



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA

DATE: April 16, 2012
POSITION TITLE: Intake/Docket Supervisor
LOCATION: San Francisco, California
CLASS LEVEL: CL-26 with possible promotional potential to CL-27
SALARY: \$49,469 - \$80,445 / Depending upon Experience and Qualifications
CLOSING DATE: Priority cut-off 4/30/2012 or until filled

THE UNITED STATES COURT IS AN EQUAL OPPORTUNITY EMPLOYER, AND ENCOURAGES QUALIFIED MINORITY APPLICANTS TO APPLY

The Northern District of California covers 15 counties along California's northern coast, from San Benito in the south to Del Norte County in the north, with courthouses in San Francisco, Oakland, San Jose and Eureka. The Clerk's Office serves 18 active and senior district judges and 11 full-time magistrate judges. The Clerk's Office consists of approximately 130 employees.

INTAKE/DOCKET SUPERVISOR

This is a high visibility, high volume position located in the District Court Clerk's Office, and reports to the Director of Case Processing Services. The incumbent supervises intake/docket clerks at the main office in San Francisco, which processes the majority of filings, case openings and payment transactions for the District. The Intake/Docket Supervisor coordinates the work of the Intake unit that receives new case filings, receipts filing fees, performs duties to support the judges and staff, and provides court information to the public and attorneys. The description that follows is not intended to be all inclusive. Periodically, other duties may be assigned.

The position has the potential for a possible promotion to the CL 27 in the future as there may be broadening of responsibilities due to electronic filing enhancements in processing new cases.

DUTIES AND RESPONSIBILITIES:

- ✓ Acts as a consultant to the Director of Case Processing Services and other managers in the formulation, implementation, and assessment of office practices, policies, and procedures.
- ✓ Participates in developing methods of coordinating the work of the office with that of other governmental agencies and court units. Assists in the implementation of new procedures and policies affecting the processing of new filings and documents into the court.
- ✓ Supervises all aspects of intake. Ensures the smooth and efficient processing of documents and files. Ensures that phone and in person inquiries are answered or routed with courtesy and accuracy. Ensures that monies are processed promptly and that registers are reconciled.

- ✓ Ensures the correct assignment of new civil, criminal and miscellaneous cases as well as reassigned cases. Supervises the daily review of Docket Activity Reports and performs quality assurance on such reports.
- ✓ Ensures the timely processing of Attorney Admission Petitions including entry of admission information into the Attorney Admission CM/ECF data base, requests for Certificates of Good Standing and associated correspondence and queries.
- ✓ Performs all duties associated with a Intake/Docket Clerk.
- ✓ Establishes and adjusts schedules, priorities, and deadlines for completion of work assignments and coordinates work schedules with other units. Considers and grants/denies leave requests, as appropriate. Monitors leave usage of subordinates to ensure compliance with office policy.
- ✓ Selects or assists in the selection of subordinates for vacant positions.
- ✓ Instructs and advises staff on specific tasks regarding customer service, case assignment, case opening, filing and cashiering duties. Makes written instructions available to staff. Acts as a consultant to the Training/Quality Control Coordinator and the Director of Case Processing Services on training and staff development and identifies training needs.
- ✓ Evaluates the performance of staff. Prepares written staff evaluations. Recommends personnel actions.
- ✓ Studies continuing problems in the quantity and quality of work, and takes or recommends necessary corrective actions.
- ✓ Encourages good public relations between staff and the court's customers.

MINIMUM QUALIFICATIONS:

The successful applicant must have two years specialized experience, including at least one year equivalent to work at the CL-25. For placement at salary levels above minimum up to and including step 25, (considering court-preferred skills and an evaluation of quality of experience), the successful applicant must have at least two years specialized experience equivalent to work at CL-25. **Specialized Experience** is progressively responsible clerical experience requiring the regular and recurring application of clerical procedures involving the routine use of keyboard skills and use of specialized terminology, and demonstrated ability to apply a body of rules, regulations, directives, or laws. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or personnel/payroll operations.

PREFERRED QUALIFICATIONS:

Preference may be given to applicants who have:

- Prior federal court experience.
- Prior supervisory experience and/or proven ability to work with people at all levels of organization, and with varying backgrounds.
- A bachelor's degree.
- Ability to meet and communicate effectively with a variety of people.
- Skill in using applicable automated systems.
- Experience which reflects the applicant's ability to work under pressure and deal with change.
- Experience with current versions of WordPerfect, Lotus Notes, Microsoft Word and Windows.
- Work experience that demonstrates the applicant's ability to successfully manage multiple competing priorities, and skill in dealing with others in person-to-person work relationships.
- Proven analytical reasoning skills including the ability to interpret and apply procedural rules
- Experience accepting and receipting payments and reconciling registers.
- Customer service experience, with the ability to convey specialized/technical procedures.

PLEASE SUBMIT YOUR RESUME AND COVER LETTER/EMAIL TO:

United States District Court
Attn: Human Resources (FY12-08)
450 Golden Gate Avenue
San Francisco, CA 94102
Or email to: hr@cand.uscourts.gov

INFORMATION FOR APPLICANTS: The successful candidate for this position is subject to a FBI fingerprint check and background investigation-employment will be provisional and contingent upon the satisfactory completion of the required background investigation, will be required to adhere to a code of conduct (which is available upon request), and is subject to mandatory direct deposit of federal wages. The court is not authorized to reimburse travel expenses for interviews or relocations.

Interviewing Non Citizens and Making Offers of Future Employment: 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). In most cases, this means that an offer of employment cannot be made unless the candidate is a lawful permanent resident who is seeking U.S. citizenship as explained below.

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).

Where appropriate and necessary, the court provides reasonable accommodation to applicants with disabilities. If you need reasonable accommodation for any part of the application or hiring process,

please notify the Human Resources Unit of the Clerk's Office at 415-522-2147. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.