TERRY NAFISI
DISTRICT COURT EXECUTIVE
AND CLERK OF COURT

WESTERN DIVISION
312 N. SPRING ST. SUITE G-8
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SOUTHERN DIVISION
411 W. FOURTH ST. SUITE 1053
SANTA ANA, CA 92701

EASTERN DIVISION
3470 TWELFTH ST. SUITE 134
RIVERSIDE, CA 92501

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

Position: Operations Support Specialist
Classification Level: CL 26/01 - CL 27/61
Salary Range: $46,544 - $83,126
Location: Los Angeles, Santa Ana, Riverside
Opening Date: July 13, 2012
Closing Date: July 20, 2012
Number of Positions: Three
Vacancy Number: 12 - 17

POSITION OVERVIEW

The United States District Court for the Central District of California, Los Angeles, is recruiting for the position of Operations Support Specialist. The Operations Support Specialist provides training to employees hired as data quality analysts, courtroom deputy clerks, relief courtroom deputy clerks, or other positions within the district required to docket/electronically file and perform data quality assurance of entries made by external users in the CM/ECF system. Representative duties include development of structured training program including preparation of training materials, weekly lesson plans, and a criteria for measuring trainee progress. The incumbent also serves as a resource to users with questions or inquiries regarding the CM/ECF system. This position reports to the Manager of Court Operations and Assistant Deputies in Charge.

REPRESENTATIVE DUTIES

- Formulate structured docketing and quality control training programs for internal and external users such as court staff, attorneys, and pro se litigants, including researching potential training topics, planning, designing, and evaluating learning programs.
- Develops weekly and monthly training plans.
- Prepare training materials.
- Create/copy training cases in training database.
- Administer classroom training and one-on-one training.
- Formulate and administer criteria, such as written and/or oral tests and quizzes, to evaluate trainee's progress.
- Prepare written progress reports for trainee and supervisor.
- Create and maintain training records.
- Perform quality control and evaluate work performed by trainee; make recommendation for additional training as needed.
- Perform testing, updates and configurations on training PCs.
- Plan and arrange logistical support, such as meeting space, equipment, including setting up Same Time training, visual aids, and the distribution of training materials.
- Perform other administrative tasks associated with conducting training classes.
- Evaluate, formulate and write requests for creation, modification or termination of dictionary event.
- Evaluate requests for statistical reports; recommend course of action to take when statistical data required for reports is not available.

OUR MISSION

Committed to providing support to the judges and equal access to the judicial process with fairness, impartiality, and personal integrity by providing service to all.

OUR VISION

Leading the nation in service to justice.

The United States District Court is an equal opportunity employer.

- Test docket events in the training database to validate a procedure.
- Coordinate and conduct testing of new CM/ECF system functions and software releases.
- Formulate, write, revise, and edit policies, processes, procedures, guides, manuals, and other documentation in support of case processing, including changes made as a result of CM/ECF software upgrades, at a level suitable for the intended audience such as court staff, the bar, and the public.
- Post approved procedures on the Court's website. Ensure applicable procedures, guides, and manuals, are posted to the appropriate web sites and are current.
- Provide user support by evaluating and analyzing docketing errors, systems error messages, statistical errors, and other inquiries pertaining to docketing, quality control, procedures, reports and CM/ECF related issues.
- Assist staff in correcting errors.
- Troubleshoot and perform corrective actions to rectify CM/ECF errors.
- Develop and implement data quality programs.
- Perform data quality assurance on case processing staff and other users as needed.
- Prepare reports for management used for assessing staffing and other needs.
- Perform deletions of cases and docket entries when requested.
- Assist with docketing and quality control of electronically filed documents as needed.
- Make recommendations to enhance court training web sites to ensure ease of use for judges, court staff, the bar, and the public.
- Assess training needs for both internal and external customers, including conducting surveys, job analyses, customer interviews, and analyzing and prioritizing operations needs, difficulties, and knowledge gaps. Develop strategic training plans that align court goals and mission.
- Advise managers, executives, and judges on training issues and decisions.
- Communicate effectively (orally and in writing) to explain complex concepts and programs to individuals and groups with varying experience and backgrounds. Interact effectively and appropriately with others, provide customer service, and resolve difficulties while complying with regulations, rules, and procedures.
- Evaluate, analyze and recommend improvement in processes and changes designed to improve overall quality, quantity, and efficiency of work, and service.
- Participate in process improvement initiatives.
- Design, develop, and maintain library of training/procedural manuals and materials, publications, and videos.
- Coordinate training programs, schedules, and projects with other Operations Support Specialist on a rotating basis.
- Perform other duties as assigned.

QUALIFICATIONS

- High school diploma or equivalent.
- Minimum two years of specialized CM/ECF experience working for a district court plus a thorough knowledge of the CM/ECF dictionary. Civil and criminal docketing experience is preferred.
- Ability to communicate effectively orally and in writing.
- Excellent interpersonal skills and the ability to interface with all levels of management is required.
- Ability to organize work and manage multiple tasks simultaneously.
- Skill in using PowerPoint, Excel as well as having actual training experience are preferred, but not required.
- College degree preferred.

BENEFITS

Federal benefits include paid vacation and sick leave; health, life, dental, vision, disability, and long term care insurance plans; retirement; matching and tax-deferred Thrift Savings Plan; paid holidays; and flexible work schedule.

INFORMATION FOR APPLICANTS

The United States District Court requires employees to adhere to a code of conduct which is available on the court's web site at www.cacd.uscourts.gov. As a condition of employment, the final candidate will be subject to an FBI fingerprint background check. The Financial Reform Act requires direct deposit of federal wages for court employees. Due to the volume of applications received, the court will only communicate with those individuals who will be tested or interviewed. Applicants scheduled to test should advise the Human Resources staff if any accommodation will be necessary to test and interview. The United States District Court is a smoke-free environment. Applicants must be U.S. citizens or a lawful permanent resident of the United States currently seeking citizenship or intending to become a citizen after meeting the eligibility requirement. Applicants can download an application from our web site at www.cacd.uscourts.gov. Applications may also be obtained in the Human Resources Department at the address listed below, or by calling the 24-hour job information line at (213) 894-2904.

United States District Court
Human Resources Department
312 North Spring Street, Room 535
Los Angeles, California 90012