

# UNITED STATES DISTRICT COURT WESTERN DISTRICT OF LOUISIANA



## CAREER OPPORTUNITY

*The United States District Court for the Western District of Louisiana is accepting applications for the position of Assistant Operations Manager*

**Position Title:**

**Assistant Operations Manager**

**Location of Position:**

**To Be Determined**

**Announcement Number:**

**16-WDLA-5**

**Closing Date:**

**June 24, 2016 (close of business)**

**Salary Range:**

**\$56,797 - \$92,336 annually (CL 28)**

*Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience. If hired at CL 28, promotion to the higher level, budget allowing and when determined qualified, would be available without further competition*

### POSITION OVERVIEW

The U.S. District Court for the Western District of Louisiana is currently accepting applications for the position of Assistant Operations Manager. This position will be located in one of the five divisional offices in the Western District of Louisiana. The Assistant Operations Manager reports to and supports the Operations Manager with the supervision, coordination, training, and coaching of operations staff.

### REPRESENTATIVE DUTIES

- Coordinates coverage for quality control staff and monitors folders and reports for currency and assistance. Identify, monitor, and resolve cases for procedural follow-up, providing consistent feedback to staff, direct supervisors, and Operations Manager.
- Provides information and guidance on procedures, rules, and compliance requirements.
- Creates and updates procedural and training documentation/manuals and job aids posted to intranet.
- In coordination with the Operations Manager and other supervisors, proposes topics for meetings, agendas, assists in preparing and conducting meetings, and prepares and distributes minutes from those meetings.
- Researches and analyzes data and trends, prepares comprehensive reports and presentations, and develops and recommends actions to improve the efficiency of court operations. Collaborates with management team to recommend continuous operational improvement or to address issues. Analyzes and evaluates work flow and the procedures and tools (systems, forms, local rules, and procedures) that are used by staff.
- Complies with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, and internal controls.
- Abides by the *Code of Conduct for Judicial Employees*.
- Demonstrates sound ethics and good judgment at all times. Displays a careful and deliberate approach in handling confidential information in a variety of contexts.

- Communicates clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interacts effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures.
- Assists and cross-trains with staff involved in dictionary maintenance and statistics for automated case management systems and troubleshoots problems with these systems. Assists with testing and evaluation of system upgrades.
- Backs up Data Quality Analyst I and II positions and all other quality control staff when needed.
- Adapts to changing requirements and situations and restructures tasks, priorities, and roles in response to changing needs.
- Assists in other areas of operations when necessary and provides leadership in the absence of the Operations Manager.
- Performs other duties as required or assigned by the Clerk, Chief Deputy, and/or Operations Manager.
- Ad-hoc teleworking for specific projects may be allowed with supervisory approval and may be periodically required for emergency preparedness purposes.
- Some travel is required.

### QUALIFICATIONS

To qualify for a supervisory position, an individual must meet the qualification standards applicable to positions for the highest level of work effectively supervised; have specialized experience that includes progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain skill in developing interpersonal work relationships needed to lead a team of employees; and the ability to exercise mature judgment, and knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved.

### REQUIRED KNOWLEDGE/SKILLS

- Knowledge and understanding of the policies, procedures, and operational functions of the court.
- Knowledge of CM/ECF, report and development and design, and data quality principles/practices.
- Knowledge with Windows-based applications, including database, spreadsheets, WordPerfect, Word and Adobe PDF files.
- Knowledge of project management and principles and proficient in project management, process improvement, problem solving, troubleshooting, and creative solution development.
- Ability to communicate effectively, both orally and in writing, in a professional manner; ability to lead meetings and communicate effectively one-on-one, in small groups, and in large groups.
- Ability to apply a body of rules, regulations, directives, or laws.
- Strong attention to detail and organizational skills; ability to multi-task and successfully manage multiple priorities to completion.
- Ability to maintain strict confidentiality and work under deadlines.

### PREFERRED QUALIFICATIONS

- A bachelor's degree in Public, Court, or Business Administration.
- Current or prior federal court experience.

### REQUIRED CLEARANCES

This position is classified as a sensitive position, therefore, the successful applicant will be required to submit to a background clearance, which will include a criminal history and fingerprint check. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention will depend upon a favorable suitability determination of the investigation.

### HOW TO APPLY

Qualified applicants should submit a **complete** applicant's packet which includes a letter of interest; detailed resume including three professional references, and a completed Application for Judicial Employment, Form AO-78 available at <http://www.uscourts.gov/forms/AO078.pdf>

Applicant's packets must be **received** by the closing date to be considered.

Please mail an original **and four copies** to U.S. District Court, Attention: Human Resources, 800 Lafayette St., Suite 2100, Lafayette, La 70501.

## **BENEFITS**

Paid annual and sick leave, Retirement benefits under the Federal Employees Retirement System (FERS), Thrift Savings Plan (401k styled) with employer matching contributions, Health benefits under the Federal Employees Health Benefits Program (FEHB), Supplemental Dental and Vision Benefits under the Federal Employees Vision and Dental Plan (FEDVIP), Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI), Flexible Benefits Program for Health Care Reimbursement and Child Care Reimbursement

## **ADDITIONAL INFORMATION/CONDITIONS OF EMPLOYMENT**

Applicants must be U.S. citizens or eligible to work in the United States.

Due to the volume of applications received, only applicants selected for an interview will be notified.

Applicants selected for interviews will be required to travel to the designated location at their own expense. The court is not authorized to reimburse applicants for travel and/or relocation expenses.

The court requires employees to adhere to a Code of Conduct which is available to applicants for review upon request.

The incumbent will be subject to a six month probationary period.

All employees of the court are "at will" and serve at the pleasure of the court.

This position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees.

The court has a 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.

The U.S. District Court for the Western District of Louisiana is an Equal Opportunity Employer and values diversity in the workplace.