



UNITED STATES COURT OF APPEALS FOR THE ELEVENTH CIRCUIT

VACANCY ANNOUNCEMENT OPERATIONS MANAGER

ANNOUNCEMENT NUMBER: 20-1	APPOINTMENT: Permanent, Full-time
AREA OF CONSIDERATION: Open to all qualified applicants. LOCATION: Atlanta, Georgia	OPEN DATE: December 12, 2019 CLOSING DATE: The position is open until filled. Preference will be given to applicants whose applications are received by January 3, 2020
SALARY RANGE: CL 28/29: \$62,739 – \$94,059 Starting salary is dependent upon qualifications, experience, and funding.	

POSITION OVERVIEW:

The Clerk's Office is seeking an individual looking for a challenging, interesting, and rewarding career in court administration to serve as the Operations Manager in the Clerk's Office. The Operations Manager is responsible for managing the day-to-day work of the Clerk's Office case administration staff members who process appeals and original proceedings from commencement through issuance of the mandate and post-mandate filings. The Operations Manager works closely with the Clerk of Court, Chief Deputy Clerk, and other members of the leadership team in training staff and reviewing case management processes. The Operations Manager reports to the Chief Deputy Clerk.

REPRESENTATIVE DUTIES:

- Manage, develop, and mentor supervisory and other staff members involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Establish work procedures, conduct staff meetings, provide information, delegate work fairly and consistently, and reallocate staff and other resources as needed. Oversee work products and processes and provide guidance as required. Monitor and evaluate the quality of work, level of compliance, and staff activities within the Operations Division. Ensure staff members receive process and procedural systems training, including initial, updated, or remedial training.
- Initiate, develop, direct, and supervise long- and short-term projects and strategic planning management regarding the efficient functioning of the Operations Division and/or Clerk's Office and implement and monitor strategic and project plans for the accomplishment of goals. Initiate, recommend, and assist with the development of strategies, plans, actions, policies, standards, rules, and procedures related to operations. Adjust priorities and deadlines, as needed, for the completion of goals and coordinate work schedules and coverage needs within the Operations Division. Plan and implement processes and protocols to ensure business continuity of essential functions consistent with the Court's emergency planning and preparedness program. Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs.

- Communicate and respond directly to requests from judges, senior managers, and staff of the Court. Consult with and provide advice, guidance, and recommended action to judges, senior managers, and staff of the Court regarding Clerk's Office operations, strategic and project development and management, data analysis and process improvements, management of the Court's electronic case management system, case management, and compliance with procurement and payment certification regulations. Develop and facilitate presentations, including visual presentations, for judges or staff regarding special projects or topics. Serve as a liaison with information technology staff on Operations Division needs, including participating in the development, testing, implementation, and evaluation of new or enhanced IT and case management systems. Coordinate and facilitate office-wide and division-specific advisory groups, working teams, project teams or meetings of similar groups impacting Clerk's Office operations. Represent the Court and/or Clerk's Office in judiciary-wide initiatives, meetings, and conferences, which may require travel.
- Communicate and respond to judges, chambers staff, and management requests regarding court operations. Answer procedural questions for judges, staff, and the public. 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. Interact effectively with the public and staff, providing excellent customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate resolution of complex and sensitive matters with judges, managers, unit executives, supervisors, and Court staff, while maintaining confidentiality.
- Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and Court confidentiality requirements. Always demonstrate sound ethics and good judgment. Display a careful and deliberate approach in handling confidential information in a variety of contexts.
- May serve as certifying officer for financial payments in the absence of the Clerk of Court or Chief Deputy Clerk.
- Provide after-hours and emergency coverage as well as continuity of operations support as needed.
- Other duties and responsibilities as assigned.

QUALIFICATIONS: Applicants must possess a bachelor's or advanced degree from an accredited college or university.

CL 28: Candidates must have a minimum of one year specialized experience equivalent to work at the CL 27 level. For placement at salary levels above minimum up to and including step 25, more than one year of specialized experience equivalent to work at CL 27.

SPECIALIZED EXPERIENCE:

At least three years of progressively responsible administrative, technical, professional, supervisory, or managerial experience that provided an opportunity to gain (a) skill in developing the interpersonal work relationships needed to lead a team of employees, (b) the ability to exercise mature judgment, and (c) the knowledge of the basic concepts, principles, and theories of management and the ability to understand managerial policies.

PREFERRED QUALIFICATIONS:

A masters or law degree from an accredited college or university.

BACKGROUND CHECK:

The position of Operations Manager is a high-sensitive position. As a condition of employment, the selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter. Employment will be considered provisional pending the successful completion of the

background investigation and a favorable suitability determination. The selected candidate may also be required to obtain and maintain a Top Secret/SCI security clearance.

ADDITIONAL INFORMATION:

Applicants must be United States citizens. The position is subject to mandatory Electronic Funds Transfer (direct deposit) for salary payment.

Judicial Branch employees are “at will” employees and, as such, may be terminated with or without cause. It is the policy of the Court that all new personnel are hired for a twelve-month initial probationary period, at the end of which time their work and progress will be evaluated. All employees are required to adhere to the *Code of Conduct for Judicial Employees*, which is available for review upon request.

Judiciary employees are entitled to benefits similar to those of other government employees including: paid annual and sick leave, paid holidays, health and life insurance, a flexible benefits program, a portable retirement plan with matching contributions, flexible work schedule, and a professional environment. (See employee benefit summary)

HOW TO APPLY:

Qualified applicants interested in this position must submit a **single** PDF containing all of the following:

- cover letter addressed to Cheryl Vessels, Assistant Circuit Executive for Human Resources;
- resume and Federal Judicial Branch Application for Employment (AO78)
(Application form is available on <http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>);
- copies of last two performance evaluations; and
- names and contact information for three professional references (please note that by submitting the references, the applicant consents to those references being contacted).

Application packages must be emailed to CO_apply@ca11.uscourts.gov (please reference “Operations Manager 20-1” in the subject line). **Please note applications that are not submitted as a single PDF or are incomplete may not receive further consideration.**

Applicants selected for interviews must travel at their own expense. Applicants will not be reimbursed for travel and relocation expenses. The Court provides reasonable accommodations to applicants with disabilities. The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position at any time, any of which actions may occur without any prior written or other notice. Please be aware that due to the volume of applications received, only candidates selected to interview will be contacted.

THE UNITED STATES COURTS ARE EQUAL OPPORTUNITY EMPLOYERS

EMPLOYEE BENEFITS

Employees of the United States Courts are entitled to the same benefits as other federal government employees. They are not part of the Civil Service system, however. Some of the benefits of federal service are:

PAID VACATIONS	From 13 to 26 days per year depending on length of federal service.
PAID HOLIDAYS	10 days per year.
SICK LEAVE	13 days per year.
HEALTH INSURANCE	Employees may participate in the Federal Employees Health Benefits Program (FEHBP), and may choose from plans provided by several insurers. The government contributes up to 75% of the premium, depending on the plan selected.
DENTAL/VISION INSURANCE	Employees may participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP), which is a supplemental insurance program. Premiums are paid in full by the employee, however, the premium is deducted on a pre-tax basis.
LIFE INSURANCE	Employees may participate in the Federal Employees Group Life Insurance Program (FEGLI).
FLEXIBLE BENEFITS	Employees may participate in the Federal Judiciary Flexible Benefits Program which includes (1) a Premium Payment Plan which offers employees the choice of having health insurance premiums deducted from their pay either pre-taxes or after-taxes, and (2) a Flexible Spending Account which allows employees to set aside pre-tax money to cover certain health care and dependent care expenses.
LONG-TERM CARE INSURANCE	Employees may participate in the Federal Judiciary Group Long-Term Care Program which covers such benefits as community based care, nursing home care, hospice care and caregiver benefit. Spouses, parents, parents-in-law, grandparents, and grandparents-in-law are also eligible.
WITHIN-LEVEL SALARY INCREASES	Within each salary classification level there are 61 “steps.” Based upon performance, employees within the Developmental Range (steps 1-24) are eligible for step increases every 13 pay periods and employees within the Full Performance Range (steps 25-61) are eligible for step increases annually.
TIME IN SERVICE	Time in service with other federal agencies and prior military service is credited for the purpose of computing employee leave and retirement benefits.
RETIREMENT	Newly-hired employees contribute 12.05% of their salary toward a retirement plan under the Federal Employees Retirement System, to which the government also contributes. Of that 12.05%, 6.2% goes to social security, 1.45% goes to Medicare, and 4.4% goes to the FERS Basic Benefit Plan. Employees may also participate in a voluntary tax-deferred Thrift Savings Plan [similar to “401(k)” plans]. Benefits are generally available upon retirement at age 60 with 20 years of service or at an earlier age with 30 years of service. Reduced benefits may be available with fewer years of service. Specific details are available upon request.

(revised 8/2016)