



Vacancy Announcement United States District Court Western District of Missouri

Position	Operations Generalist
Position Number	OPG-0618
Location	Springfield, Missouri
Salary	CL 24-25 (\$36,645 - \$65,799) Salary based on prior experience.
Opening Date	June 25, 2018
Closing Date	July 20, 2018

The United States District Court for the Western District of Missouri is currently accepting applications for an Operations Generalist. The incumbent of this position performs a full range of functional duties in the areas of intake, docketing, case administration, appeals, finance, records/reproduction, For-the-Record (FTR) recording software, property/procurement, library maintenance, filing, customer service, juror check-in, and NextGen Case Management/Electronic Case Filing (CM/ECF).

Operations Generalists are responsible for maintaining and processing case information and managing the progression of cases from opening to final disposition, in accordance with approved internal controls, procedures, and rules. The incumbent will serve as records and reproduction clerk and/or case initiation clerk. They receive and review incoming court documents for conformity with federal and local rules, and perform customer service and cashier duties for the purpose of providing procedural information and collecting court fees. Employees at this level may also prepare cases for closing by ensuring that all necessary orders are entered and proceedings are completed accurately.

Primary Duties

The operations generalist performs duties and carries responsibilities such as the following:

Intake: Assists customers. Receives and reviews incoming documents to determine conformity with appropriate rules, practice, and/or court requirements. Creates any documents required, Marshal's 285 forms, summonses, referral orders, transfer letters, etc. Files documents meeting requirements. Contacts parties to inform and/or resolve nonconformity issues. Collects and processes fees, and maintains incoming funds log. Answers inquiries on case status and court procedure. Closes cases upon receipt of terminating documents and prepares clerk's judgments, if necessary.

Docketing & Case Administration: Dockets orders, judgments, and other documents in NextGen CM/ECF. Opens civil and criminal cases upon receipt of initiating documents, such as complaints, removals, indictments, 2255 motions or petitions, and merges magistrate cases and prepares docking orders. Ensures random assignment of Criminal and Civil case numbers to new cases. Ensures correct assignment of mediator. Makes summary entries of all documents and proceedings on the docket ensuring that all automated entries are appropriately linked for proper case management. Handles appellate filings and transmission of documents to the Eighth Circuit Court of Appeals. Exhibits thorough working knowledge with the operation of NextGen CM/ECF events and reliefs which are necessary for proper docketing and quality control. Reviews daily Docket Activity Report. Ensures NextGen CM/ECF users and non-participating litigants receive appropriate documents and notices. Prepares correspondence regarding file inquiries, docket sheets and other information as requested. Performs record management functions.

Customer Service: Acts as a receptionist and furnishes information to a wide variety of people within and outside of the court. Assists in help desk calls and calls from attorneys with problems in NextGen CM/ECF. Provides information to the public, the bar, and chambers regarding electronic filing, clerk's office procedures and case status.

Jury Support & Community Outreach: Conducts juror orientation and checks jurors in electronically on Judiciary Management System (JMS). Prepares and sends jury panels to trial judges. Remains available to jurors during their service for resolution of problems and assistance regarding parking, lodging, refreshments, and employment attendance certificates. Monitors and records juror attendance. Ensures jury room is presentable and ready for use for jurors. Assist with coordinating special events such as Naturalization Ceremonies and educational events.

Qualifications

Applicants must demonstrate excellent oral communication skills and the ability to meet and communicate clearly with a variety of people. Must have the ability to answer procedural questions without providing legal advice. Strong organizational skills and ability to apply a body of rules, regulations or laws is required. Attention to detail will assist the applicant in duties performed at intake. Proficiency in Windows Operating Systems, all Windows Office applications and NextGen CM/ECF is preferred. The successful candidate must be a high school graduate (Associate's or Bachelor's degree preferred), have experience dealing with the public, and possess at least two years legal or related clerical experience which required the application of procedures involving the use of legal terminology, and demonstrate a broad knowledge of the purpose and content of documents, events and procedural rules. Knowledge of the Federal Rules of Civil, Criminal, and Appellate Procedure is desired.

Conditions of Employment

Applicants who are non-United States citizens must meet the judiciary requirements for federal employment. Only qualified applicants will be considered for this position. As a condition of employment, the selected candidate must undergo an FBI background investigation. Employment will be considered provisional until the FBI background check is completed. This position is subject to mandatory electronic funds transfer (direct deposit) of net pay.

Additionally, employees must adhere to all Judicial Conference regulations, must follow the policies outlined in the *Guide to Judicial Policies and Procedures*, and are bound by the ethical standards established by the judge and the Code of Conduct for Judicial Employees. Successful employment with the U.S. Courts is based on acceptable performance and is an at-will employment opportunity.

Employee Benefits

The following benefits are available for this position:

10 Paid Holidays each calendar year

Annual and Sick Leave

- 13 days of paid annual leave (for up to three years of federal service)
- 20 days of paid annual leave (from 3-14 years of federal service)
- 26 days of paid annual leave (15 or more years of federal service)
- 13 days of paid sick leave (unlimited accumulation)

Insurance plans: Health, Dental, Vision, Life, Long-Term Care, and Long-Term Disability

Flexible Spending Accounts (Health-care and Dependent-Care reimbursement accounts)

Retirement System

Thrift Savings Plan participation (with up to 5% employer matching contributions)

Application Procedure

Qualified applicants **must submit each of the following to be considered** for an interview:

- A detailed cover letter
- A detailed resume
- A completed application for Judicial Branch Federal Employment – form AO78
Link to form: <http://www.uscourts.gov/forms/AO078.pdf>
- Contact information for three **professional** references

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Charles Evans Whittaker Courthouse
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Kansas City, MO, 64106
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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.