

UNITED STATES DISTRICT COURT

Western District of North Carolina

Probation & Court Services Office

Job Announcement Number: 18-03

Position Title:	Operations Supervisor (Clerical)
Starting Salary:	CL 26: \$44,886 – 72,986 CL 27: \$49,308 – 80,197 CL 28: \$59,128 – 96,082 (Depending on Qualifications)
Grade Level:	CL 26 – CL 28
Position Location:	Charlotte, North Carolina
Open Date:	June 25, 2018
Closing Date:	July 13, 2018 (Close of business - 5:00 p.m.)

The United States Probation & Court Services Office for the Western District of North Carolina is recruiting for an Operations Supervisor (Clerical). This position will be stationed in the Charlotte office and will supervise the clerical staff for the district. This is **not** a law enforcement officer position and the duties are supervisory / clerical in nature.

Position Overview:

The Operations Supervisor coordinates the workload of the Probation Administrative Assistants in the district and ensures the quality of their work. This position is responsible for training, overseeing, and reviewing the work performed by the Probation Administrative Assistants. The incumbent will function as a procedural resource in the district and as such, maintains expertise in PACTS, office policies, and procedures. This position may be required to back up staff in their absence and perform various administrative support duties as necessary.

Representative Duties:

- Assist in the development of work goals and performance standards for individuals. Establish and adjust work assignments, schedules, priorities, and deadlines. Participate in the planning for and implementation of operating policies and procedures. Identify and resolve operational, staff and customer service issues.
- Collaborate with the management team to recommend appropriate solutions for continuous operational improvement or to address issues. Analyze and evaluate organizational structure and the procedures and tools (Systems, forms, procedures, and office space) that are used by staff.
- Supervise employees involved in operations and data quality activities including assigning and reviewing work, evaluating performance, and recommending development and disciplinary actions.

- Approve leave and all other time off requests.
- Develop and conduct performance evaluations. Coach and develop staff through training and cross training.
- With IT Support, develop reports for extracting and compiling case management data. Provide assistance to systems staff for research and testing of PACTS software and system fixes and enhancements. Act as liaison to IT Staff in troubleshooting PACTS issues and answering computer related questions. Generate routine management and employee reports and generated ad hoc reports and analysis as requested.
- Create and update procedural documentation, manuals, training documentation / manuals and job aids. Recommend training for new and tenured staff to include onboarding new users and in-service workshops. Oversee, review, and approve information posted on the intranet.
- Adapt to changing requirements and situations and restructure tasks, priorities, and roles in response to changing needs.
- Provide customer service and problem resolution while complying with regulations, rules and procedures.
- Other duties as required.

REQUIURED QUALIFICATIONS

- Bachelor's degree required. Two years of clerical experience and computer knowledge required. Must be responsible, tactful and possess the ability to work harmoniously with others in a team-oriented work environment. Must possess superior knowledge of grammatical usage, spelling, punctuation and an exceptional customer service attitude. Must have strong knowledge of PACTS and DSS reports. Ability to maintain confidentiality, strong interpersonal skills and work under pressure. A demonstrated ability to think through, analyze, apply rules, regulations, and procedures. Ability to prioritize tasks, meet deadlines and travel to divisional offices on a regular basis. Must be able to exercise mature judgment. Must have at least one year of experience at or equivalent to CL 25 or CL 26.

PREFERRED QUALIFICATIONS

Preferred specialized experience that includes progressively responsible administrative, technical, professional, supervisory *or* managerial experience that provided an opportunity to gain:

- Skill in developing interpersonal work relationships needed to lead a team of employees; and
- Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the probation office

INFORMATION FOR APPLICANTS: Applicants must submit the following documents:

1. Cover Letter and Resume
2. Application for Employment in the Federal Judiciary AO-78 (found at www.ncwp.uscourts.gov) > Office Information > Employment
3. Copy of **most recent** employment performance appraisal
4. Narrative Statement addressing the following Quality Ranking Factor:

Describe your leadership philosophy and how you will apply it in order to lead a team of clerical support staff.

Application packages can be sent in **one PDF document** and reference Job Announcement JA 18-03 electronically to: hr@ncwp.uscourts.gov.

INCOMPLETE APPLICATION PACKAGES WILL NOT BE CONSIDERED

INFORMATION FOR APPLICANTS

Electronic Fund Transfer (EFT) for payroll deposit is required. Applicants must be U.S. citizens or eligible to work in the United States. The selected candidate will be subject to a background check and employment is conditional until a suitability determination is made. The court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the selected candidate. Due to the volume of applications received, the U.S. Probation Office will contact only the most qualified applicants who will be invited for an interview. Only those interviewed will receive notification when the vacancy is filled.

BENEFITS

Employees of the United States Probation and Court Services Office are EXCEPTED appointments. Federal government civil service classifications or regulations do not apply. Judicial employees are entitled to the same benefits as other federal government employees such as:

- Employees accrue annual leave as follows:
 - Years 1-3: 4 hours of leave per pay period
 - Years 4-15: 6 hours of leave per pay period
 - Years 16 and beyond: 8 hours of leave per pay period
- Sick leave is accrued at 4 hours of leave per pay period (13 days annually)
- Ten paid national holidays per year
- Participation in the Federal Employees Health Insurance Program on a pre-tax deduction basis
- Participation in a Group Life Insurance Program
- Participation in a Long-Term Disability Program
- Participation in Dental and Vision insurance on a pre-tax deduction
- Participation in the Federal Employees Retirement System (mandatory contribution of 4.4% of after tax earnings)
- Participation in the Thrift Savings Plan with a government match up to 5%
- Participation in Long-Term Care Insurance
- Participation in Pre-Tax Flexible Spending Accounts.

The Probation Office reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. More than one position may be filled from this posting in more than one location. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Chief United States Probation Officer may elect to select a candidate from the applicants who responded to the original announcement without reposting the position.

THE WESTERN DISTRICT OF NORTH CAROLINA IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.