

U.S. District Court
Northern District of Ohio
Career Opportunity
VA #18-15



Operations Supervisor

Location: Akron, Ohio

Reports to: Operations Manager

Position Type: Full-time permanent

Area of Consideration: All qualified applicants

Classification: CL 27 – CL 28

Salary Range: \$50,950 - \$99,282

Posted: June 6, 2018

Closes: Opened until filled – first consideration will be given to applications received by June 22, 2018.

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 Supervisor in our Akron courthouse.

The Clerk's Office offers an opportunity for a team player who is self-motivated, detail oriented with demonstrated leadership skills, problem-solving ability and a strong work ethic. Our fast-paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for talented people with strong initiative, flexibility, excellent interpersonal skills and ability to maximize team effectiveness.

POSITION SUMMARY:

The Operations Supervisor performs supervisory work related to the full range of court operational duties. The incumbent serves as a first-line supervisor over one or more areas of court operations (e.g., intake, naturalization, jury, appeals, ECRO, records/mail management, and data quality) and leads projects on matters involving court operations and process improvements. The incumbent serves as a backup for other operational supervisors and the Operations Manager as necessary. Incumbent directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls. Travel to divisional offices in Cleveland, Toledo and Youngstown is required based on the operational needs of the court. Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience. Promotion potential to CL 28 without further competition.

REPRESENTATIVE DUTIES:

- Assist in the development of work goals and performance standards for individuals. Establishes and adjusts work assignments, schedules, priorities, and deadlines. Participate in the planning for and implementation of operating policies and procedures. Identify and resolve operational, staff and customer service issues.
- Collaborate with management team to recommend appropriate solutions for continuous operational improvement or to address issues. Analyze and evaluate organizational structure and the procedures and tools (systems, forms, local rules and procedures, office space) that are used by staff.
- Supervise employees involved in operations and data quality activities including assigning and reviewing work, evaluating performance, and recommending development and disciplinary actions.

Develop and conduct employee performance evaluations. Coach and develop staff through training and cross training.

- With IT support, develop reports for extracting and compiling case management data. Provide assistance to systems staff for research and testing of automation software and system fixes and enhancements. Act as liaison to IT staff in troubleshooting hardware/software problems and answering computer related questions. Generate routine management and employee reports and generate ad hoc reports and analysis as requested.
- Respond to CM/ECF inquiries, attorney training questions, and assist in responding to CM/ECF questions for other court units.
- Create and update procedural documentation, manuals, training documentation/manuals and job aids. Recommend training for internal and external users, including onboarding new users, and in-service workshops. Oversee, review, and approve information posted on the intranet.
- Adapt to changing requirements and situations and restructure tasks, priorities, and roles in response to changing needs.
- Provide customer service and problem resolution while complying with regulations, rules and procedures.

QUALIFICATIONS: (Qualifications must be met at the time of application)

- Meet the qualification standards applicable to positions for the highest level of work effectively supervised.
- Have specialized experience that included progressively responsible administrative, technical, professional, supervisory *or* managerial experience that provided an opportunity to gain:
 - Skill in developing interpersonal work relationships needed to lead a team of employees;
 - The ability to exercise mature judgment;
 - Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the court unit involved; and
 - Have at least one year of experience at or equivalent to CL 26 or CL 27.

Preferred qualifications include:

- Bachelor's degree from an accredited four-year college or university; advanced degree or specialized certification are a plus
- Two or more years of staff supervision experience in a court or legal environment
- Current or prior Federal District Court experience

Required Skills/Experience:

- Ability to learn and understand the policies, procedures, and functions related to court operations
- Knowledge of staff supervision and development principles, ability to lead people and develop teams to achieve business objectives
- Knowledge of project management principles and proficient in process improvement, problem solving, trouble shooting and creative solution development
- Ability to communicate effectively, both orally and in writing; ability to lead meetings and communicate effectively one-on-one, in small groups, and in large groups.
- Ability to apply a body of rules, regulations, directives, or laws
- Strong attention to detail and organization skills, ability to multi-task and successfully manage multiple priorities to completion
- Working knowledge with Windows-based applications, including database, spreadsheets, Microsoft Word and Adobe PDF files. Knowledge of WordPerfect a plus.
- Ability to learn and understand CM/ECF, report and development and design, and data quality principles/practices.

- Ability to maintain strict confidentiality and work under deadlines

BENEFITS:

Employees of the U.S. 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 (post-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions
- Federal court employees can join the Federal Court Clerks Association, a national, professional court organization
- Fitness center
- Transit subsidy

HOW TO APPLY:

Email the following documents IN A SINGLE PDF to apply@ohnd.uscourts.gov. ALL DOCUMENTS MUST BE PROVIDED TO BE CONSIDERED FOR THIS POSITION:

- Subject of Email should read: **Vacancy 18-15.**
- Cover Letter addressing your particular skills and experience; with an explanation of how those skills and experience may contribute to the organization.
- Current Resume.
- List of three (3) professional references.
- Completed Employment application (AO78) found at this link:
<http://www.ohnd.uscourts.gov/careers>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

First consideration will be given to application packets received not later than the close of business (5:00 p.m. EST), on Friday, June 22, 2018. All requested documentation must be provided in order to be considered for this position.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.

All applicants must be a U.S. Citizen or be eligible to work in the United States. All appointments subject to FBI Fingerprint background investigation; with periodic reinvestigation, if applicable. Retention depends on favorable suitability determination. Judiciary employees serve under excepted appointments, and are considered "at will" and can be terminated with or without cause by the Court. All appointments are subject to mandatory electronic funds transfer. All employees are required to adhere to the Code of Conduct for Judicial Employees that is available to review at <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.