



## **Notice of Vacancy**

Announcement # 23-04

### **OPERATIONS MANAGER**

**OPENING DATE:** Monday, October 23, 2023

**CLOSING DATE:** Friday, November 3, 2023

**LOCATION:** Charleston, West Virginia

**GRADE:** CL 29 - CL 30

Salary commensurate with qualifications, experience, and time and grade requirements.

**\*Internal Candidates Only\***

The United States Bankruptcy Court for the Southern District of West Virginia is seeking a highly qualified professional to serve as Operations Manager.

The Operations Manager performs professional and managerial work related to supervision and oversight, operations management, case management, and operations support. This position is responsible for supervising case administration staff, records and mail management, customer service, courtroom support, and supporting the Chief Judge. The incumbent ensures compliance with all applicable laws and rules, internal controls, and court policies, and reports directly to the Chief Deputy Clerk and/or the Clerk of Court. The successful candidate will be a team player who is self-motivated, and detail-oriented with the ability to work independently, and will possess excellent communication skills. The position may involve some travel.

## **Position Duties:**

The Operations Manager performs a full range of high-level functional duties as well as supervisory duties. The representative duties include but are not limited to:

- Oversee all functional components of the clerk's office, including intake, docketing, case administration, records, appeals, and chambers support.
- Manage, develop, and mentor staff in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions.
- Plan, prioritize, monitor, and equitably assign work and projects to employees.
- Communicate and respond to requests from upper management with regard to court operations, keeping them well-informed. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training.
- Review assignments to ensure that staff is producing quality work, assignments are completed in a timely fashion, and procedures and internal controls are being followed.
- Provide oversight and guidance to staff involved in general operations, case management data entry, case opening and closing, quality control, and dictionary maintenance. Address operational or systems problems and ensure solutions are determined and implemented.
- Identify training needs. Develop trainings. Train and coach team members on policies, procedures, and internal controls.
- Test draft procedures and oversee implementation of new procedures.
- Assist in the operating of CM/ECF and other court program updates as relates to staff use.
- Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation.
- Oversee accountability for deposits of monies received and preparation of financial reports.
- 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.
- Supervise cashiers, reconciliation deputies, and mail clerks to ensure accurate accounting for funds received, and control safe access and contents.
- Evaluate and make recommendations to improve the operations of the court.
- Coordinate staffing for the clerk's office.
- Demonstrate an in-depth knowledge of federal and local rules, court policies, and procedures.
- Exhibit an understanding of legal terminology, both orally and in writing.
- Answer procedural questions for judges, staff, and the public.
- Communicate and respond to management requests regarding operations

## **Qualifications:**

The candidate must have excellent leadership and human relations skills; the ability to exercise mature judgment; and a thorough knowledge of the concepts, principles, and theories of management. Prospective candidates must have a minimum of 6 years of progressive responsible administrative, technical, professional, supervisory, or managerial experience.

Additional qualifications include:

- Strong leadership skills and the ability to effectively coach, develop, direct, and manage a skilled, service-oriented team.
- Proven ability to assume and delegate responsibility.
- Proven ability to work effectively with judges and chambers staff, management, the public, and the Bar.
- Proven ability to communicate clearly, both verbally and in writing with all levels within the organization and other agencies.
- Knowledge and ability to organize, oversee, and complete projects.
- Knowledge of legal terminology and processes.
- Detail-oriented and organized.
- Present a professional demeanor.
- Thorough knowledge and ability in all Microsoft Office applications.
- Bankruptcy court experience.

## **Employee Benefits:**

Court employees are considered **at-will and are not covered by federal civil service rules**. They are, however, entitled to the same benefits as other federal employees. These include:

- 13 days paid vacation for the first 3 years of employment, 20 days after 3 years, 26 days after 15 years;
- 13 days paid sick leave per year;
- 12 paid holidays per year;
- Medical, dental, and vision insurance;
- Federal Employees Life Insurance;
- Federal Employees Retirement System;
- Tax-deferred retirement savings and investment plan under the Thrift Savings Plan;
- Long-Term Care Insurance Program (enrollment currently deferred);
- Flexible Spending Program;
- Commuter Benefit Program (when funded); and
- Continuing Education Assistance Program (when funded).

**Application Procedure:**

To ensure consideration, promptly submit **one of each** of the following as a **single pdf** document by **Monday, November 6, 2023**.

1. Cover letter indicating the position you are applying for and identifying how your education and/or experience relates to the duties and responsibilities of the position.
2. Resume detailing your education and experience.
3. List of three professional references with current contact information.
4. Completed and signed “AO 78, Application for Federal Judicial Branch Employment.”

**Application packages may be emailed** to [WVSB\\_HR@wvsb.uscourts.gov](mailto:WVSB_HR@wvsb.uscourts.gov) with the subject line, “**Operations Manager #23-04**” and will not be considered complete unless all items have been received by Human Resources in the proper requested format. Incomplete application packets may disqualify the applicant from further consideration.

The United States Bankruptcy Court reserves the right to amend the conditions of this job vacancy announcement, or to withdraw the announcement at any time without prior written or other notice.

**THE UNITED STATES GOVERNMENT IS AN EQUAL-OPPORTUNITY EMPLOYER**