



United States Court of Appeals for the Eleventh Circuit

DIRECTOR OF OPERATIONS

VACANCY ANNOUNCEMENT #: 23-11

LOCATION: Atlanta, Georgia

APPOINTMENT: Permanent/Full-Time

OPEN/CLOSING DATE: August 24, 2023 – Open Until Filled
Preference given to applications received by **September 14, 2023**.

SALARY RANGE: CL 29: \$83,194 – \$135,231

Starting salary is dependent upon qualifications, experience,
and court funds.

The individual selected for the position will be eligible for promotion to the CL 30 grade
without further competition.

ABOUT THE COURT

The United States Court of Appeals for the Eleventh Circuit was established by Congress in 1981. The circuit has jurisdiction over federal cases originating in the states of Alabama, Florida, and Georgia. The circuit includes nine district courts with each state divided into Northern, Middle, and Southern Districts.

BACKGROUND CHECK

This position is a high-sensitive position. As a condition of employment, the selected candidate must successfully complete a background investigation. Employment will be considered provisional pending the successful completion of the background check and a favorable suitability determination. The selected candidate also may be required to obtain and maintain a Top Secret/SCI security clearance.

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 Director of Operations in the Clerk's Office. The Director of Operations is responsible for managing the day-to-day work of the Clerk's Office Operations Division which includes case administration, court services, and mail and records. The Director of Operations works closely with the Clerk of Court, Chief Deputy Clerk, and other members of the leadership team in managing case administration processes and procedures as well as training, developing, and evaluating staff. The Director of Operations reports to the Chief Deputy Clerk.

REPRESENTATIVE DUTIES

- Manage, develop, and mentor supervisory and other staff members, 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. 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 on occasion.
- 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.

EXPERIENCE AND QUALIFICATIONS

The position requires a minimum of three years of progressively responsible administrative, professional, technical, supervisory, or managerial experience that provided an opportunity to gain: skill in developing the interpersonal work relationships needed to lead a team of employees, the ability to exercise mature judgment, and thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the Clerk's Office.

MINIMUM QUALIFICATIONS:

- Completion of a bachelor's degree from an accredited college or university.
- Demonstrated interpersonal and leadership skills.
- Demonstrated ability to assume and delegate responsibility.
- Demonstrated communication (oral and written) skills.

PREFERRED QUALIFICATIONS:

- Juris doctor degree from an ABA-approved law school or a graduate degree in public administration, business administration, management, or a related field.
- Complex case management experience and/or management experience in a federal court.
- Significant knowledge of office automation and electronic case management filing systems.

WORK SCHEDULE

The selected candidate will generally work from 8:30 AM to 5:00 PM but must be available to work during non-business hours, including weekends and holidays, as needed for emergency and other matters.

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 or a statement that performance evaluations are unavailable; 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 "Director of Operations 23-11" 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.

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," [Click here](#) to view.

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. (Please see attached employee benefit summary).

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	11 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 Flexible Spending Account which allows employees to set aside pre-tax money to cover certain health care and dependent care expenses, and (2) a Premium Payment Plan which offers employees the choice of having health insurance premiums deducted from their pay either pre-taxes or after-taxes.
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.
PUBLIC SERVICE LOAN FORGIVENESS EMPLOYEES	Available for those that qualify for forgiveness of the remaining balance due on their eligible federal student loans while employed full time.
EMPLOYEE ASSISTANCE PROGRAM (EAP) AND WORK/LIFE SERVICES PROGRAM	EAP offers Judiciary employees, and their family members free counseling services, financial assistance, and basic legal services. These services are confidential and are provided by licensed professionals. The Work/Life Services Program (WorkLife4You) offers Judiciary employees, and their family members expert guidance, educational information, personalized referrals, and access to a vast array of interactive tools to assist with managing daily responsibilities and life events.