

**UNITED STATES DISTRICT COURT  
DISTRICT OF MASSACHUSETTS**

**NOTICE OF VACANCY**



**POSITION TITLE:** Operations Manager

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

**ANNOUNCEMENT #:** #18-02

**LOCATION:** Boston, Massachusetts

**CLASSIFICATION LEVEL:** CL 29-30 (Salary \$77,105 - \$148,119 per year)\*

\* 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:** January 29, 2018

**CLOSES:** Open Until Filled

---

The U.S. District Court Clerk's Office is currently 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, and chambers staff. Reallocate personnel and/or equipment to cover workload fluctuations. Develop short-term and long-range workforce plans. Solve work related problems using information and data. Comply with reporting requirements of the Administrative Office.

- Establish and monitor programs which implement change management and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports to monitor the management of cases and take appropriate action. Develop and implement operational policies and procedures.
- Communicate and respond to requests from upper management with regard to divisional operations, keeping them well-informed. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training. Ensure supervisory coverage through effective delegation of authority.
- Address operational or systems problems and ensure solutions are determined and implemented. Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation. Provide advice on complex matters to staff, supervisors, managers, unit executives, and judges.
- Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs. 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. 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. 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 good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality.
- Analyze and interpret legislation, changes in federal rules, and Administrative Office directives and identify critical information affecting the work of the court. Keep abreast of continuing changes. Answer questions concerning probable impact on the work of the court.

**Minimum Qualifications/Requirements:**

**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. At least three of the ten years 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. Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

**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)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Flexible Benefits Program
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI)
- Federal Employees' Group Long Term Disability Program (FEG LTD)
- 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: Susan Mohr, HR Director  
Vacancy #18-02  
1 Courthouse Way, Suite 2300  
Boston, MA 02210**

**Applications also accepted by e-mail: [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov)**

Note: If you apply by e-mail, please make certain the code **HR Mail, Vacancy #18-2, Operations Manager** appears in the subject line of your e-mail correspondence to [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov).

The Application form (AO-78, version dated 10/09) is available on our website in fillable format at [www.mad.uscourts.gov](http://www.mad.uscourts.gov). **Please print or type all information.**

**Information For Applicants:**

Employees of the United States 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. An applicant must be a United States Citizen or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental 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.

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

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

**NO FAXES PLEASE**

**EQUAL OPPORTUNITY EMPLOYER**