



JOB OPPORTUNITY

UNITED STATES DISTRICT AND BANKRUPTCY COURTS FOR THE DISTRICT OF COLUMBIA

Announcement No.: 2023-23

Position Location: Washington, DC

Position Information:

Full-time, permanent, Excepted
Service, one position is available

Area of Consideration:

Open to all qualified sources

Open Date: October 30, 2023

Closing Date: Open Until Filled



*Our mission at the Clerk's Office is to
fulfill the expectations of the public
and the judiciary by providing
exceptional service, while
consistently upholding the
administration of justice.*

Position Title: Operations Supervisor

Grade/Salary Range: CL-27/28 (\$66,197 - \$128,992)

How to Apply:

Qualified individuals for this “at will” position 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)
- 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 (2023-23)
333 Constitution Avenue, NW, Room 2712
Washington, DC 20001

Or via e-mail to: DCD_HumanResources@dcd.uscourts.gov

For questions, please contact the Human Resources Department at 202-354-3200. For a full list of vacancies, please see our website: <https://www.dcd.uscourts.gov/employment>.

ABOUT US

The United States District and Bankruptcy Courts for the District of Columbia is recruiting for an Operations Supervisor to join its Clerk's Office team. The team works in a dynamic, fast-paced environment serving both a Bankruptcy Court constantly leveraging technology for the benefit of customers, and a District Court often referred to as the second most important in the nation given the vast number of high-profile cases over which the judges preside. The ideal candidate is a mature, self-motivated, career-oriented professional eager to grow with us, and the federal judiciary. The candidate must also share in the Clerk's Office's Vision and Mission of "providing exceptional service while upholding the administration of justice." Finally, to assist you in achieving all your career goals with us, we offer our staff tuition assistance as the budget allows. Please see the Benefits section of this announcement for additional benefits.

JOB SUMMARY

This position is 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 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.

Situational telework may be available; however, this is not a full-time telework position.

DUTIES AND RESPONSIBILITIES

- Supervise the intake and case administrators and functions as a hands-on supervisor working directly with the staff and services.
- Assign, direct, and review the work of the staff, ensuring the Court's needs are being met, standardized procedures are followed, and reporting requirements are maintained and timely.
- Plan and monitor 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. Monitor and evaluate case flow techniques for efficiency, effectiveness, and quality assurance.
- Provide guidance and clarification to staff on Local and Federal Rules and recommends changes and additions to Local Rules as appropriate.

- Review and evaluate procedures, plans, and manuals for consistency, accuracy, and applicability.
- Write updates, corrections, and additions to keep work products current and relevant.
- Evaluate the work performance of the staff. Prepare and maintain written documentation for periodic reviews and yearly performance evaluations. Evaluate and recommend training needs and provide the necessary resources for informal training.
- Monitor time and attendance of subordinates to comply with leave policies.
- Monitor staff duties and responsibilities and adjusts as necessary to maintain workload equity.
- Provide 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. Assure adequate backup/coverage exists and redistributes workload as needed.
- Serve as the subject matter expert on policies and procedures of the unit, the clerk's office, and the court.
- Ensure that policies/procedures are kept current and updated and develop new policies/procedures recommendations as needed.
- Receive and review incoming documents to determine conformity with appropriate local and/or federal procedural rules, practices, guidelines and/or other court requirements.
- Act 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.
- Establish and maintain operating reports, work standards, etc. to measure and evaluate the work and workload of department staff.
- Prepare 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.
- Perform other administrative and supervisory duties as assigned.

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.

To qualify for the CL-28, the candidate must also possess a minimum of three years of specialized experience.

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.

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 11 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
- Family and Medical Leave Act and Paid Parental Leave after 12 months of federal, civilian service
- 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, and SmartBenefits (mass transit subsidy up to \$315 per month)
- Employee Recognition Program, budget permitting
- Tuition Assistance, budget permitting
- 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
- Virtual Learning through the Judiciary Online University
- Student Loan Forgiveness for Public Service Employees
- 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 Judiciary benefits, please go to www.uscourts.gov/careers/benefits.

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 Courts 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.

Revised January 30, 2024