

NOTICE OF VACANCY



Main: 400 North Miami Avenue, Miami, Florida 33128

Website: www.flsd.uscourts.gov

Phone: (305) 523-5980 – Human Resources



Important Dates

Opening: 5/18/2022

Closing: Open until filled

Position: Operations Manager

Ann. No: 2022-CLK-17

Location: Miami, Florida

Salary: CL28 \$67,618-\$109,958, with promotional opportunity to CL 29 without further competition. Salary commensurate with qualifications and prior federal experience.

Position Overview:

This managerial position is responsible for the day-to-day management of all court operations functions in the Miami Clerk's Office. The position directly supervises two supervisors and the daily work of the CM/ECF help desk team and data quality analysts.

Representative Duties:

- Provides direct technical and administrative supervision to the operations team (appeals, records, sealed, MDL, docketing, and quality control). Assigns work to staff members and provides advice or assistance with work in progress.
- Participates in the selection of candidates for vacant positions and establishes performance standards.
- Hears and resolves complaints, assists with personnel problems, and effects disciplinary actions when required.
- Assures equity among staff in terms of performance standards, rating techniques of employees, and work performed.
- Keeps staff informed of the policies and procedures of the organization.
- Exhibits and ensures that staff displays a customer service attitude and orientation to maximize the level of service to be provided to all court constituents.
- Provides assistance, support, guidance, and training to subordinate supervisors by defining roles and work assignments, monitoring execution, and evaluating performance.
- Assess personnel, physical, and automation resources in areas of responsibility; coordinate with human resources, budget and procurement, and computer services regarding resource requirements and costs; formulate short and long-term plans for the utilization and deployment of resources.
- Assist with the compilation, reporting, and analysis of statistics relating to Court operations; coordinate with the Administrative Office of the Courts regarding required statistical reporting; route and/or respond to statistical requests from the Court, other agencies, and the public.
- Coordinate the work of assigned sections and operations as a whole with other court units, governmental agencies, the Bar, and the public.
- Formulate, implement, and monitor procedures and policies for process improvement with multiple goals of timeliness, maximum customer service, and efficient use of resources.

U.S. District Court, Southern District of Florida

There are eighteen authorized United States District Judges in the Southern District of Florida. The Court is comprised of United States District Judges, Senior United States District Judges, and United States Magistrate Judges. The district spans a geographical area that encompasses nine counties - its southernmost includes Monroe County and its northernmost includes Indian River County. The Clerk's Office maintains its headquarters in downtown Miami and includes four divisional courthouses.

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- Review and analyze organizational structure, reporting relationships, and functional assignments, and analyze workload and personnel trends, to develop short and long-term plans for meeting current and future organizational needs.
- Monitor customer needs through research, survey, and direct consultation with customers, including litigants, the bar, and the bench; develop and implement overall plans for consistently maintaining high levels of customer service.
- Monitor local operational procedures for conformity with local rules; review and assess local rules. At the direction of the Chief Deputy Clerk of Operations, prepare comprehensive memoranda, reports, correspondence, draft administrative orders, proposed procedural rules, and similar projects.
- Prepare reports as requested and perform other duties as assigned by the Clerk of Court or Chief Deputy Clerk of Operations.

Qualification Requirements:

To qualify for this managerial position, an individual must possess:

- At least three years of specialized experience which is defined as progressively responsible administrative, technical, professional supervisory, or managerial experience that provided an opportunity to gain skills in dealing with others in person-to-person work relationships.
- Skill in developing the interpersonal work relationships needed to lead a team of employees.
- The ability to exercise mature judgment; thorough knowledge of the concepts, principles, and theories of management, and the ability to understand the managerial policies applicable to the Clerk's Office.

Preferred Experience:

College-level studies are preferred, such as an undergraduate degree, master's degree, or graduate-level coursework/degree, in business or public administration, political science, criminal justice, law, or another field closely related to the subject matter of the position.

Knowledge of federal and local rules, knowledge of local policies and procedures, knowledge, and hands-on experience with CM/ECF, and other related databases and applications. Ability or experience with training is highly desired

Leadership

The court is looking for:

- A strong leader dedicated to providing the highest level of customer service to the public, staff, judicial officers, attorneys, and litigants.
- A candidate committed to employee development and to helping employees expand skill sets to achieve individual and team goals. Top applicants will have the ability to motivate both new and veteran employees.
- Top applicants should also be committed to using technology to further the mission of the court and to increase efficiency.
- Strong organizational and leadership skills and the ability to exercise mature judgment, problem-solving, and conflict resolution skills.
- Skill in assigning, prioritizing, monitoring, and reviewing the work of others. Skill in mentoring and training employees with varying educational backgrounds and aptitudes. Skill in issue identification and problem



How to Apply

The required application materials must be consolidated into one pdf document in the order listed below. Do not copy/paste your documents into the email. Please make sure to annotate Announcement No.: **2022-CLK-17** on the subject line and email it to:

flsd_hrmail@flsd.uscourts.gov

A complete Application includes:

1. Cover Letter outlining the extent to which you possess the knowledge, skills, and abilities listed in the Qualification Requirements section.
2. Detailed Resume
3. A078 Application for Judicial Employment (The application can be found on our web site www.flsd.uscourts.gov under the employment tab, how to apply)

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resolution. Ability to analyze complex problems. Ability to act independently and lead other employees to achieve goals.

- Ability to apply knowledge of employee management principles. Display performance management skills through assessing and documenting employees' performance and conduct against established goals and objectives. Use problem-solving skills when managing conflicts in the workplace.
- Display the ability to effectively represent the Court among workgroups and between the Court and external organizations. Ability to provide and exchange accurate and timely information with individuals within and outside the court.
- Ability to understand statistical data, and to perform data analysis using various evaluation methodologies and tools.
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Organizational Relationship

This position is assigned to the Clerk's Office and reports to the Chief Deputy • Operations.

Desirable Characteristics:

The successful candidate should be mature, highly organized, poised, and demonstrate initiative. The candidate must possess tact, and good judgment, and always maintain a professional appearance and demeanor. The candidate must also be able to meet the public professionally and courteously, work harmoniously with others in a team-based organization, and communicate effectively both orally and in writing. The ability to balance the demands of varying workload responsibilities and deadlines is a requirement.

Background Investigation & Fair Chance to Compete Act (FCA):

This is a Sensitive position within the Judiciary. The selected candidate will be subject to a technical fingerprint check through the FBI Criminal Justice Information Services Division database as a condition of employment. Employment will be considered provisional until the background check is completed. This position is covered under the FCA. **Only those candidates who receive a conditional job offer** will be asked to provide verbal or written statements about criminal history.

Benefits:

Employees of the United States District Court are excepted Appointments and considered "At-Will" judicial employees. Federal Government Civil Service classifications or regulations do not apply. Electronic direct deposit of salary payments is mandatory. Full-time employees are eligible for a full range of benefits such as paid vacation and sick leave, paid holidays, and retirement benefits that include the Thrift Savings Plan (TSP). TSP is a 401(k) equivalent program that includes matching contributions. Additional benefits include health and life insurance, long-term care insurance, dental and vision insurance, and a Flexible Benefits Program which includes medical and dependent care reimbursement.

The selected candidate must adhere to the Southern District of Florida's Policy for COVID-19 Employee Vaccination and Testing.

The court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

United States District Court – Human Resources
400 North Miami Avenue, Room 08S72, Miami, FL 33128-7717
General Information: (305) 523-5980
District Court Website: www.flsd.uscourts.gov

For more information on working for the federal courts, please visit <https://www.uscourts.gov/Careers.aspx>

The Federal Court practices zero tolerance for illegal drug use.
Applicants must be a United States Citizen or eligible to work in the United States.
THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.