

# UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



## POSITION VACANCY ANNOUNCEMENT

<b><u>Vacancy #:</u></b>	CAFC 24-18
<b><u>Posting Dates:</u></b>	Open Until Filled.
<b><u>Position Title:</u></b>	Operations Manager
<b><u>Grade/Salary:</u></b>	CL 30 (\$111,507 - \$181,228) CL 31 (\$131,150 - \$191,900) Salary determined by qualifications and experience as outlined below.
<b><u>Position Location:</u></b>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place NW, Washington, DC 20439

### 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 [visit our public website](#).

### Position Overview

The Clerk's Office of the U.S. Court of Appeals for the Federal Circuit is seeking candidates for a full-time Operations 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 and demonstrate commitment to quality, fairness, and 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.

The Operations Manager performs professional and managerial work related to supervision and oversight, strategic planning and development, and operations management and support of the Clerk's Office. The Operations Manager directs staff within the following functional areas of responsibility and ensures compliance with the appropriate guidelines, policies, procedures, processes, and internal controls intake, case processing and management, courtroom management and support, records management, operations training, and operations support. The Operations Manager is a senior member of the Clerk's Office management team and is involved in the overall management and planning of the Clerk's Office. This position reports directly to the Chief Deputy Clerk.

Responsibilities include, but are not limited to:

- **Functional Management:** Manage, develop, and mentor supervisory, professional, administrative, and operational staff involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the following functional areas: intake, case processing and management, courtroom management and support, records management, operations training, and operations support. Establish work procedures, conduct staff meetings, provide information, delegate work fairly and consistently, and reallocate staff as needed. Adjust priorities and deadlines, as needed, for the completion of goals and coordinate work schedules and coverage needs within functional areas of responsibility. Oversee work products and processes and provide guidance as required. Monitor and evaluate the quality of work, level of compliance, and staff activities within the Clerk's Office. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training.
- **Operations Management:** Manage court operations through coordinating and communicating office procedures with supervisors, court executives, judges, and chambers staff. Establish and monitor programs which implement change management and quality management techniques. Consult with and provide advice, guidance, and recommended action to judges, senior managers, and staff of the court regarding all Clerk's Office operations and supporting processes and systems. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports and analysis to monitor the management of cases and Clerk's Office processes and take appropriate action. Develop, review, and implement operational policies and procedures for the Clerk's Office. Adjust officewide priorities and deadlines, as needed, for the completion of goals and coordinate work schedules and coverage needs across all Clerk's Office areas. Communicate and respond directly to requests from judges, court executives and managers, and staff of the court as needed.
- **Strategic Planning and Management:** Initiate, develop, direct, and supervise long- and short-term projects and strategic planning management regarding the efficient functioning of the Clerk's Office and implementing and monitoring of strategic and project plans for the accomplishment of goals. Initiate, recommend, and assist with the development of strategies, plans, actions, policies, standards, rules, and procedures related to Clerk's Office operations, including the electronic case management system. Identify, prepare, recommend, and review changes to court policies and procedures impacting court operations. Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs. Develop and facilitate presentations, including visual presentations, for judges or staff regarding special projects or topics. Coordinate and facilitate court-wide and unit-specific advisory groups, working teams, project teams or meetings of similar groups impacting Clerk's Office operations. Represent the court as needed in judiciary-wide initiatives, meetings, and conferences.
- **Continuity Support:** Plan and implement processes and protocols to ensure business continuity of essential functions consistent with the court's emergency planning and preparedness program. Serve as primary deputy-in-charge in the absence of the Chief Deputy Clerk and provide backup coverage, after-hours, emergency, and continuity of operations support, as needed.
- **Supervisory 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 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. 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**

At a minimum, candidates must possess a bachelor's degree from an accredited college or university and five (5) years of administrative, technical, or professional work that included at least two (2) years of supervisory or managerial experience that provided an opportunity to gain skill in developing the interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgement; and, thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to this position. For appointment at the CL 31, at least one year of the required experience must be at the CL 30 (GS 14) or equivalent.

### **Required Competencies**

- Experience working in the federal or state judiciary.
- Comprehensive knowledge of case administration and management processes and electronic case filing systems.
- Demonstrated experience with data analytics.
- Experience using Microsoft 365 applications, including SharePoint, in an office environment.
- Demonstrated experience with project management.

### **Preferred Qualifications**

- Completion of a postgraduate degree from an accredited college or university in a relevant field, such as public administration, business administration, operations management, or law.
- Completion of a Federal Judicial Center leadership or management training program.
- Completion of a National Center for State Courts certification program (CCM, CCE, ICM Fellow).
- Demonstrated ability to work in a fast-paced and frequently changing environment.
- Demonstrated strong writing and editing abilities in a professional environment.
- Experience in applying process improvement, quality management, or similar methods to improve or enhance court operations.
- Demonstrated ability to coordinate and interact with a wide range of stakeholders, including judicial officers or senior executive leadership.

### **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. Academic Transcripts or Diploma
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/JP-CQEL39DN1?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](mailto: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 benefits information can be found at <https://www.uscourts.gov/careers/benefits>.

### **Additional Information**

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. 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.

This position is on-site in Washington, DC with telework opportunities per the Court's guidelines. This is an Excepted Appointment and At Will position. Federal government civil service classifications or regulations do not apply. As a condition of employment, applicants must successfully complete an FBI fingerprint and background check. This position is subject to EFT (direct deposit of earnings).

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.