

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

Vacancy #: CAFC-26-05

Closing Date: Open until filled

Position Title: Judicial and Public Services Supervisor

Grade/Salary: CL 28 (\$81,906 - \$133,178)
Promotion up to the CL 29 may occur without further posting or competition. Salary determined by qualifications and experience as outlined below under "Required Qualifications".

Position Location: U.S. Court of Appeals for the Federal Circuit
717 Madison Place, NW, Washington, DC 20439

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) 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 visit our [public website](#).

Position Overview

The Clerk's Office of the U.S. Court of Appeals for the Federal Circuit is seeking candidates for a full-time Judicial and Public Services Supervisor. Through innovative and results-oriented practices, the Clerk's Office delivers quality service to the court, judges, and public stakeholders in its dual mission to facilitate the progression of cases before the court and to maintain the court's records. The Clerk's Office has been recognized nationally for the quality and innovation of its operations and is currently validated at the ASQ/ANSI G1:2021 Silver Level.

The Judicial and Public Services (JPS) Supervisor is responsible for leading and managing all public-facing records related services for the court, ensuring high-quality customer service for attorneys, self-represented litigants, and the general public. The incumbent oversees operations related to opinion and judgment issuance and post-judgment matters, attorney admissions, mediation, intake and public information services, court records and file room management, paper filing compliance and brief distribution, and assists with courtroom operations, while developing and implementing policies and procedures to enhance court accessibility and service delivery.

Representative duties are intended to illustrate the major duties and responsibilities that are performed by this position. Representative duties may be adjusted, and additional duties may be added, based on the operational needs of the Clerk's Office.

- **Leadership and Supervision:** Direct professional and administrative staff across multiple functional areas. Establish performance standards, assign work, conduct evaluations, and coordinate disciplinary

actions with the Chief Deputy Clerk and Human Resources as appropriate. Create work procedures, facilitate staff meetings, delegate responsibilities equitably, and redistribute resources to meet changing demands. Prioritize tasks, manage deadlines, and coordinate work schedules. Assess work quality, monitor compliance with court procedures, and ensure staff receive comprehensive training, including cross-training across JPS functional areas to support operational flexibility. Implement business continuity protocols and provide essential backup coverage.

- **Opinions and Post-Judgment Processing:** Oversee opinions processing functions, including the review, formatting, and issuance of court opinions, judgments, and mandates for cases assigned to panels and the en banc court. Supervise post-judgment matters including petitions for rehearing, bills of costs, and mandate issuance. Coordinate writing judge assignments and reassignments in collaboration with the Chief Deputy Clerk and chambers staff. Ensure timely docketing and distribution of court orders and opinions in accordance with established procedures.
- **Records and Brief Management:** Oversee the paper brief management system, including compliance review and distribution workflows for paper filings. Establish quality control procedures for the timely and accurate upkeep of the paper brief management system. Establish procedures for handling non-conforming submissions and protocols for sealed or restricted documents. Coordinate preparation of case materials for court sessions and ensure timely distribution of briefs to chambers. Track filing deadlines and implement specialized workflows for expedited cases. Maintain effective communication with judges' chambers regarding preferences for paper formats and delivery. Administer court records management in accordance with judiciary policies. Direct file room and vault operations, including organization systems and physical records storage. Implement security measures and environmental controls for records preservation. Develop tracking systems to ensure accountability and accessibility. Direct the timely and efficient return of submitted exhibits. Coordinate with the Federal Records Center and National Archives and Records Administration regarding retention schedules and archiving requirements. Supervise the digitization process for paper records in coordination with Information Technology Office staff. Oversee responses to public records requests and ensure appropriate routing of case documents to respective court units.
- **Attorney Services and Mediation Program:** Manage the attorney admission process and registration system while overseeing electronic filing access protocols. Develop admission procedures and verify attorney records and good standing certifications. Process fee collection and receipting for attorney admissions in accordance with judiciary financial policies. Issue certificates of admission and good standing. Coordinate with state bar associations and other licensing authorities regarding attorney status and disciplinary matters. Track attorney disciplinary cases and provide support for disciplinary proceedings as required. Direct the court's mediation program, supervising case selection and scheduling processes. Coordinate conference arrangements between mediators, attorneys, and parties. Generate statistical reports on mediation outcomes and implement program improvements based on stakeholder feedback and effectiveness metrics.
- **Public Information and Customer Service:** Serve as a resource for attorneys, litigants, and the public regarding court procedures, filing requirements, and case status inquiries. Ensure accurate and timely responses to public information requests. Maintain public access resources, including website content related to JPS functions, in coordination with the appropriate court units. Coordinate with Case Management Services regarding procedures affecting JPS-managed functions.
- **Continuity Support:** Plan and implement processes and protocols to ensure business continuity of essential JPS functions consistent with the court's emergency planning and preparedness program. Provide backup coverage, after-hours support, emergency response, and continuity of operations support as needed. Coordinate with the Chief Deputy Clerk and Operations Manager to ensure seamless Clerk's Office operations during absences or emergencies.
- **Supervisory Deputy Clerk Responsibilities:** 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

Education

At a minimum, candidates must possess a high school diploma or equivalent.

Specialized Experience

- **CL 28 (\$81,906 - \$133,178):** Candidates must possess at least three years of progressively responsible administrative experience in a professional office environment. This experience should demonstrate a consistent ability to apply complex rules, regulations, and directives while utilizing automated technology for word processing, data entry, and report generation. At least one of these years must include specialized experience in a supervisory or managerial role, providing the candidate with a thorough knowledge of the basic concepts, principles, policies, and theories of management and leadership. Required supervisory experience may be substituted by clerk's office or operations experience with a federal court.

Preferred Qualifications

- Bachelor's degree from an accredited college or university.
- Prior experience working in the federal or state judiciary.
- Knowledge of case administration and management processes and electronic case filing systems.
- Experience using Microsoft 365 applications, including SharePoint, in an office environment.
- Demonstrated ability to work in a fast-paced and frequently changing environment.
- Demonstrated strong writing and editing abilities in a professional environment.
- Knowledge of project management, quality management, and process improvement practices and tools.

Application Process and Information

To be considered, application packages must be complete and submitted using the provided online application system which is accessible by following the link below. Complete packages must include:

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

Once you have the cover letter and résumé (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/o/JB-2CYROR423/landing?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. Applications submitted to this email address will not be reviewed.

Benefits Information

The candidate selected for this position will be eligible for a generous federal employee benefits package which includes:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program.
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- For more benefit information visit the [Judiciary's Benefits Page](#).

Additional Information

Only those applicants selected for an interview will be contacted. For in-person interviews, candidates must travel at their own expense. 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.

The position will report to downtown Washington, DC; however, limited telework may be available on an ad hoc basis and/or according to agency policy. Employees of the United States Court of Appeals for the Federal Circuit are excepted service, at-will 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 U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.