

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT – DIVISION MANAGER

Position Title: Division Manager
Vacancy Number: 17-1
Location: Pensacola, Florida
Closing Date: Open Until Filled
Salary Range: CL 27-29 (\$47,390 - \$92,336)
Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience.

POSITION OVERVIEW

The United States District Court for the Northern District of Florida is seeking qualified applicants for the position of Division Manager. The Division Manager performs supervisory work related to the full range of court operations activities in Pensacola Division of the Office of the Clerk. The incumbent serves as the first line supervisor responsible for managing the effective operation of the Pensacola Division of the Clerk's Office, which will include supervising multiple areas of court operations, including, but not limited to: case administration; jury administration; records/mail management; financial administration; courtroom support; judicial support; staff development; and customer service. The Division Manager is responsible for overseeing and developing divisional office staff and ensuring compliance with appropriate guidelines, policies, and internal controls.

REPRESENTATIVE DUTIES

- Supervise employees involved in operations activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Oversee office functions, identify issues, and resolve disputes. Maintain accurate documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Oversee all functional components of the divisional Clerk's Office, including intake, docketing, records, appeals, jury, finance, and chambers support.
- Oversee receipt and review of incoming documents for conformity with federal and local rules. Monitor daily case data processing and data quality assurance activities, including case opening and closing. Arrange for or provide CM/ECF employee training. Assist attorneys and their staff with electronic case and document filing. Oversee records and mail management activities.

- Coordinate with the court's financial administrator regarding maintenance, supervision, and accountability for all on-site financial functions, including supervision of cashiers, reconciliation, and bank deposit functions, control of vault access and contents, custodial responsibility for divisional office financial records, supervision of the issuance of receipt stock, the review of mail logs, and the submission of juror attendance records.
- Develop, implement, and monitor operational, administrative, and managerial procedures, practices, systems, and techniques, including those governing trial schedules. Monitor and oversee records maintenance, storage, and control, release and certification of official records, management of physical resources, and space layout. Supervise jury and juror processing, procedures, and administration. Monitor compliance with standards and internal control procedures.
- Assist the Clerk and Chief Deputy in defining and creating long- and short-term goals regarding the efficient functioning of the divisional office and implementing and monitoring strategic plans for the accomplishment of goals.
- Advise attorneys on procedural matters related to the filing of pleadings, and execute and supervise the execution of quasi-judicial duties such as the entry of default judgments.
- Implement and monitor CM/ECF procedures, including automated case assignment, docketing, and calendaring. Coordinate activities with the chief deputy clerk, operations manager, information technology staff, and data quality analyst to ensure systems training and quality control of automated entries.
- Participate in budget preparation. Verify specific needs and costs and recommend changes and adjustments. Conduct periodic budget reviews for the office.
- Coordinate the work of the divisional office with other governmental agencies, court units, the Bar and the public.
- Compile, reconcile, and report statistical information on a regular basis both online and via reports, and coordinate data reporting with the court's statistical analyst.
- Work closely with other court management in the coordination of courtroom deputies, court reporters, and case management clerks to ensure appropriate coverage.
- Communicate and respond to management requests regarding operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.

QUALIFICATIONS

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 experience motivating both new and tenured employees and be ready to evaluate how the division should be organized to best meet the needs of the division and the court.
- Top applicants should also be committed to using technology to further the mission of the court and to increase efficiency during lean budget times.

Other Qualifications

To qualify for this position, the applicant must have

- At least three years specialized experience with at least one year at, or equivalent to, the level of work classified at the lower level for qualification to the CL level (i.e. one-year

experience at CL 27 to qualify for CL 28). Specialized experience is defined as progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain (a) skill in dealing with others in person-to-person work relationships, (b) the ability to exercise mature judgement, and (c) a thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved, and that includes at least one year of experience at or equivalent to the next level below the level of the position for which the person is being considered.

- A performance history that demonstrates proven skills in management practices, administrative processes and court functions. Display the ability to be flexible and adapt to unanticipated needs and problems of jurors, customers, and internal court staff. Demonstrate knowledge of implications of judge's orders and decisions.
- 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 resolution. Ability to analyze complex problems. Ability to act independently and lead other employees to achieve goals.
- Ability to apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives. Use mediation and problem solving skills when managing conflicts in the workplace.
- Display the ability to effectively represent the divisional office among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions. Ability to interact effectively with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to provide and exchange accurate and timely information with individuals within and outside the court.
- Skill in the use of automated equipment, including word processing and spreadsheet applications, requisite court computer programs, automated case management, financial, records management, jury, and records management systems and other related databases and applications.
- Ability to understand statistical data, and to perform data analysis using various evaluation methodologies and tools.
- Knowledge of, and compliance with, the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. Ability to multi-task and to adapt and lead in a changing work environment.
- Prior federal court experience and a bachelor's degree is preferred.

EMPLOYMENT INFORMATION AND BENEFITS

Judiciary employees serve under excepted appointments (not civil service). Employees of the United States District Court are "At Will" employees and are required to adhere to a Code of Conduct of Judicial Employees, which is available to candidates for review on our website at www.flnd.uscourts.gov. Judiciary benefits include paid vacation, sick leave, paid holidays, health and life insurance, long term care insurance, a flexible benefits program, retirement plan, and a portable savings plan with matching contributions.

APPLICANT INFORMATION

This position will be located in the Pensacola Division of the United States District Court for the Northern District of Florida. Applicants must be a U.S. citizen, a U.S. National, or qualify under the Appropriations Act Citizenship exemptions. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit. This position is classified as a sensitive position, therefore, the successful applicant will be required to submit to a background clearance, which will include a criminal history and FBI investigation. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention will depend upon a favorable suitability determination of the investigation.

Qualified applicants should submit a resume including salary history, a completed application form AO-0078 (available at www.flnd.uscourts.gov), and a list of three professional references to:

Attn: Vacancy Announcement 17-1
Northern District of Florida
Office of the Clerk of Court
111 N. Adams Street Suite 322
Tallahassee, FL 32301

Applications may also be submitted electronically to [Charmaine Steiner@flnd.uscourts.gov](mailto:Charmaine_Steiner@flnd.uscourts.gov). First review of applications will be on November 18, 2016. To receive first consideration the application must be received by close of business on November 18, 2016. The position is open until filled.

The Court reserves the right to change or withdraw this vacancy announcement at any time without notification to applicants.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER