

**Notice of Career Opportunity  
United States District Court  
Western District of Missouri**

**Position:** Operations Manager – Kansas City Division  
**Location:** Kansas City, Missouri  
**Salary Range:** CL 29 (\$65,439 - \$106,399)  
(based on experience, qualifications and/or current grade)  
**Closing Date:** February 20, 2013

The United States Court for the Western District of Missouri is seeking an Operations Manager for its Kansas City division due to a retirement. The person holding this position will maintain an office in Kansas City, Missouri with occasional travel to the courthouses in Springfield and Jefferson City as well as other locations for training and business meetings. The Western District is a fully consolidated court (District, Bankruptcy, Probation and Pretrial) comprised of three divisional offices and approximately 275 total employees. The Kansas City division currently supports nine District Judges and three Magistrate Judges. Management professionals from other Districts that are willing to relocate are welcome to apply, and all applicants should visit [www.mow.uscourts.gov](http://www.mow.uscourts.gov) for general information about the Western District (WDMO).

**Position Description**

The Operations Manager will report directly to the Chief of Operations and will also work closely with the Court Executive and the Chief Administrative Officer and as a liaison between Operations and the Judges' chambers, members of the public and members of the bar. The Operations Manager will supervise the Case Processing and Courtroom Deputy Team Leaders and will have overall responsibility for all Kansas City Operations personnel. This position has supervisory responsibility for administration of Kansas City Operations, including intake, case administration, the CM/ECF database, records management, application of local rules and the federal rules of procedure and courtroom services.

As part of the management team, the Operations Manager will work with managers in the Springfield and Jefferson City divisional offices and other colleagues to develop short and long-term goals for the court, including the development and implementation of district policies, procedures, and programs.

**Primary Duties**

Duties of the Operations Manager include but are not limited to the following:

- Oversees the selection, training, development and evaluation of employees. Plans, coordinates, prioritizes and schedules work and projects.
- Maintains open communications with the judicial officers and chambers staff.
- Directs the staff to ensure that time and performance quality schedules are met.

- Communicates the policies, procedures, and objectives of management to employees to enhance the overall productivity of the organization.
- Deals effectively, fairly and consistently with employees concerning their suggestions, complaints and other employee-related matters.
- Liaises with other court departments and with outside organizations and other federal agencies as well as the Administrative Office of the U.S. Courts.
- Assists in compliance with Federal and local rules, as well as special procedures peculiar to the court by reminding attorneys of their procedural responsibilities and resolving procedural problems.
- Assists the Chief of Operations in monitoring judicial officer caseloads and draw assignments as necessary.
- Prepares statistical reports for the Kansas City office and the District and submits data as required to the Administrative Office of the U.S. Courts.

### **Leadership Qualifications**

The Western District is looking for a strong leader dedicated to providing the highest levels of customer service to judicial officers, attorneys and litigants. The District is also searching for a candidate committed to employee development and to helping employees expand skill sets and to achieve individual and team goals. Top applicants will have experience motivating both new and tenured employees and be ready to evaluate how the department should be organized to best meet the changing needs of the court and its customers. Top applicants should also be committed to using technology to further the mission of the court and to increase efficiency during lean budget times.

### **Additional Qualifications**

- A Bachelor's degree is preferred and a Master's degree in Business, Public Administration, Political Science or Criminal Justice is highly desirable.
- Must possess at least three years of progressively responsible administrative, technical, professional, supervisory or managerial experience which provides an opportunity to acquire: (a) skill in developing the interpersonal work relationships needed to lead a team of employees, (b) the ability to exercise mature judgment, or (c) a thorough knowledge of the basic concepts, principles, policies, theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved.
- A minimum of five years of progressively responsible experience in management, operations or administration. At least three years management experience with a minimum of 5-7 direct reports.

- A performance history that demonstrates proven skills in management practices, administrative processes and court procedures with a working knowledge of legal and court terminology.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to organize and prioritize work to meet deadlines, maintain confidentiality, and interact tactfully with attorneys and individuals within the court.
- Proficiency in the use of computers and applicable software applications, particularly Microsoft Office applications (Word, PowerPoint and Excel) and CM/ECF.
- Strong organizational and leadership skills and the ability to exercise mature judgment, problem solving and conflict resolution skills.
- Ability to understand statistical data, and to perform data analysis using various evaluation methodologies and tools.
- High ethical standards and a positive work attitude.
- Ability to multi-task and to adapt and lead in a changing work environment.

Prior court experience is strongly preferred but not required.

### **Application Procedure**

Qualified applicants should submit the following:

- A cover letter;
- Your detailed resume, including functions managed and the number and composition of personnel supervised;
- Completed AO-78 Application for Judicial Branch Federal Employment (<http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>); and
- For current federal court employees, in two pages or less, describe (a) the challenges currently facing the Clerk's office overall, and the Operations team in particular, and how you plan to respond to those challenges as Operations Manager, and (b) ideas you have to improve efficiency or to explore improvements in current court operations or process.

For external candidates, in two pages or less, describe (a) how you would plan to evaluate current court operations to consider improvements while maintaining commitment and motivating your staff, and (b) challenges you have faced in the past in relation to decreasing resources or implementing change and how you responded.

**Materials should be submitted no later than 5:00pm CDT on February 20, 2013 to:**

Michele Nelson  
U.S. District Court  
Charles Evans Whittaker Courthouse  
400 East 9th Street, Room 1510  
Kansas City, MO 64106  
Email: Michele\_Nelson@mow.uscourts.gov

Only qualified applicants who submit all of the items listed above will be considered for this position. As a condition of employment, the selected candidate will be subject to an FBI background check. Employment will be considered provisional until the FBI background check is completed. The court is not authorized to reimburse expenses for relocation. Only those candidates selected for an interview will be contacted. The court reserves the right to modify the conditions of this job announcement. The Western District of Missouri is an equal opportunity employer and values diversity in the work place.