



**UNITED STATES DISTRICT COURT
DISTRICT OF HAWAII**

**VACANCY ANNOUNCEMENT
No. 2024-06**

Position:	OPERATIONS SUPPORT CLERK
Terms of Employment:	Full-time, Excepted Service
Classification Level:	Court Personnel System, CL 24-25 Table HI - Hawaii Grade: CL 24-25 steps 1-61; Salary range: \$49,289 - \$88,517* Starting salary dependent on qualifications and experience. Promotion within the noted classification range available without competition, based on performance, budget, and needs of the office. <i>*Salary noted above includes an 8.9% Hawaii Cost of Living Adjustment (COLA) for 2024, subject to change annually.</i>
Position Location:	Office of the Clerk United States District Court Prince Kuhio Federal Building and U.S. Courthouse 300 Ala Moana Boulevard Honolulu, HI 96850
Closing Date:	Position open until filled.

Are you interested in a position that supports the federal Judiciary’s mission of ensuring equal access under the law? Do you thrive in a team environment? The Clerk’s Office of the United States District Court for the District of Hawaii is a career-oriented organization focused on providing exceptional service to the court, members of the legal community, and the general public. Whether launching or continuing a career in public service, the U.S. District Court is a great place to work with competitive salaries and benefits, a work schedule that promotes a work-life balance, access to a fitness center, and the opportunity to work with colleagues committed to fulfilling the important mission of administering justice in an efficient and effective manner. This position offers an excellent opportunity to advance a career in Federal court service. 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.

SALARY AND QUALIFICATIONS:

Starting salary depends on qualifications, experience, and court budget. This position is graded under the Court Personnel System.

Minimum Qualifications:

Applicant must be a high school graduate and have a minimum of two years of general experience, defined as 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.

Applicant must also have one year of specialized experience, 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 involved the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Therefore, proficiency in Microsoft Word, Adobe Acrobat, Microsoft Excel, as well as other Windows-based applications is needed. Such specialized experience is commonly acquired when working in a law firm, legal counsel office, bank or credit firm, educational institution, social service organization, insurance company, real estate and title office, corporate headquarters or in a human resources/payroll operation.

Educational Substitutions - Education above the high school level may be substituted for required general experience on a year for year basis, but not for specialized experience, which requires hands-on work experience as defined above.

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 candidates will be provisionally hired subject to successful completion of a background investigation by law enforcement agencies, which includes an FBI fingerprint check.

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.

TOTAL REWARDS & WORK-LIFE BALANCE:

Salary: Depending on qualifications and experience, \$49,289 - \$88,517 (CL 24-25, steps 1-61).

Time off: 13 days of paid vacation the first three years, increasing with tenure thereafter, 13 sick days accrued per year, 14 paid holidays (including both federal and local holidays).

BENEFITS

Federal Pension and optional employer-matching and automatic contributions to the Thrift Savings Plan (similar to a 401K).

Choice of a variety of employer-subsidized federal health and life insurance options. Supplemental dental, vision, and long-term care coverage.

Flexible spending account to pay out-of-pocket health and dependent care expenses with income set aside tax-free from salary dollars.

Other Perks: Eligibility for Public Service Loan Forgiveness Program, public transit or parking subsidy, compensatory time, employee assistance program, reasonable and flexible work hours, potential for occasional telework, onsite cafeteria and gym.

See the United States Courts website for an overview of [Federal Judiciary benefits](#).

APPLICATION PROCESS:

It is recommended that applications be submitted as soon as possible. To ensure consideration, qualified applicants must submit one of each of ALL the following documents combined into a **single PDF**:

- 1) Letter of interest;
- 2) An updated resume;
- 3) A completed and signed AO-78 (Judicial Branch Federal Employment application), which is available from the Hawaii U.S. District Court website: www.hid.uscourts.gov under FORMS and “Miscellaneous, or on the Employment Page;” and
- 4) Three professional references with current contact information.

You must submit **ALL** required documents to be considered for this opportunity; incomplete packets will not be considered. Non-submission of the required documentation or an incomplete application packet may disqualify applicant from further consideration.

Please submit as one PDF via email to: careers@hid.uscourts.gov with subject line: *VA 24-06 Operations Support Clerk (your name)*.

The U.S. District Court will only communicate with those individuals 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 for reimbursement.

The District of Hawaii, U.S. District Court 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.

Equal Focused Employer. The Court encourages applications from all qualified individuals and seeks a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran's status, disability, religion, and socio-economic circumstance. The court provides reasonable accommodation to applicants with disabilities. If you need reasonable accommodation for any part of the application or hiring process, please notify Human Resources at 808-541-1441. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

We value diversity, are committed to equity and inclusion, and support a workplace in which everyone is treated with dignity and respect.