

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC-26-13
<u>Closing Date:</u>	Open until filled
<u>Position Title:</u>	Case Management Supervisor
<u>Grade/Salary:</u>	CL 28 (\$81,906 - \$102,415*) 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". * Consideration above CL-28/25 will be given for federal judiciary experience
<u>Position Location:</u>	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 Case Management 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 Case Management Supervisor (CMS) is responsible for leading and managing all case information-related services for the court, ensuring the integrity and quality of case-related databases and systems and high-quality customer service for chambers staff, court staff, counsel, litigants and the public. The incumbent oversees operations related to compliance with the appropriate guidelines, policies, and internal controls, courtroom operations, financial duties, and serves as the office's subject-matter expert on case management procedures and processes, including implementing case management training and quality assurance requirements.

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 case management functional areas to support operational flexibility. Implement business continuity protocols and provide essential backup coverage.

- **Case Management:** Oversee receipt and review of incoming documents for conformity with federal and local rules. Monitor data quality assurance activities, including case opening and closing. Provide subject-matter input to staff involved in maintaining dictionaries for electronic case management systems and troubleshooting problems with case management systems. Arrange for electronic case management system training for employees, and test and evaluate new system versions and enhancements. Develop, implement, and maintain written procedures for case management and other assigned functions. Plan and implement quality assurance procedures for the case management functions. Review, recommend, and approve case management policy and procedure modifications and enhancements. Coordinate and serves as primary liaison with the Office of General Counsel on case management policy, referrals, and procedures.
- **Electronic Case Systems Management:** Serve as primary manager of the electronic filing help desk and maintenance group within the Clerk's Office. Identify and implement the appropriate dictionary event modifications, report subscriptions, creations, and deactivations. Participate in the testing of new releases and system updates to ensure the continuity and quality of system operations. Anticipate, plan, and implement new electronic filing operating procedures. Manage, track, and document pending system enhancements and dictionary changes. Develop and maintain documentation of system changes and related procedures. Maintain a progressive understanding of judiciary wide electronic filing functionality, policies, and usage.
- **Program Management and Development:** Coordinate and direct the development and implementation of case management projects, initiatives, and new programs, including the evaluation and analysis of the effectiveness of the procedures, processes, systems, and tools that are used by staff in the management of cases. Analyze collected process data from docket activity, program and process audits, evaluations, and reviews and recommend appropriate changes. Direct, manage, recommend, and review projects, processes, and changes for evaluating changes designed to improve overall quality, quantity, and efficiency of court operations. Develop and facilitate presentations, including visual presentations, for judges or staff regarding special projects or topics.
- **Continuity Support:** Plan and implement processes and protocols to ensure business continuity of essential case management 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 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 - \$102,415):** 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 a master's degree or 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/JP-PLFPLS2NE/landing?u=1142493>

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.