Employees Health Benefits Program (FEHBP), Federal Dental and Vision Insurance Program (FEDVIP), the Federal Employees' Group Life Insurance (FEGLI), the Flexible Benefits Program, the Commuter Benefit Program, SmartBenefits (mass transit subsidy up to \$270 per month), and Long-Term Care Insurance
- Workers' Compensation Program
- On-site physical fitness facility
- Flexible work schedule
- Federal Occupational Health Services Program (FOH)/ On-site Health Unit
- Employee Assistance Program (EAP)/Work Life Services
- Priority enrollment for children beginning at three months of age until kindergarten of all employees of the United States Courts in the Thurgood Marshall Child Development Center (TMCDC)

*For more detailed information about federal court benefits, please go to:*  
[www.uscourts.gov/careers/benefits](http://www.uscourts.gov/careers/benefits).

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## **CONDITIONS OF EMPLOYMENT**

United States citizenship is required for consideration for this position.

Employees are required to adhere to the [Code of Conduct for Judicial Employees](#).

Employees of the United States District and Bankruptcy Court for the District of Columbia are excepted service appointments. Excepted service appointments are “at will” and can be terminated with or without cause by the court.

Employees are required to use the Electronic Funds Transfer (EFT) for payroll deposit.

Final candidates will undergo a background check.

Selection will be made consistent with the provisions of the Equal Employment Opportunity Plan adopted by the United States District and Bankruptcy Courts for the District of Columbia.