

**Vacancy Announcement
United States District Court
Western District of Missouri**



Position Title	Operations Generalist
Vacancy Number	OPG-033026
Location	Springfield, Missouri
Salary	CL 24 (\$44,701 – \$72,674) Salary based on prior experience and CPS Guidelines
Promotion Potential	CL 25 (\$49,361 – \$80,265) without further competition
Opening Date	March 30, 2026
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). Applicants are encouraged to visit www.mow.uscourts.gov for additional information about the court.

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 to provide procedural information and collect court fees. Employees in this role may also prepare cases for closing by ensuring that all necessary orders are entered, and proceedings are completed accurately and in a timely manner.

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, practices, and/or court requirements. Creates or completes required documents such as Marshal's 285 forms, summonses, referral orders, transfer letters, etc. Files documents meeting requirements. Contacts parties to provide information and resolve nonconformity issues. Collects appropriate fees. Answers inquiries on case status and court procedures.

Docketing: Opens civil and criminal cases upon receipt of initiating documents, such as complaints, removals, indictments, and 2255 motions. Ensures random assignment of Criminal and Civil cases. Ensures correct assignment of mediator. Makes summary entries of all documents and proceedings on the docket sheet, 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 relief options 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 provides information to a wide variety of people within and outside of the court. Assists in help desk calls from attorneys with problems in CM/ECF. Provides information to the public, to the bar, and to 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 to resolve issues and assist 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 understanding of court and courtroom operations. Works closely with judges and their staff.

Qualifications

- Must demonstrate excellent written and oral communication skills and have the ability to meet and communicate clearly with a variety of people. Applicants must have the ability to provide procedural guidance without providing legal advice.
- Strong organizational skills and the ability to apply a body of rules, regulations, and laws is required. Exceptional attention to detail is essential for this position.
- Proficiency with the Windows Operating System (Outlook and Microsoft Office 365 applications) is required. NextGen CM/ECF proficiency is preferred.
- Must be a high school graduate (an associate or bachelor's degree is preferred).
- 2+ years of customer service experience in a professional office or public facing setting, with a proven ability to maintain a professional demeanor and resolve conflicts under pressure.
- 2+ years of legal or related clerical experience requiring the application of procedures involving the use of legal terminology and demonstrating a broad knowledge of the purpose and content of legal 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.

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 pay.

Additionally, employees must adhere to all Judicial Conference regulations, must follow the policies outlined in the *Guide to Judiciary Policy*, 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 arrangement.

Employee Benefits

The following benefits are available for this position:

- 11 paid holidays each calendar year
- Annual Leave Accrual
 - 13 days of paid annual leave (for each of the first three years of federal service)
 - 20 days of paid annual leave (after three years of federal service)
 - 26 days of paid annual leave (15 or more years of federal service)
- Sick Leave Accrual
 - 13 days of paid sick leave (unlimited accumulation from year-to-year)
- Up to 12 weeks Paid Parental Leave for eligible employees
- Choice of insurance coverages: [Health](#), [Dental](#), [Vision](#), and [Life](#)
- [Flexible Spending Accounts](#) for Healthcare and Dependent-Care reimbursement
- Federal Employees' Retirement System ([FERS](#) government pension)
- [Thrift Savings Plan](#) (tax-deferred savings plan with up to 5% employer matching contributions)
- Employee Assistance Program ([EAP](#))
- Access to National Judiciary Training programs
- Student Loan Forgiveness through the Public Service Loan Forgiveness ([PLSF](#))
- Optional [Long-Term Disability](#) insurance coverage
- Free on-site parking

Application Procedure

To apply for this position, qualified applicants **must submit each of the following** to be considered for an interview:

- Detailed cover letter
- Detailed resume
- Completed [AO78 – Federal Judicial Branch Application for Employment Form](#)
- Contact information (to include an email address) for three professional references

Please email completed application packet in **one** single PDF document 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. 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.