

Vacancy Announcement United States District Court Western District of Missouri



Position	Operations Generalist
Position Number	OPG-042825
Location	Springfield, Missouri
Salary	CL 24 (\$44,259 – \$71,932) CL 25 (\$48,890 – \$79,443) Salary based on prior experience. Promotional opportunity to CL25.
Opening Date	April 28, 2025
Closing Date	Open Until Filled

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, operations of For-the-Record (FTR) recording software, property/procurement, filing, customer service, juror check-in, and 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 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 timely and accurately.

Primary Duties

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

Intake/Case Processing: Receives and reviews incoming documents to determine conformity with appropriate rules, practice, and/or court requirements. Creates or completes any documents required such as Marshal's 285 forms, summonses, referral orders, transfer letters, etc. Files documents meeting requirements. Contacts parties to inform and/or resolve nonconformity issues. Collects appropriate fees. Answers inquiries on case status and court procedure.

Docketing: Opens civil and criminal cases upon receipt of initiating documents, such as complaints, removals, indictments, and 2255. Ensures random assignment of Criminal and Civil 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. Closes cases upon receipt of terminating documents and prepares clerk's judgments, if necessary. Exhibits thorough working knowledge of CM/ECF events and reliefs which are necessary for proper docketing and quality control. Reviews daily Docket Activity Report. 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 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 processes jurors in the Judiciary Management System (JMS). Remains available to jurors during their service for resolution of problems and helps with parking, lodging, refreshments, and employment attendance certificates. Monitors and records juror attendance. Ensures jury room is presentable and ready for use for jurors. Assists with coordinating special events such as Naturalization Ceremonies and educational events.

Relief Courtroom Deputy (CRD): Assists United States District, Magistrate and Bankruptcy Judges and their assigned Courtroom Deputies. Performs a wide range of functions including electronic recording, managing the judge's caseload, attending/documenting court proceedings, and scheduling/docketing. Will require a high level of knowledge and complexity regarding court and courtroom operations. Works closely with judges and their staff.

Qualifications

Applicants must demonstrate excellent 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 with Outlook, Office 365 applications and NextGen CM/ECF is preferred. The successful candidate must be a high school graduate (associate degree or bachelor's degree preferred), have 2+ years of customer service experience 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. Regular and reliable attendance is required.

Conditions of Employment

Applicants who are non-United States citizens must meet the judiciary requirements for federal employment (Non-U.S. citizens refer to: (https://help.usajobs.gov/index.php/Employment_of_Non-citizens)).

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 Chief 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:

- 11 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 (Healthcare and Dependent-Care reimbursement accounts)
- Federal Retirement System
- Thrift Savings Plan (401k) participation (with up to 5% employer matching contributions)

Application Procedure

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

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

Please email completed application packet in **one** PDF or Word file to:
kathy_popejoy@mow.uscourts.gov

Miscellaneous Information

Only qualified applicants who submit all the required documents listed above will be considered for this position. Only those candidates selected for an interview will be contacted. If you are not notified, another applicant was selected for the position. The court is not authorized to reimburse expenses to travel for interviews or for relocation. The Western District of Missouri is an equal opportunity employer and values diversity in the workplace.

The court provides reasonable accommodations to applicants with disabilities. If you require a reasonable accommodation for any part of the application process, please notify Kathy Popejoy in the Human Resources Department. The decision on granting reasonable accommodation will be made on a case-by-case basis.

The Court reserves the right to modify the conditions of this announcement, withdraw the announcement, or fill the position at any time before the closing date, any of which may occur without prior written notice.