



**UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF OHIO  
VACANCY ANNOUNCEMENT 17-09**

**POSITION TITLE:** Operations Manager

**POSITION TYPE:** Full-time permanent

**AREA OF CONSIDERATION:** All qualified applicants

**DUTY STATION:** Cleveland, Akron, Youngstown, or Toledo, Ohio

**CLASSIFICATION LEVEL:** CL 30

**SALARY RANGE:** \$84,391 - \$137,183 (Akron & Cleveland)  
\$81,113 - \$131,854 (Toledo & Youngstown)

**OPENING DATE:** April 26, 2017

**CLOSING DATE:** Open until filled. First consideration to applications received on or before May 12, 2017.

The U.S. District Court for the Northern District of Ohio is comprised of eleven authorized District Judgeships, two senior judges, and seven magistrate judges. The Northern District of Ohio is headquartered in Cleveland and has divisional offices in Akron, Toledo and Youngstown. The Court has an immediate opening for an Operations Manager. Starting salary commensurate with work experience, education, prior/present pay history and previous Federal Court experience.

### **POSITION OVERVIEW**

The Operations Manager is responsible for overall management and planning of the operational functions of the Clerk's Office in support of the Court including areas such as intake, docketing, quality control, records, courtroom support, Alternative Dispute Resolution (ADR), jury, and naturalization. The Operations Manager will also be involved in district-wide initiatives and projects related to business continuity/disaster recovery, space/facilities, information technology, and finance as appropriate. This individual serves as the District's principal liaison for operational matters with the Administrative Office and related agencies including the U.S. Attorney's Office and the Office of the Federal Public Defender.

### **REPRESENTATIVE DUTIES**

- Manage, develop, and mentor Deputies-in-Charge and assigned staff involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the operations of divisional offices and operational 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.

- Communicate and respond to requests from upper management with regard to operations, keeping them well-informed. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training. Ensure supervisory coverage through effective delegation of authority.
- 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.
- Provide oversight and guidance to staff involved in court programs such as attorney admissions, naturalization, alternative dispute resolution, criminal justice act, etc. Provide advice on complex matters to staff, supervisors, managers, unit executives, and judges.
- 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.

## **QUALIFICATIONS**

- A minimum of five years of progressively responsible professional, supervisory or managerial experience that provided an opportunity to gain (1) skill in developing the interpersonal work relationships needed to lead a team of employees; (2) the ability to exercise mature judgment; and (3) a thorough knowledge of the basic concepts, principles, and theories of management and the ability to apply the management policies in the court environment.
- At least one year of experience at or equivalent to CL 29.
- Demonstrated experience in leading operational work units; developing plans, procedures and workflows; developing and monitoring standards; implementing quality control standards and process improvements.
- Skill in the use of automated equipment including word processing, spreadsheet, presentation and databases.
- Ability to identify and evaluate needs and develop and implement policies, procedures and programs.
- Skill in developing and delivering training and providing consultation.
- Ability to work under deadlines and manage multiple priorities to successful completion.
- Excellent interpersonal skills and the ability to communicate and interact at all levels, internally and externally; outstanding business communication skills, both orally and in writing; ability to develop effective working relationships with staff, customers, colleagues and all stakeholders.
- Ability to travel as required.

## **PREFERRED QUALIFICATIONS**

- Bachelor's degree from an accredited four-year college or university.
- Current or prior Federal District Court or Clerk's Office experience.

## **BENEFITS**

Employees of the United States District Court are eligible for, but not limited to, the following employment benefits: Accrual of paid vacation and sick leave days, and paid holidays • Participation in pre-tax benefit programs (health, dental, and vision insurance programs; flexible spending accounts; commuter reimbursement benefit) • Group life insurance and long term care insurance • Participation in the Federal Employees Retirement System (FERS) • Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions • Extensive on-line training options • Federal court employees can join the Federal Court Clerks Association, a national, professional court organization • Fitness center • Transit subsidy

## **CONDITIONS OF EMPLOYMENT**

Applicants must be U.S. citizens or eligible to work in the U. S. Applicants will be required to submit to a ten-year FBI background investigation (including references, criminal history and credit history), submit fingerprints and sign consent for IRS tax check and consumer report review. The selected candidate must successfully complete the ten-year background investigation with periodic updates every five years thereafter. Employment is provisional pending the successful completion of the background investigation. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

## **INFORMATION FOR APPLICANTS**

Applicants selected for interviews must travel at their own expense. The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. The Court will only communicate with those qualified applicants who are selected for an interview. Judiciary employees serve under excepted appointments and are considered "at will" and can be terminated with or without cause by the Court. The U.S. Courts require employees to adhere to a Code of Conduct that is available to applicants for review at the web site <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>

## **HOW TO APPLY**

Submit the following documents to the address below: (1) a cover letter of interest that addresses qualifications and relevant experience; (2) a current resume, (3) names and contact information for two professional references; and (4) a completed form AO78 (Federal Judicial Branch Application for Employment), available at the court's web site [www.ohnd.uscourts.gov/home/careers-in-the-court/](http://www.ohnd.uscourts.gov/home/careers-in-the-court/). Applications may also be e-mailed to [apply@ohnd.uscourts.gov](mailto:apply@ohnd.uscourts.gov). If you email the application documents, they **must** be sent as a single pdf document. Use only one method of application. All requested documentation must be provided in order to be considered for this position.

United States District Court  
Attn: Human Resources Department #17-09  
801 West Superior Avenue, Suite 1-115  
Cleveland, OH 44113-1830

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.