

U.S. District Court  
Northern District of Ohio  
Career Opportunity  
VA #20-17



## Court Services Clerk

**Location:** Cleveland, Ohio

**Reports to:** Court Programs Supervisor

**Position Type:** Full-time permanent

**Area of Consideration:** All qualified applicants

**Classification:** CL 23 – CL 24

**Target Starting Salary Range:** \$36,016 - \$47,000

**Posted:** August 17, 2020

**Closes:** Opened until filled – first consideration will be given to applications received by September 1, 2020.

The U.S. District Court for the Northern District of Ohio is comprised of eleven authorized District Judgeships, four 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 a Court Services Clerk in our Cleveland courthouse.

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

### **POSITION SUMMARY:**

The Court Services Clerk provides basic support and assistance with administrative, technical and customer service work over multiple functions in accordance with approved internal controls, procedures, and rules. The Court Services Clerk ensures efficient and fair operations of court programs, including but not limited to, Jury, Naturalization, ADR, Statistics, and Pro Bono. The Court Services Clerk also assists with other operational activities as required. Promotion potential to CL 24 without further competition if the appropriate qualification requirements are met.

### **REPRESENTATIVE DUTIES:**

- Prepares and mails summons notices and forms. Processes returned summons, including data entry and preparation of excusal letter.
- Operates the court's Jury Management System (JMS) and the e-juror component of JMS and other automated systems.
- Performs quality checks on data entry and makes appropriate corrections. Maintains the interactive voice response system for summoned jurors. Maintains and updates demographic and other information on juror candidates.
- Resolve routine juror candidate requests for deferral, waiver, or special needs. Prepare "failure to appear" letters and reschedule and/or advise supervisor of non-compliant jurors.
- Checks-in jurors, enters payroll, conducts juror orientation, and assists jurors with their logistical needs. Monitors and records juror attendance and selection and prepares attendance certificates. Prepares, receives, and processes juror exit questionnaires.

- Assist with Naturalization check-in and ceremonies, name change requests, and addressing new citizen questions.
- Purchases refreshments as needed.
- Prepares documents to be given to the public.
- Assists with ADR and Pro Bono Recordkeeping.
- Routinely monitors jury & naturalization spaces and makes requests for maintenance.
- Perform other operational, administrative, or technical support duties as assigned.

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

To qualify, applicants must be a high school graduate *and* have a minimum of two (2) years of general experience and 1-2 years of in-person or telephonic customer service experience. General experience is progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position.

**Required Skills:**

- Proficiency with Windows-based applications, including database, spreadsheets, Microsoft Word and Adobe PDF files specifically as it relates to preparing basic documents, entering and checking data in computerized databases, and preparing reports.
- Ability to learn local court rules, practices, policies and procedures regarding the administration of jury panels.
- Ability to learn the terms and processes used for court calendars and dockets.
- Outstanding customer service and support skills.
- Ability to communicate effectively, both orally and in writing.
- Ability to apply a body of rules, regulations, directives or laws
- Strong attention to detail and organization skills
- Ability to maintain strict confidentiality and work under deadlines
- Ability and willingness to travel occasionally to district offices

**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](mailto:apply@ohnd.uscourts.gov). **ALL DOCUMENTS MUST BE PROVIDED TO BE CONSIDERED FOR THIS POSITION:**

- Subject of Email should read: **Vacancy 20-17.**
- 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:  
<https://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 September 1, 2020. 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.