



UNITED STATES DISTRICT COURT
DISTRICT OF HAWAII

VACANCY ANNOUNCEMENT
NO. 2018-15

Position Title: OPERATIONS SUPPORT CLERK

Terms of Employment: Full-time, Excepted Service

Classification Level: Court Personnel System
Table HI - Hawaii
Grade: CL-24; Salary range: \$41,751 - \$67,856*
**Salary noted above includes 10.99% Hawaii Cost of Living Adjustment (COLA) for 2018, which is subject to change annually.*
Starting salary based on education and experience.

Position Location: United States District Court
Prince Kuhio Federal Building and U.S. Courthouse
300 Ala Moana Boulevard, Room C-338
Honolulu, HI 96850

Closing Date: Open until filled.

POSITION SUMMARY:

The Clerk's Office of the United States District Court is a career-oriented organization focused on providing exceptional service to the court, members of the legal community, and the general public. Currently, we are seeking applicants for a full-time **Operations Support Clerk** position. The Operations Support Clerk is the initial contact for the general public, litigants and the bar with the Clerk's Office. The Operations Support Clerk performs document intake, mail handling, filing, scanning, data entry, cashiering, and customer service functions within the Clerk's Office under the direction of the Operations Supervisor. The position interacts extensively with the public, chambers and court staff, attorneys, and representatives of government agencies on a daily basis.

REPRESENTATIVE DUTIES:

- Receive and review incoming paper and electronic case documents to determine conformity with appropriate rules, practices and court procedures. Examine all pleadings to determine the jurisdiction of the court and accept those that conform to federal and local rules of practice. Process documents and route them to the appropriate location.
- Issue civil and criminal processes such as summonses, subpoenas, writs of garnishment and warrants. Certify court documents.

- Provide frontline customer service, answer and route incoming calls and provide procedural information to litigants, the public, chambers, and clerk's office staff. Assist the public in use of computerized databases. Provide basic information to the public, bar and the court.
- Inform customers of required fees. Receive payments and issue receipts. Secure funds in cash register and balance cash drawer at the end of the day.
- Retrieve, sort, copy, scan, and process mail. Receive, file stamp, and route incoming documents. Respond to written correspondence, as needed.
- Open Cases in the Case Management/ Electronic Case Filing System (CM/ECF) upon receipt of initiating documents such as applications, complaints, information, or petitions. Assign case numbers and randomly assign judges to new cases.
- Scan, create PDF files, enter data, and upload documents into the CM/ECF system, including pleadings, complaints, motions, minutes, orders, and proceedings as necessary to maintain accuracy and completeness of the electronic case file. Ensure data quality of internal and external filers.
- Process new attorney CM/ECF registration forms by verifying an attorney's authority to practice before the court; and assigning a CM/ECF login and password. Assist with attorney bar admission.
- Assist with duties related to the Central Violations Bureau (CVB); including preparing, distributing, and confirming the traffic calendar, rescheduling traffic court dates, and answering incoming CVB related phone calls.
- Prepare and ship records to the Federal Records Center and retrieve records from centers when needed by the public, court staff, the Ninth Circuit Court of Appeals, and other agencies. Some lifting of boxes may be required.
- Perform other duties as assigned.

QUALIFICATIONS:

To qualify for the position, candidates must have a high school diploma or equivalent, and at least two (2) years of general experience which provided the candidate with progressively responsible clerical, office or other work experience that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Additionally, qualified applicants will possess one year of specialized experience, which includes progressively responsible clerical or administrative experience which required the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Therefore, proficiency in WordPerfect, Microsoft Word, Adobe Acrobat, Microsoft Excel, as well as other Windows-based applications is needed.

Promotional potential to CL-25 is available after at least one year of experience at the CL-24 level, and will be based on performance and the availability of funding.

PREFERRED QUALIFICATIONS:

Preference will be given to individuals with a bachelor's degree from an accredited college or university and/or direct work experience related to the processing of legal documents such as might be encountered in law firms, a court or related legal field, financial institutions, real estate offices or insurance companies.

OTHER QUALIFICATIONS:

The Operations Support Clerk must be highly motivated, personable, dependable, adaptable, and able to remain calm under pressure. The successful candidate must communicate effectively (orally and in writing), function well both independently and in a team environment, and provide excellent customer service to a wide variety of people with tact and courtesy. Additionally, the qualified candidate must have strong organizational skills, including the ability to handle multiple assignments while dealing with frequent interruptions, and the ability to maintain strict confidentiality, demonstrating sound ethics and good judgment at all times. A professional demeanor and appearance appropriate for a court environment is required.

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment, which includes an FBI fingerprint check, and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. Employees of the United States District Court serve under "Excepted Appointments" and are considered "At-Will" employees. As such, employment may be terminated by either the employer or employee with or without cause. Court employees are required to adhere to the [Code of Conduct for Federal Judicial Employees](#). This position is subject to mandatory electronic funds transfer for payroll direct deposit.

BENEFITS:

Although Federal Government Civil Service classifications/regulations do not apply, court employees are entitled to similar benefits as other Federal Government employees. These benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program and contributes to a Thrift Savings Plan (similar to a 401k plan with employer matching contributions), Federal Employees' Health, Dental and Vision Benefits, Federal Employees' Group Life Insurance and Long Term Care Programs, Flexible Benefits Program, paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of [Federal Judiciary benefits](#).

HOW TO APPLY:

It is recommended that applications be submitted as soon as possible. To ensure consideration, promptly submit **one of each** of the following as a **single pdf** document:

- (1) letter of interest;
- (2) current resume;
- (3) list of three professional references with current contact information; and
- (4) completed and signed "AO 78, Application for Federal Judicial Branch Employment" (fillable form can be found under FORMS and "Miscellaneous", at www.hid.uscourts.gov).

Application packages must be emailed to: careers@hid.uscourts.gov with the subject line, "**Operations Support Clerk #18-15, (your name)**" and will not be considered complete unless **all** items have been received by Human Resources. Incomplete application packets will disqualify applicant from further consideration.

Due to the anticipated volume of applications, the court will only communicate with those qualified applicants who will be invited for personal interviews and only applicants who are interviewed will receive a response regarding their application status. Interview and relocation expenses are not eligible to be reimbursed.

The U.S. District Court for the District of Hawaii reserves the right to modify or withdraw this vacancy announcement, to fill the position any time before the closing date, or to fill more than one position from this vacancy, any of which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Clerk of Court may choose to select a candidate from the original qualified applicant pool.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER