

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-18-02 (Internal Recruitment)

OPEN: February 13, 2018
CLOSE: February 26, 2018

POSITION TITLE: Case Manager ~ Team Lead (Temporary Assignment)

AREA OF CONSIDERATION: Current CL 26 Clerk's Office Staff

COMPENSATION: 3% Temporary Pay Adjustment Not-to-Exceed 6 Months
(in addition to the selectee's current salary)

TARGET GRADE AND STATUS: The individual selected for this assignment may be considered for permanent promotion to the CL 27 at the conclusion of the temporary assignment without further posting or competition

LOCATION OF POSITION: Clerk's Office
United States Court of Appeals for the Federal Circuit
Washington, DC 20439

Temporary Work Assignment Overview:

The incumbent selected from this recruitment will perform the following functions during a temporary six-month work assignment which will include a temporary 3% increase in salary. The individual selected for this assignment will work with the Operations Supervisor to (1) to review and recommend policy and procedural changes to case management functions; (2) to identify areas in need of standardization concerning procedural problems and impediments within the Operations Team; and (3) to provide assistance to the Operations Supervisor as delegated, including serving as the primary point of contact regarding case management issues in the absence of the Operations Supervisor. At the conclusion of the six-month assignment, the incumbent will either return to their original responsibilities and rate of pay preceding the temporary assignment (plus any pay increases that would have been received if they had not been placed on a temporary pay adjustment) or the incumbent will receive a permanent promotion to the CL 27 if deemed to be in the best interest of the Clerk's Office operations and mission.

Position Overview of the Case Manager ~ Team Lead at the CL 27 level:

The Case Administration – Team Leader maintains expertise in the areas of case administration, intake, and records and responds to the more complex questions relating to the Federal Rules of Appellate Procedure, the court's local rules and policies, and the practices and procedures that further the mission of the Clerk's Office (CO). In addition to performing the full range of functions performed by a Case Manager, the incumbent is also responsible for mentoring and reviewing the work of fellow case managers, reviewing and recommending changes to policies and procedures, and assisting the Operations Supervisor with developing performance improvement solutions for job-specific functions.

Responsibilities of the Case Manager (Team Lead) at the CL 27 level may include:

Identify and process complex cases and appeals and take on special assignments in support of CO operations. Lead, train, mentor, and guide other case managers performing case administration duties, including the review of work products. Advise appropriate case managers of necessary corrective actions, as required.

Assist the Operations Supervisor in reviewing and recommending policy and procedure changes based on the Federal Rules of Appellate Procedure and the court's local rules. Assist in production of various online attorney resources. Assist with the maintenance of written technical procedures and automated forms. Provide feedback to Operations Supervisor on operational matters and policies, including the status of training programs.

Analyze operational practices and procedures. Work closely with the Operations Supervisor to identify, solve, and standardize procedural problems and impediments within the operations team. Recommend improvements to the operations team work processes, operating methods, and data entry screens.

Advise the Operations Supervisor on the progress of performance and training needs for all clerks within the operations team, including feedback relevant to performance evaluations.

Initiate, process, manage, and close case files in the electronic case management system (CM/ECF). Ensure that all case records and related information are accurate, accessible, and in accordance with policies and processing standards. Oversee the timely progression of cases according to established standards including the identification of cases which require expedited consideration.

Receive, review, and process incoming documents to determine conformity with appropriate rules, practices, and/or court requirements, and notify parties of discrepancies. Perform daily quality control of assigned cases and new filings. Scan case documents and records into CM/ECF.

Keep abreast of all case management statistical reporting requirements, updates of all CM/ECF events and reliefs, and local and federal rules.

Process emergency applications filed with the court. Process opinions and judgments issued by the court. Create cover sheets in the slip opinion application for official publication of court documents.

Respond to telephone, in person, and electronic inquiries and data requests from chambers, court staff, counsel, and the public including urgent requests after-hours, as needed.. Provide accurate answers to questions regarding the docket or general court information to both internal and external customers. Conduct case research as required.

Inform customers of required fees. Process and reconcile credit card and ACH payments for filed documents. Ensure funds received are secured at all times and accurately balanced at the end of the day.

Serve as a courtroom deputy and assist with the orderly flow and recording of courtroom proceedings. Serve as exhibits clerk by appropriately processing and distributing physical exhibits as received.

Prepare and review reports as needed for both quality assurance and statistical purposes. Maintain data quality in work products by regularly reviewing and correcting data to comply with prescribed rules, procedures, and internal controls.

Serve as the primary point of contact regarding case management issues in the absence of the Operations Supervisor. Schedule and provide backup coverage for other case managers and other duties as assigned.

Application Process and Information

For consideration, please email a letter of interest and resume to hr@cafc.uscourts.gov or deliver a hard copies to HR in suite 410.

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.