

**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF WEST VIRGINIA
OFFICE OF THE CLERK**

EMPLOYMENT OPPORTUNITY

| | | | |
|-----------------------------|-------------------------------|------------------------|--------------------------|
| Position: | Operations Manager | Announcement #: | 15-CO-10 |
| Appointment: | Full-time, Permanent | Location: | Charleston, WV |
| Starting Salary: | CL-29 (\$66,755 - \$108,538) | Open To: | All qualified applicants |
| Promotion Potential: | To CL-30 without competition | | |
| Opening Date: | September 28, 2015 | | |
| Closing Date: | Position is open until filled | | |

JOB SUMMARY:

This position is located in Charleston, the headquarters office for the District Court. The incumbent is responsible for operations policies and practices throughout the District Court through introduction, application, coordination, and integration of operations procedures, which include electronic case filing and management, case intake, records management, information technology, statistical reporting, training, quality control and staff supervision. This is accomplished through analysis and interpretation of legislation, Administrative Office directives, orders of the Court, and local rules to ensure Clerk's Office compliance with all requirements.

REPRESENTATIVE DUTIES:

Manage, develop, and mentor supervisory staff involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the operations of the department(s). Establish work procedures, conduct staff meetings, provide information and delegate work fairly and consistently. Oversee work products and processes and provide guidance as required.

Manage court operations through coordinating and communicating office procedures with supervisors, unit executives, judges, and chambers staff. Reallocate personnel and/or equipment to cover workload fluctuations. Develop short-term and long-range workforce plans. Establish employee performance standards that support the mission of the court. Solve work related problems using information and data. Comply with reporting requirements of the Administrative Office.

Establish and monitor programs which implement change management and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports to monitor the management of cases and take appropriate action. Develop and implement operational policies and procedures.

Develop short and long range operations improvement plans, employing methods which allow for the Court's continuous operation with minimal disruption.

Work closely with the Director of Information Technology and CM/ECF Administrator to ensure appropriate security levels; and establish training in use of the procedures.

Manage a subordinate staff of deputies-in-charge through assigning and approving work and managing the group administratively. Makes decisions on work problems presented by subordinate supervisors. Ensure supervisory coverage through effective delegation of authority.

Develop specific operational practices to satisfy local court needs. This may involve adaptations to national procedures, adaptations of other courts' procedures, the creation of locally developed procedures, or a combination thereof.

Provide oversight and guidance to staff involved in general operations, case management data-entry, case opening and closing, quality control, and dictionary maintenance. Address operational or systems problems and ensure solutions are determined and implemented. Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation. Implement the court's emergency planning and preparedness program, including testing and understanding disaster planning protocols.

Perform district-wide judge assignments; analyze the distribution percentages for equality and advises the Clerk of Court of changes in trends; suggest remedial action to the Clerk of Court, if necessary, to ensure equitable case distribution among judges. Reassign terminated cases when necessary for post-judgment activity.

Manage and develop specialized operations reports. Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs. Comply with the *Guide to Judiciary Policy*, the *Human Resources Manual*, applicable Administrative Office policies and procedures, and internal controls guidelines. Adhere to procurement procedures, policies, and practices. Abide by the *Code of Conduct for Judicial Employees*. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality.

Evaluate performance of subordinates and recommend personnel actions including, but not limited to, promotion, hiring, and termination.

Oversee operations policies and procedures district-wide; act for the Clerk of Court and Chief Deputy in their absence.

QUALIFICATIONS:

Completion of a bachelor's degree from an accredited college or university is required. Five years of management experience may be substituted for the bachelor's degree. Two years of supervisory or managerial experience is required, one year of which was equivalent to, or higher than work at the CL-28 level. *Additionally, the following knowledge, skills, and abilities are required:*

Thorough knowledge of the law and legal procedures. Thorough knowledge of the basic concepts, principles, and theories of management. Thorough knowledge of court operations and functions district-wide. Ability to conduct and apply research of available sources and provide proposed solutions based on that research. Skill in writing legal memoranda, orders, and other documents. Ability to exercise mature judgment and apply existing or new principles in difficult, challenging, or questionable situations. Ability to develop and employ managerial policies. Must have excellent interpersonal, verbal, and written communications skills, with a demonstrated ability to work closely with judges, other managers, deputies-in-charge, employees of the court, other governmental agencies, and members of the bar and professional organizations. The incumbent must be able to develop recommendations and direct personnel for emergent, short-notice assignments of operations necessity. Ability to communicate policies, procedures, and objectives of management to employees to enhance the productivity of the entire organization. Ability to identify and respect confidential matters when dealing with security and personnel issues. Ability to develop practices to ensure the integrity of sensitive and confidential material submitted to the Court under seal according to established judicial policies. Understanding of court culture and its complex organizational dynamics and uniqueness of the judiciary. Ability to remain calm and take decisive action when under pressure.

EMPLOYEE BENEFITS:

Positions are covered by the Court Personnel System and entitled to the following benefits:

- Paid annual leave in the amount of 13 accrued days for the first three years, 20 days after three years, and 26 days after fifteen years
- Paid sick leave in the amount of 13 accrued days annually
- 10 paid holidays per year
- Mandatory participation in the Federal Employees' Retirement System and Social Security
- Thrift Savings Plan (optional retirement savings plan with immediate employer matching)
- Federal Employees Health Benefits Program
- Federal Employees Vision and Dental Insurance Program
- Federal Employees Group Life Insurance Program
- Flexible Benefit Program
- Long Term Care Insurance Program options
- Periodic salary increases

INFORMATION FOR APPLICANTS:

The United States District Court is part of the Judicial Branch of government. An applicant must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments (not civil service) and are "at will" employees. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of net pay. Employees are required to adhere to a Code of Conduct for Judiciary Employees which is available to applicants to review upon request. Selected candidate is subject to, and must pass a background check, including FBI fingerprint check.

APPLICATION PROCESS:

Submit a cover letter and current résumé to Korin Parsons, HR Specialist at

Korin.Parsons@wvsd.uscourts.gov. The cover letter should identify how your education and/or

experience qualify you for the position. The résumé should detail your education and previous work experience. Reference **Vacancy #15-CO-10**.

Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Only applicants selected for interview will be contacted.

The United States District Court is an equal opportunity employer and values diversity in the work place.