



**United States District Court
Southern District of Ohio
<http://www.ohsd.uscourts.gov/>**

VACANCY ANNOUNCEMENT

July 23, 2021

Vacancy Announcement Number – 21-12

Court Services Manager

Duty Station – Columbus Courthouse – 85 Marconi Blvd. – one vacancy

Salary: CL 29-30 (\$76,280-\$146,538)

Promotion potential without further advertisement for CL 30

**Open until filled with first preference given to complete applicant packets received by:
Monday, August 16, 2021 at 11:59 p.m.**

Qualified applicants must submit an applicant packet which includes: a letter of interest, a current/detailed resume, and an Application for Judicial Branch Federal Employment - [Form AO 78 \(2/20\)](#), available on the court website.

The Court Services Manager performs professional and managerial work related to supervision and oversight, operations management, case management, operations support and court reporters. The incumbent primarily directs supervisors and ensures compliance with the appropriate guidelines, policies, and approved internal controls. This position supervises the Case Management Supervisors in Cincinnati, Columbus, and Dayton and the Data Quality Supervisor. The position may also supervise the Court Reporters and Jury Department based on future Court operational needs. The incumbent reports to the Chief Deputy Clerk.

ABOUT THE SOUTHERN DISTRICT OF OHIO:

The Southern District of Ohio covers a broad geographic area encompassing forty-eight urban and rural counties from an imaginary line just north of Columbus south to the Ohio River. The District is comprised of over 260 individuals including twenty-four Judicial Officers, Chambers Staff, the Clerk's Office staff, the U.S. Probation Office's staff and U.S. Pretrial Services Office's staff; located in the Cincinnati, Columbus, and Dayton Courthouses.

DUTIES AND RESPONSIBILITIES:

- 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 the department(s). Establish work procedures, conduct staff meetings, provide information and delegate projects and work fairly and consistently. Oversee work products and processes and provide guidance as required.
- 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. Establish employee performance standards that support the mission of the court. Solve work related problems using information and data. Comply with reporting requirements of the Administrative Office.
- Understand the Strategic Plan for the Judiciary and its applicability to Operations functions.
- Collaborate with other Courts, the Administrative Office and other agencies.
- Develop and implement operational policies and procedures 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.

- 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.
- Provide oversight and guidance to staff involved in general operations, case management data-entry, case opening and closing, quality control, and CM/ECF dictionary maintenance. 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. Participate in the development and implementation of the court's emergency planning and preparedness program, including testing and understanding disaster planning protocols.
- Develop, manage, and arrange training in court programs such as attorney admissions, naturalization, alternative dispute resolution, etc. 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. Consistently demonstrates sound ethics and good judgment and ensure staff maintain the high standard for professional and ethical judgment, abiding by the *Code of Conduct for Judicial Employees*. 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.
- Demonstrate an in-depth knowledge of federal and local rules, court policies, and procedures. Display and apply knowledge and understanding of judiciary audit standards and stewardship principles and ensure operational compliance. Exhibit an understanding of legal terminology, both orally and in writing. Demonstrate a clear understanding of Judiciary and local budget processes. Demonstrate skill in strategic planning and in developing short and long range operational plans which support the court unit's priorities and goals. Apply skill in documenting processes and procedures for others to carry out. Exhibit the ability to effectively represent the operations department among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions.
- Demonstrate knowledge of and compliance with court security requirements, the Judiciary's *Continuity of Operations Plan* (COOP), and the court's local plan. Display a clear understanding of federal court and unit operations, roles, functions, and organizational structure, culture and dynamics.
- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem solving skills when managing conflicts in the workplace. Display skill in leading supervisors in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.
- Demonstrate an understanding and proficiency in the use of automated equipment including word processing, spreadsheet, and database applications; as well as applicable automated systems, websites, and other computer-based systems used by the court unit to research and process a variety of information and transactions. Apply knowledge of applicable software and web-based applications and utilize them effectively to meet operational and project goals.
- Respond to requests and answer procedural questions from judges, management, and staff. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Handle confidential and sensitive information appropriately.

REQUIRED QUALIFICATIONS:

- An undergraduate degree from a college or university of recognized standing and a minimum of ten years of post-graduate experience. At least three years of that experience must be in a court system, federal district court preferred, or in a legal work environment. At least three of the ten years of experience must have been in a position with substantial management and supervisory responsibility.
- Candidates must possess a minimum of six years of previous work experience including professional, administrative, technical, supervisory, or management experience that provided an opportunity to gain skill in developing interpersonal work relationships required to lead employees, the ability to exercise mature judgement, and knowledge of concepts of management, and the ability to understand the managerial policies applicable to the United States District Court. Must possess outstanding leadership, organizational, project management, and human relations skills, as well as excellent written and oral communication skills.
- 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.
- 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 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.

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.
- A bachelor's degree from an accredited four-year college or university, preferably in business, political science, or related field.
- Working knowledge of CM/ECF.

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.

Benefits:

Please review the extensive federal benefits on the United States Courts website:

<https://www.uscourts.gov/careers/benefits>

Conditions of Employment:

A commitment to public service is essential. Visit the U.S. Courts website for citizenship requirements www.uscourts.gov.

Positions with the United States Courts are considered “at will” and are not subject to the employment regulations of competitive service. Positions in the Federal Judiciary are excepted service appointments, are considered “at will” and can be terminated with or without cause.

The applicant selected will be subject to an FBI background check and continued employment contingent upon favorable suitability determination. A negative finding from the background check may result in termination of employment. Employees are subject to the [Judicial Code of Conduct for Judicial Employees](#).

All information provided by applicants is subject to verification. Applicants are advised that false statements or omission(s) of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

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

How to apply:

Qualified applicants should upload their documents using our HR Employment Application System located at:

[HR Employment Application System](#)

Note: This system will not let you continue without uploading all documents.

If you fail to provide these documents, your application package will be considered incomplete and will not be considered any further.

Travel and relocation expenses will not be reimbursed.

The U.S. District Court reserves the right to amend or withdraw any job announcement without written notice to applicants. The District reserves the right to conduct interviews at any time prior to or after the closing date for receipt of applications. Only applicants selected to receive an interview will be notified by phone or e-mail.

The U.S. District Court for the Southern District of Ohio is an Equal Opportunity Employer and Values Diversity in the workplace.