

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-20-17

OPEN: October 30, 2020
CLOSE: Open Until Filled
First consideration given to applications received by November 20

POSITION TITLE, GRADE AND SALARY: Operations Manager
CL 29 (\$82,120 - \$133,477)
CL 30 (\$97,047 - \$157,720)
CL 31 (\$114,141 - \$170,800)
Salary determined by qualifications and experience
Promotion up to the CL-31 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 Court of Appeals for 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. For additional information about our court please: [Click Here](#).

Position Overview

The Operations Manager performs professional and managerial work related to supervision and oversight, strategic planning and development, and operations management and support of the Clerk's Office. The Operations Manager directs staff within the following functional areas of responsibility and ensures compliance with the appropriate guidelines, policies, and internal controls: case management, electronic case management systems, functional training and professional development, quality management, internal controls compliance and audits, statistical reporting and data analytics, data quality control and assurance, and program and project development and management. The Operations Manager serves as the office's risk management and strategic initiatives officer and is responsible for developing and implementing short and long-term strategies and internal policies and procedures to support the mission of the

Clerk's Office. The Operations Manager is a senior member of the Clerk's Office management team, functions as primary deputy-in-charge within the Clerk's Office and is involved in the overall management and planning of the Clerk's Office.

Responsibilities of the Operations Manager include, but are not limited to:

Manage, develop, and mentor supervisory, professional, administrative, and operational staff involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the following functional areas: case management, electronic case management systems, functional training and professional development, internal controls compliance and audits, statistical reporting and data analytics, data quality control and assurance, and project development and management. Establish work procedures, conduct staff meetings, provide information, delegate work fairly and consistently, and reallocate staff as needed. Adjust priorities and deadlines, as needed, for the completion of goals and coordinate work schedules and coverage needs within functional areas of responsibility. Oversee work products and processes and provide guidance as required. Monitor and evaluate the quality of work, level of compliance, and staff activities within the Clerk's Office. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training.

Manage court operations through coordinating and communicating office procedures with supervisors, unit executives, judges, and chambers staff. Establish and monitor programs which implement change management and quality management techniques. Consult with and provide advice, guidance, and recommended action to judges, senior managers, and staff of the court regarding all Clerk's Office operations, strategic and project development and management, risk management and analysis, data analysis and process improvements, management of the court's electronic case management system, and areas of specific responsibility. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports to monitor the management of cases and Clerk's Office processes and take appropriate action. Develop, review, and implement operational policies and procedures for the Clerk's Office. Adjust officewide priorities and deadlines, as needed, for the completion of goals and coordinate work schedules and coverage needs across all Clerk's Office areas, in consultation with other managers and supervisors. Communicate and respond directly to requests from judges, senior managers, and staff of the court as needed. Serve as primary liaison with Information Technology Office staff on Clerk's Office activities and management of the electronic case management system.

Initiate, develop, direct, and supervise long- and short-term projects and strategic planning management regarding the efficient functioning of the Clerk's Office and implementing and monitoring of strategic and project plans for the accomplishment of goals. Initiate, recommend, and assist with the development of strategies, plans, actions, policies, standards, rules, and procedures related to Clerk's Office operations, including the electronic case management system. Identify, prepare, recommend, and review changes to court policies and procedures impacting court operations. Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs and initiatives in furtherance of the mission and strategic objectives.

Develop and facilitate presentations, including visual presentations, for judges or staff regarding special projects or topics. Coordinate and facilitate court-wide and unit-specific advisory groups, working teams, project teams or meetings of similar groups impacting Clerk's Office operations. Represent the court in judiciary-wide initiatives, meetings, and conferences.

Plan and implement processes and protocols to ensure business continuity of essential functions consistent with the court's emergency planning and preparedness program. Serve as primary deputy-in-charge and backup certifying officer in the absence of the Chief Deputy Clerk and provide backup coverage, after-hours, emergency, and continuity of operations support, as needed.

Communicate and respond to judges, chambers staff, and management requests regarding court operations. Answer procedural questions for judges, staff, and the public. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality. Develop, implement, and maintain written procedures for assigned functions. Support office financial processes and court sessions, as needed. Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

- **CL 29 (\$82,120 - \$133,477):** At a minimum, candidates must possess a bachelor's degree from an accredited college or university and five (5) years* of administrative, technical, or professional work that included at least three (3) years of supervisory or managerial experience that provided an opportunity to gain skill in developing the interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgement; and, thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to this position. At least one year of the required experience must be at the CL 28 (GS 12) or equivalent.
- **CL 30 (\$97,047 - \$157,720):** At a minimum, candidates must possess a bachelor's degree from an accredited college or university and six (6) years* of administrative, technical, or professional work that included at least three (3) years of supervisory or managerial experience that provided an opportunity to gain skill in developing the interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgement; and, thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to this position. At least one year of the required experience must be at the CL 29 (GS 13) or equivalent.

- **CL 31 (\$114,141 - \$170,800):** At a minimum, candidates must possess a bachelor's degree from an accredited college or university and six (6) years* of administrative, technical, or professional work that included at least three (3) years of supervisory or managerial experience that provided an opportunity to gain skill in developing the interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgement; and, thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to this position. At least one year of the required experience must be at the CL 30 (GS 14) or equivalent.

*Candidates may substitute a master's degree from an accredited college or university or a Juris Doctor (JD) degree from an American Bar Association accredited law school for 1 (one) year of the administrative, technical, or professional work.

Preferred Competencies

- Completion of a graduate degree in business administration, public administration, legal administration, criminal justice administration, or judicial administration.
- Completion of a relevant professional certification in project management (PMP or other PMI certification), quality standards (ASQ certifications, Six Sigma/Lean), or court management (NCSC Institute for Court Management).
- Completion of a Federal Judicial Center leadership or management training program.
- Experience working in the federal judiciary.
- Experience using Microsoft 365 applications, including SharePoint, in an office environment
- Demonstrated experience with project management.
- Demonstrated experience with data analytics or quality management functions.
- Demonstrated ability to work in a fast-paced and frequently changing environment.
- Demonstrated strong writing and editing abilities in a professional environment.
- Demonstrated ability to coordinate and interact with a wide range of stakeholders, including judicial officers or senior executive leadership.

Application Process and Information

To be considered application packages must include:

1. Cover letter of no more than three pages, wherein the applicant describes the knowledge, skills, abilities, and or experience that would make her/him well qualified to fill this position, as well as the applicant's leadership and management style
2. Résumé outlining educational background, employment history, and other relevant information
3. Completion of online AO-78, Federal Judicial Branch Application for Employment

4. Completion of online aptitude test and personality test

Once you have the cover letter and resume files (items 1 and 2 above) readily accessible in PDF format, follow the link below to submit your files and complete the online AO-78 and online tests (items 3 and 4 above):

<https://www.ondemandassessment.com/link/index/IB-QUC2TTX3U?u=116354>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov

Other Information

Only those applicants selected for an interview will be contacted and must travel at their own expense. 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.