



UNITED STATES DISTRICT COURT
U.S. PROBATION & PRETRIAL SERVICES OFFICE
DISTRICT OF HAWAII

VACANCY ANNOUNCEMENT
NO. 2025-08

Position: **OPERATIONS SUPPORT SPECIALIST**

Classification Level: Court Personnel System, Classification Level 25
Table HI - Hawaii
Starting salary dependent on qualifications
Grade: CL 25, steps 1-61; Salary range: \$55,450 - \$90,104*
**Salary noted above includes a 22.1% locality pay adjustment and an 8.64% non-taxable Cost of Living Adjustment (COLA) for Hawaii for 2025, subject to change annually.*

Terms of Employment: Full-time, Excepted Service

Position Location: United States Probation & Pretrial Services Office
300 Ala Moana Boulevard, Room 2300
Honolulu, HI 96850

Closing Date: Position open until filled.

Vision Statement

KULIA I KA NU'U. E HELE ME KA PU'OLO!

(To always strive to reach the summit and to make every person, place, or condition better than before)
This is our commitment to engage, motivate, and change our community for the better and to make Hawai'i the safest place to live.

Mission Statement

Assist the Court in the fair administration of justice by respecting the presumption of innocence; avoiding unnecessary detention; conducting thorough investigations; providing unbiased, verified reports; making informed recommendations; and inspiring individuals to rehabilitate and reunify with the community, with the goal of protecting and improving Hawai'i.

Values

MALAMA – To take care of; to serve and to honor

HO'OHANOHANO – To honor the dignity of others; to conduct yourself with distinction; to cultivate respectfulness

PONO – Rightness and balance; the feeling of contentment when all is good and right

Our vision, mission and values were developed collaboratively with our employees and leadership to showcase the culture of our workplace. Hawaiian words were chosen to show our commitment to inclusivity and to recognize the communities we represent and serve.

The U.S. Probation & Pretrial Services Office for the District of Hawaii is currently accepting applications for a full-time **Operations Support Specialist**. The Operations Support Specialist provides a variety of operational, administrative, and technical assistance to ensure the smooth and efficient operation of the office, in accordance with approved internal procedures and policies.

JOB SUMMARY

The Operations Support Specialist supports several key work functions of the office, including treatment and reentry services, data entry and data quality, finance, budget, and procurement. Furthermore, the position assists in ensuring the integrity and efficiency of the court unit's case information database by extracting and analyzing data from unit databases for accuracy and making needed corrections.

Representative Duties:

Provide office support and assistance for several operational and administrative functions of the office, which may include any, or all, of the following duties and responsibilities:

- Prepare correspondence, reports, form letters, notices, and documents. Assist others with preparing correspondence and documents, including typing, formatting, and generating documents from templates and notes. Maintain correspondence control records.
- Develop and maintain logs, tracking forms, spreadsheets, and databases for the purpose of tracking statistics and data; prepare statistical tables and reports at the request of unit executives. Gather and analyze data for management studies to improve workflow, operating methods, and to simplify processing procedures; write reports and make recommendations based on the findings of the studies. Generate standard reports from databases and computerized systems.
- Disseminate communications to appropriate managers, executives, staff, and treatment team and follow up on action items to ensure a comprehensive and coordinated response, where required.
- Assist with contracting for drug testing, treatment, and reentry services. Prepare documents and maintain contracting and vendor records. Assist in preparing vendor files for audit.
- Maintain chain of custody of urinalysis testing materials. Maintain paper and computerized records of the drug tests collected and the corresponding results. Maintain inventory of drug testing supplies.
- Perform financial and budgetary duties such as recording/processing accounts payable and accounts receivable transactions in database. Assist with balancing and reconciling of financial records. Enter new vendor information in judiciary financial system and publish vendors into national database. Scan and maintain electronic budget, procurement, and drug contracting records and file documents. Assist staff with automated financial tracking systems. Perform similar financial and budgetary activities.
- Identify and maintain lists of vendors and sources of supply for goods and services. Review, evaluate, verify, and process invoices and prepare payment requests.
- Adhere to the *Guide to Judiciary Policy* and judiciary procurement program procedures on procurement practices. Adhere to the court unit's internal control procedures.
- Review, identify, and research the accuracy, timeliness, and quality of data entered into the case management database at an organizational level. Document and correct database errors, and provide functional instruction to other probation staff on future error resolution.
- Prepare reports and charts that visually display the quality and quantity of work performed for specified time periods. Present and explain information to users.
- Recommend appropriate actions and/or training to correct or remedy identified data errors. Evaluate recommended changes and require training on continuing problems in quantity and quality of data entry applicable to internal staff.
- Work with users to explain the cause of errors and actions necessary to prevent reoccurrence.
- Work closely with probation staff and information technology staff in troubleshooting PACTS functionality. Monitor/test new system releases from the Administrative Office.
- Update training aids and create tip sheets. Assist in the production of training materials. Oversee, review, and approve information posted on the local website.
- Respond to PACTS inquiries and assist in responding to questions about PACTS from other probation staff, court units, and other districts.
- Monitor releases/assignments, enter investigations/assignments, monitor red flags, monitor detainees, monitor/assign supervision collaterals, and transfer cases.
- Provide administrative and technical support for treatment and reentry services to include generating all treatment and reentry contracting paperwork for solicitation and procurement and creating awards.

- Monitor treatment contracts to include completing monitoring/site visits, vendor training on the Statement of Work, billing review/reconciliation, and troubleshooting vendor contract issues.
- Monitor residential placements, sex offender releases for polygraphs and evaluations and notifying probation officers accordingly, reviewing/staffing referrals, and assisting officers with treatment/drug testing referrals.
- Monitor the treatment budget to include expenditures and projections and provide monthly updates to management.
- Assist with preparation of monthly and quarterly statistical reports.
- Manage the drug testing Notification Application and manage or assist with the Supervised Release File.
- Perform other duties as required.

MINIMUM QUALIFICATIONS

The candidate at minimum must be a high school graduate, or equivalent, and have two years of general experience and one year of specialized experience. A bachelor's degree from an accredited college or university is preferred.

Specialized experience is defined as progressively responsible clerical or administrative experience requiring 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. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

COURT PREFERRED QUALIFICATIONS AND SKILLS

Qualified applicants should demonstrate a strong customer service orientation and possess solid and varied computer skills. A demonstrated ability to take initiative, handle multiple priorities, respond to requests on short notice, conduct in-depth research, analyze options, and regularly meet deadlines is important for success in this role. Qualified applicants should be able to demonstrate excellent interpersonal and communication skills (written and verbal) and have a track record of success in working well with others. Well-developed organizational and time management skills are essential, along with a positive attitude and professional demeanor.

BACKGROUND INVESTIGATION

As a condition of employment, the selected candidate must successfully complete a five-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination. When completing the AO-78, Application for Federal Judicial Branch Employment, version dated 5/2024, applicants must complete questions 18-20 under the Optional Background Information section.

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. 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.

COMPENSATION AND BENEFITS:

Compensation will be set based on the experience and qualifications of the successful candidate subject to the policies and guidelines set forth in the Court Personnel System (CPS). 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 (FERS), a three- tier system which includes the Social Security Retirement Program, a basic pension benefit, and the Thrift Savings Plan (similar to a 401k plan with employer matching contributions), as well as Federal Employees' Health, Dental and Vision Benefits, Federal Employees' Group Life Insurance Program, 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 applicant packets be submitted as soon as possible, as interviews may be done on a rolling basis. To ensure consideration, qualified applicants must submit one of each of the following:

- (1) a letter of interest which clearly outlines your professional qualifications, skills, and experience as it relates to the position,
- (2) an updated resume,
- (3) a list of three professional references with their current contact information, and
- (4) a completed AO-78, Application for Federal Judicial Branch Employment, version dated 5/2024 (available as a fillable pdf on the Employment page of our website at www.hid.uscourts.gov).

You must submit **ALL** required documents to be considered for this opportunity. Non-submission of the required documentation or an incomplete application packet may disqualify applicant from further consideration.

All four documents should be combined and submitted together as one pdf document.

Please submit your PDF via email to: careers@hid.uscourts.gov with subject line: **VA 25-08 (Operations Support Specialist)**.

Only qualified applicants will be considered for this position. The U.S. Probation & Pretrial Services Office will only communicate with those individuals who will be invited for personal interviews and only applicants who are interviewed will receive a written response regarding their application status.

The District of Hawaii, U.S. Probation & Pretrial Services Office reserves the right to modify or withdraw this vacancy announcement, or to fill the position at any time during the recruitment process, 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 Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool.

The Federal Judiciary values a diverse workforce and encourages a broad range of qualified individuals to apply. No applicant will be discriminated against on the basis of their race, color, sex, gender, gender identity, gender expression, marital status, pregnancy, parenthood, sexual orientation, religion, creed, ancestry, national origin, citizenship, genetic information, age (40 years and over), disability, or service in the uniformed forces.

The Federal Judiciary is also committed to supporting a workplace in which all employees are provided opportunities for growth and development, and in which everyone is treated with dignity and respect.



U.S. PROBATION AND PRETRIAL SERVICES

DISTRICT OF HAWAII



808-541-1400



<https://www.hid.uscourts.gov/home/us-probation-office>

