

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-17-10

OPEN: October 19, 2017
CLOSE: Open until filled (first consideration given to applications received by November 2, 2017)

POSITION TITLE AND SALARY: Quality Assurance Analyst
CL 26 - CL 27 (\$48,428 - \$86,460)
Salary determined by qualifications and experience.
Promotion to CL 27 may occur without further posting or competition.

LOCATION OF POSITION: United States Court of Appeals for the Federal Circuit
717 Madison Place, N.W.
Washington, D.C. 20439

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) was established under Article III of the Constitution on October 1, 1982. The court was formed by the merger of the United States Court of Customs and Patent Appeals and the appellate division of the United States Court of Claims. The court is located in the Howard T. Markey National Courts Building on historic Lafayette Square in Washington, D.C.

The Federal Circuit is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. Appeals to the court come from all federal district courts, the United States Court of Federal Claims, the United States Court of International Trade, and the United States Court of Appeals for Veterans Claims.

The court also takes appeals of certain administrative agencies' decisions, including the United States Merit Systems Protection Board, the Boards of Contract Appeals, the Patent Trial and Appeal Board, and the Trademark Trial and Appeal Board. Decisions of the United States International Trade Commission, the Office of Compliance, an independent agency in the legislative branch, the Government Accountability Office Personnel Appeals Board, and the Department of Justice Bureau of Justice Assistance also are reviewed by the court.

Position Overview

The Quality Assurance Analyst position is located in the Clerk's Office (CO) and is responsible for an array of quality assurance duties including assisting with the development and maintenance of written procedures, assessing and participating in internal training initiatives, performing data quality reviews and corrective actions, preparing standard statistical reports, and leading quality control meetings with case management staff. Additionally, the Quality Assurance Analyst assists the Quality Assurance Supervisor (QA Supervisor) with the development and management of process improvement projects.

Responsibilities of the Quality Assurance Analyst may include, but are not limited to:

Assist the QA Supervisor with the review and audit of docket activity and the integrity of case files to ensure the accuracy, timeliness, and quality of the data. Prepare reports to perform regular data quality reviews and reconciliations. Perform corrections and edits as needed and make recommendations for process improvements and corrective actions. Monitor and maintain weekly and monthly non-CM/ECF reports and logs for operational staff. Document and correct database errors, provide functional instruction to case management staff on error resolution via electronic notifications, and lead regular quality control meetings.

Draft standard and ad hoc reports for both quality assurance and statistical purposes for review by the QA Supervisor. Notify the QA Supervisor of trends in input errors and the required corrective actions. Develop and revise procedures for data entry. Test new events in electronic filing system. Generate deadlines and deficiency notices for missing documents.

Assist with the CO's training assessment and development needs by gathering data and assisting with the preparation and delivery of training presentations. Participate in the development and maintenance of standard procedures for court operations. Respond to quality assurance inquiries and data requests including urgent requests after-hours, as needed.

Recommend appropriate actions and training to correct electronic filing issues for both internal staff and external customers. Evaluate and recommend necessary changes or applicable training to resolve continuing problems in quantity and quality of data input from both internal staff and external users. Assist in the production of training materials, including on-the-job manuals and procedures. Oversee and review information posted on local Knowledge Base website. Update training aids as needed.

Assist the QA Supervisor with the development and management of process improvement projects by drafting project documents, attending meetings, tracking resources statuses, and preparing correspondence between stakeholders.

Sustain the integrity of the electronic database by monitoring the proper access to records and filing of documents. Handle sealed and confidential documents and other sensitive case information. Maintain the appropriate access to restricted materials.

Respond to telephone, in person, and electronic inquiries from chambers, court staff, counsel, and the public. Respond to research requests and monitor the quality assurance mailbox. Provide information and electronic case filing instruction to external customers. Conduct case research as required. May monitor undeliverable emails and take appropriate action.

Provide support for the Clerk's Office financial receipting and reconciliation process.

Serve as the backup to the QA Supervisor. Provide backup coverage for other case managers and other duties as assigned.

Required Qualifications

Education

Candidates must possess a bachelor's degree in business, public administration, criminal justice, law or other related field that would prepare a candidate well to perform in this position from an accredited college or university.

Specialized Experience

CL-26: One year of progressively responsible clerical or administrative experience equivalent to work at the **CL-25** level (**GS 9**) that included 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.

CL-27: Two (2) years of progressively responsible clerical or administrative experience, one of which must have been equivalent to work at the **CL-26** level (**GS 10**), that included 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.

Preferred Qualifications

The ideal candidate will have experience in the federal judiciary; a working knowledge of the case administration process and the federal judiciary CM/ECF system; a proficiency in Microsoft Access, Microsoft Excel, SQL, and Tableau; and a general knowledge of statistics and data analytics.

Application Process and Information

To be considered application packages must include ALL of the following:

1. Cover letter wherein the applicant describes the knowledge, skills, abilities, and experience that would make her/him well qualified to fill this position
2. Resume outlining educational background, employment history, and other relevant information
3. Application for Employment (Form AO-78 – Visit the court’s website at <http://www.cafc.uscourts.gov/human-resources>. Description of work must be completed for each section of Work Experience. Incomplete and/or unsigned Applications will not be considered.

Complete application packages containing the items above may be sent by email to hr@cafc.uscourts.gov or delivered by mail to the following address:

United States Court of Appeals for the Federal Circuit
717 Madison Place, N.W.
Suite 410, Human Resources
Washington, DC 20439
Attention: Quality Assurance Analyst CAFC-17-10

Other Information

Only those applicants selected for an interview will be contacted and must travel at their own expense; except that reimbursement for travel may be available during the final stages of the interview process. Reimbursement for relocation is not available.

The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

Employees of the United States Court of Appeals for the Federal Circuit are excepted service appointments. Federal government civil service classifications or regulations do not apply. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C.§1324b(a)(3)(B). Under 8 U.S.C.§1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The United States Court of Appeals for the Federal Circuit is an Equal Employment Opportunity employer.