

**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TEXAS**

Position: Operations Manager

Announcement Number: 2021-18

Location: Tyler, Texas

Salary Range:

CL 29 (\$73,693 - \$119,818)

CL 30 (\$87,096 - \$141,569)

Depending on qualifications



U.S. District Court, TXED

Human Resources

211 W. Ferguson Street

Tyler, Texas 75702

Opening Date: October 18, 2021

Closing Date: Open until filled

NOTICE OF VACANCY

The United States District Court for the Eastern District of Texas is a public service-oriented organization focused on providing exceptional customer service to the court, members of the legal community and the general public. Currently, we are seeking a motivated and experienced individual to serve as an **Operations Manager**. There are seven offices within the Eastern District of Texas: Beaumont, Lufkin, Marshall, Plano, Sherman, Texarkana, and Tyler.

POSITION OVERVIEW:

The Operations Manager reports directly to the Clerk of Court and oversees court operations functions provided by the Clerk's Office. The Operations Manager is a working manager capable of advising, directing, and performing Clerk's Office functions relating to court operations, including case management, courtroom support, jury services, quality assurance, CM/ECF support, and statistical reporting and analysis. Additionally, the incumbent will supervise Operations Department staff, who provide program support for court operations across the district.

PRIMARY DUTIES:

- Supervise Operations Department staff, including establishing standards, assigning and reviewing work, and managing performance. Oversee and actively participate in daily functions of the department. Establish work procedures, conduct staff meetings, provide information, and delegate work fairly and consistently. Oversee work products and processes, providing guidance as needed.
- Further strategic organizational objectives, one being the mission of the Operations Team, which is to assist with training, developing, and supporting all divisional Clerk's Office staff.
- Provide direct assistance and support to Clerk of Court on all court operations-related issues.
- Coordinate and communicate national policies and procedures with court personnel.
- Research and analyze data, prepare comprehensive reports and presentations, develop and document programs and initiatives. Use statistical reports to monitor operations activities and take appropriate action.

- Identify Clerk's Office functions requiring improvement, determine solutions options, and recommend adoption of best practices.
- Assist with CM/ECF administration, including evaluation and testing of new system versions and dictionary maintenance.
- Oversee all aspects of district wide jury administration, including the jury wheel and jury plan.
- Develop short- and long-range plans which support the court's priorities and strategic goals.
- Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies, procedures, guidance, and reporting requirements, and internal controls.
- Abide by the *Code of Conduct for Judicial Employees*. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.
- Establish and monitor programs which implement effective quality control techniques. Organize work processes to optimize the use of court resources.
- Communicate clearly and effectively, both orally and in writing, to explain complex and sensitive operational concerns to individuals and groups with varying experience and backgrounds.
- Work collaboratively with department managers and deputies in charge to advance organizational goals and objectives.

QUALIFICATIONS:

- A bachelor's degree is required.
- The ideal candidate will have five or more years' management experience in the federal judiciary successfully managing a department, divisional office, or functional team.
- Experience as a courtroom deputy, case administrator, or judicial assistant is strongly preferred.
- Thorough knowledge of local and federal rules, court policies and procedures. Understanding of legal terminology.
- Skilled in documenting processes and procedures.
- Proficient in problem solving, trouble shooting, and identifying alternative solutions.
- Must be customer service-oriented, self-motivated, professional, and demonstrate excellent communication and interpersonal skills.
- Exercise sound ethics and mature judgment. Interact professionally and tactfully with a wide variety of persons. Ability to maintain confidentiality, protect sensitive information, and exercise discretion.
- Highly organized individual. Ability to be flexible and adapt to unanticipated needs and challenges and to manage multiple tasks, projects, and priorities, often with deadlines.
- Demonstrated ability to exhibit the quality of judgment and temperament required of an officer of the judiciary, as indicated by integrity, trustworthiness, and character.
- Excellent analytical, problem solving, critical thinking, and research skills. Accuracy and attention to detail is essential.
- Occasional district wide travel as needed.
- Proficient in use of technology, including various software programs and applications. Must be experienced with Adobe Acrobat and Microsoft Office including Word and Excel.

BENEFITS AND HIRING POLICIES:

The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve

under “Excepted Appointment” and are considered “at-will” employees. As such, employment may be terminated by either the employer or the employee with or without cause. Federal Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other federal employees. These benefits include participation in the Federal Employees’ Retirement System which contributes to the Social Security Retirement Program, the Federal Employees’ Health Benefits Program, Federal Employees’ Group Life Insurance Program, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of [Federal Judiciary benefits](#).

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. Court employees are required to adhere to the *Code of Conduct for Federal Judicial Employees*. This position is subject to mandatory electronic funds transfer for payroll direct deposit.

HOW TO APPLY:

Qualified applicants should send a cover letter (including a narrative statement of your background), a Judicial Branch Federal Employment (AO 78) application and a resume. The cover letter should be addressed to:

Jeanette Knight, Human Resources Manager
William M. Steger Federal Building and United States Courthouse
211 West Ferguson Street, Room 106
Tyler, Texas 75702

An application form can be obtained on our web page at: <http://www.txed.uscourts.gov/>. All documents should be submitted as a **single pdf** with the reference number (2021-18 Operations Manager) in the subject line via e-mail to: hr@txed.uscourts.gov.

Incomplete applications will not be considered. Applications will be screened for qualifications and only the most qualified applicants will be contacted and selected for a personal interview. Skill and knowledge testing may be administered to candidates who progress beyond the initial interview process. Expenses associated with interviews or relocation will not be reimbursed.

The United States District Court Is an Equal Opportunity Employer.