

**UNITED STATES DISTRICT COURT
DISTRICT OF MASSACHUSETTS**

NOTICE OF VACANCY



POSITION TITLE: Operations Manager

POSITION TYPE: Full-Time Regular (FTR), Excepted Service

ANNOUNCEMENT #: #20-10

LOCATION: Boston, MA

CLASSIFICATION LEVEL: CL 29-30 (\$81,258- \$156,064)*

* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. If hired at CL-29, promotion to the higher level, budget allowing and when determined qualified, would be available without further competition.

OPENS: September 2, 2020

CLOSES: Open Until Filled
{Preference those who apply by 9/25}

The U.S. District Court Clerk's Office is accepting applications for a full-time Operations Manager. This position is an executive level position in the Boston office reporting to the Chief Deputy Clerk whose primary focus is to assist with the operational and administrative management of the Operations section of the Clerk's Office.

Representative Duties:

- Manage, develop, and mentor supervisory staff involved in court operational activities, including establishing standards, assigning, and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the operations of all sub-sections of the Operations Department, including Jury, Customer Service, Quality Assurance, Case Administration and Courtroom Deputy Support. Establish work procedures, conduct staff meetings, provide information, and delegate work fairly and consistently.
- Manage court operations through coordinating and communicating office procedures with supervisors, unit executives, judges, chambers, and Clerk's Office staff. Develop and implement operational policies and procedures which implement change management and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Ensure supervisory coverage through effective delegation of authority. Reallocate personnel and/or equipment to cover workload fluctuations. Develop short-term and long-range workforce plans.
- Work collaboratively with the management team regarding operations district-wide. Provide advice on complex matters to staff, supervisors, managers, unit executives, and judges. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training.
- Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing

processes, procedures, and documentation. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures.

- Research and analyze data, prepare comprehensive reports and presentations for a wide range of audiences including the bench, bar and public. Comply with the Guide to Judiciary Policy, the Human Resources Manual, applicable Administrative Office policies and procedures, and internal controls guidelines. Adhere to procurement procedures, policies, and practices. Use statistical reports to monitor the management of cases and take appropriate action.
- Always demonstrate sound ethics and good judgment and ensure staff maintain the high standard for professional and ethical judgement, abiding by the Code of Conduct for Judicial Employees. Display a careful and deliberate approach in handling confidential information in a variety of contexts. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality.
- Analyze, identify, and interpret critical information affecting the work of the court from disparate sources including legislation, changes in federal rules, and Administrative Office directives. Proactively manage change and adapt to probable impact on the work of the court.

MINIMUM QUALIFICATIONS & EXPERIENCE:

Mandatory Qualifications: An undergraduate degree from a college or university of recognized standing and a minimum of ten years post-graduate experience. At least three years of that experience must be in the court system, federal district court preferred, or in a legal work environment. At least three of the ten years of experience must have been in a position with substantial management and supervisory responsibility.

Overall experience should include progressively responsible work assignments in an administrative, technical, professional, supervisory and managerial capacity that provided an opportunity to gain: (1) skill in developing the interpersonal work relationships needed to lead a team of employees, (2) the ability to exercise mature judgment, and (3) thorough knowledge of the basic concepts, principles and theories of management and the ability to understand the managerial policies applicable to the office.

Proficiency in the use of automated equipment and software including word processing and spreadsheet applications, requisite court computer programs, automated case management systems, financial records management systems and related databases and applications. Ability to apply knowledge of applicable software and web-based applications and utilize them effectively to meet operational and project goals. Working knowledge of Microsoft Office and CM/ECF.

Demonstrated excellence in written and oral communications and strong interpersonal and analytical skills are essential. The successful candidate must have strong leadership qualities and initiative and be able to manage change and articulate management priorities. An ability to identify and resolve problems, to work effectively with both individuals and teams, and to interact courteously and professionally with high-level officials is also required. Person selected will be required to balance the demands of varying workload responsibilities and time sensitive deadlines.

The selected candidate should also have the following:

In-depth knowledge of federal and local rules, court policies, and procedures, and an understanding of legal terminology. Demonstrated skill in strategic planning and in developing short- and long-range operational plans which support the court unit's priorities and goals. Demonstrated proficiency in problem solving, trouble shooting, and identifying alternative solutions. Demonstrated ability to make timely and effective decisions. A clear understanding of federal court and unit operations, roles, functions, and organizational structure, culture and dynamics is essential. Demonstrated knowledge of supervisory and employee management principles, and an understanding of performance management processes and principles, as well as employee rights, protections, and avenues of appeal. Demonstrated ability to use mediation and problem-solving skills when managing conflicts in the workplace. A commitment to public service is essential.

Preferred Qualifications: A graduate degree from an accredited university in a field such as business or public administration, political science, criminal justice, law, management, or other related academic discipline.

Judiciary-Specific Qualifications: For current Judiciary employees, promotion to or placement at the CL-29 level requires at least one-year experience equivalent to work at the CL-28 level. Promotion to or placement at the CL-30 level requires at least one-year experience equivalent to work at the CL-29 level.

FBI Background Investigation

As a condition of employment, the selected candidate must successfully complete a ten-year, or five-year, background investigation with periodic updates every five years thereafter.

Benefits

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS), which includes the Thrift Savings Plan, a 401k style retirement savings program with employer matching and automatic contributions
- Health benefits under the Federal Employees Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI)
- Flexible Benefits Program with Healthcare, Dependent Care, and Commuter/Parking Reimbursement Accounts
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Long Term Care Insurance options through the Office of Personnel Management (OPM)
- Transit Subsidy Program

How To Apply:

Applicants must submit the following **as a single pdf**:

1. A cover letter of interest and narrative statement that addresses qualifications, relevant experience and management style or philosophy;
2. A current resume that includes the names and contact information for three (3) professional references and their current contact information; and,
3. A completed and signed Form AO-78, Application for Judicial Branch Federal Employment.

Application packages will not be considered complete until ALL the items listed have been received by Human Resources. Submissions should be mailed to:

United States District Court
Attn: Human Resources
Vacancy #20-10
1 Courthouse Way, Suite 2300
Boston, MA 02210

Applications also accepted by e-mail: usdcmajobs@mad.uscourts.gov

Note: If you apply by e-mail, please make certain the code **HR Mail, Vacancy #20-10, Operations Manager** appears in the subject line of your e-mail correspondence to usdcmajobs@mad.uscourts.gov.

The Application form (AO-78, version dated 02/20) is available on our website in fillable format at www.mad.uscourts.gov. **Please print or type all information.** If your application does not provide all information requested, or if your applicant packet is not complete, you may lose consideration for this position.

Selection Process

The most qualified applicants will be invited for one or more personal interviews with the court. Persons selected to interview will be required to travel to the interview location at their own expense.

Information For Applicants:

Employees of the U.S. District Court are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicants must be a United States Citizen or permanently eligible to work in the United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The U. S. District Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

Due to the expected high volume of applicants for this position, the U.S. Probation Office will only contact those qualified applicants who will be invited to interview.

NO FAXES OR EMAIL PLEASE

EQUAL OPPORTUNITY EMPLOYER