

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC 24-11
<u>Posting Dates:</u>	Open Until Filled
<u>Position Title:</u>	Case Manager
<u>Grade/Salary:</u>	CL 23 – 25 (\$44,730 – \$88,938) Salary determined by qualifications and experience as outlined below under “Required Qualifications.” Promotion up to the CL 26 may occur without further posting or competition.
<u>Position Location:</u>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place, NW, Washington, DC 20439
<u>Note:</u>	More than one position may be filled from this vacancy announcement.

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please [click here](#).

Position Overview

The Clerk's Office of the U.S. Court of Appeals for the Federal Circuit is seeking candidates for a full-time Case Manager. Through innovative and results-oriented practices, the Clerk's Office delivers quality service to the court, judges, and our public stakeholders in its dual mission to facilitate the progression of cases before the court and to maintain the court's records. The Clerk's Office team seeks candidates who value open communication, team accountability and transparency, public stewardship and service, and commitment to quality and to excellence in the administration of justice. The Clerk's Office has been recognized nationally for the quality and innovation of its operations and is currently validated at the ASQ/ANSI G1:2021 Silver Level.

Case managers perform operational and program support work within the Clerk's Office with primary responsibility for maintaining and processing case information, performing quality and compliance review of case filings, supporting public stakeholder engagement, and managing the progression of cases pending before the court in accordance with court policies, procedures, and processing standards. Case managers ensure the integrity and quality of case-related databases and provide case-related assistance to chambers staff, court staff, counsel, litigants, and the public. Responsibilities of the Case Manager include, but are not limited to:

- **Case Management:** Initiate, process, and manage case filings in the court's electronic case management system (CM/ECF). Facilitate the timely progression of cases according to court policies and processing standards. Ensure and maintain the accuracy and accessibility of all case records and related information, including appropriate handling of sensitive and confidential case materials and information. Prepare and issue accurate and timely court orders, case documents, and case correspondence.
- **Quality Control:** Review case filings for compliance with applicable laws and court rules, including issuing compliance and quality control notices as appropriate in cases. Refer matters for legal or judicial review and screen cases for calendaring according to court policies and processing standards. Monitor and update reports and use other quality management tools to ensure the accurate and timely progression of cases pending before the court.
- **Public Stakeholder Support:** Communicate and maintain a positive, professional, and solution-oriented approach to public stakeholder requests while providing timely and accurate responses and support consistent with court policies and standards. Assist and respond to public inquiries from litigants, counsel, and the general public, through various channels. Provide information about case filing requirements, filing procedures, and general information about the court. Facilitate the resolution of public stakeholder issues and concerns.
- **Court Hearing Support:** Attend court sessions and perform courtroom deputy functions, including setting up the courtroom, communicating and coordinating with arguing counsel before the start of the hearing, operating courtroom equipment, creating electronic recordings of hearings, and assisting with the orderly flow of proceedings. Provide support to the judges scheduled for the hearing, as needed, before and after the court session, including coordinating with chambers staff, ensuring judges have necessary court documents, and distributing hearing materials.
- **General Deputy Clerk Responsibilities:** 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 good customer and quality service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Develop, implement, and maintain written procedures for assigned functions. Support office financial processes and court sessions, as needed. 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. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

- **CL 23 (\$44,730 – \$72,715):** Completion of a bachelor's degree from an accredited university with superior academic achievement*.
- **CL 24 (\$49,523 – \$80,546):** Possession of an undergraduate degree and one year of specialized experience** equivalent to the CL 23 -OR- possession of a high school diploma (or equivalency) and three years of specialized experience** equivalent to the CL 23.

- **CL 25 (\$54,717 – \$88,938):** Possession of an undergraduate degree and two years of specialized experience**, **which must have been gained in a position within the federal judiciary.** At least one of the two years must have been equivalent to the CL 24.

-OR-

Possession of a high school diploma (or equivalency) and four years of specialized experience** as defined above, **which must have been gained in a position within the federal judiciary.** At least one of the four years must have been equivalent to the CL 24.

**Superior academic achievement* is defined as:

- An overall “B” grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- “3.5” average or better in a legal studies, paralegal studies, or similar major field of study that would prepare a candidate well to perform in this position; or
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.

**Specialized experience is defined as progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation.

Note: Pay setting above the step 25 may only be considered for individuals with prior federal experience using the highest previous rate (HPR) policy.

Preferred Skills and Experience

- Prior work or intern experience in a court, legal, or government work environment.
- Prior work or intern experience involving the federal judiciary’s CM/ECF system.
- Prior work experience (including internships or volunteer work) in a public customer service-related role (e.g., public reception, public interaction, telephone answering, client interaction).
- Prior work or academic experience using the Microsoft 365 Office Suite, including Word, Excel, PowerPoint, SharePoint, and Teams.

Application Process and Information

To be considered, application packages must include:

1. Cover letter of no more than two pages describing the required knowledge, skills, abilities, and or experience (described above) that would make the applicant well qualified to fill this position.
2. Résumé outlining educational background, employment history, and other relevant information.
3. A copy of academic transcripts (unofficial or official).
4. Completion of online AO-78, Federal Judicial Branch Application for Employment.
5. Completion of the online aptitude and personality tests.

Once you have the cover letter and résumé files (items 1 and 2 above) readily accessible in PDF format, follow the below link to submit your files and complete the online AO-78 and online tests (items 3 and 4 above): <https://www.ondemandassessment.com/link/index/JB-WZYUZUWCY?u=1142493>.

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov. Applications submitted to this email address will not be reviewed.

Benefits Information

The candidate selected for this position will be eligible for a generous federal employee benefits package which includes:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP)
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions)
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program

Additional Information

Only those applicants selected for an interview will be contacted and must travel at their own expense. Reimbursement for relocation is not available. The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

Employees of the United States Court of Appeals for the Federal Circuit are excepted service appointments. Federal government civil service classifications or regulations do not apply. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Must be a U.S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). Under 8 U.S.C. § 1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.