



District Court of the Virgin Islands Vacancy Announcement Career Opportunity No. 2014-004

Position: Generalist Supervisor
Location: St. Croix Division, U.S. Virgin Islands
Salary: CL 29 (\$66,093 – \$107,465) (based on experience; plus Cost-of-Living Allowance, currently at 13.84%)
Open: December 1, 2014
Close: Open until filled

Position Overview:

The position is open to all qualified U.S. Citizens. This type of appointment is permanent status on a full-time basis.

This position is located in the St. Croix Division of the Clerk's Office, District Court of the Virgin Islands, and reports to the Chief Deputy II and/or Clerk of Court. The incumbent will be responsible for supervisory work related to the full range of court operational duties. The incumbent serves as a first-line supervisor over one or more areas of court operations (e.g. case administration, jury administration, records/mail management, etc.). The Operations Supervisor primarily directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls, which may include any or all of the following duties and responsibilities:

Representative Duties:

- Supervise employees involved in operational activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Oversee office functions. Identify issues and resolve disputes. Maintain accurate documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Supervise court operations. Coordinate and communicate office procedures with unit executives, managers, judges, and chambers staff. Assist with the court's emergency planning and preparedness program, including testing.
- Oversee receipt and review of incoming documents for conformity with federal and local rules. Maintain and monitor deposits of monies received, along with applicable financial reports. Monitor data quality assurance activities, including case opening and closing. Guide staff involved in maintaining dictionaries for automated case management systems and trouble-shooting problems with automated case management systems. Arrange for or provide CM/ECF employee training and test and evaluate new case processing versions.

Assist attorneys and their staff with electronic documentation filing. Oversee records and mail management activities.

- Supervise jury wheel, summons jurors, evaluate questionnaires, maintain attendance, conduct orientation, and assign panels.
- Perform duties associated with attorney admissions and naturalization ceremonies, as applicable.
- Communicate and respond to management requests regarding operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.

To qualify at level CL 29:

General Experience:

To qualify for this managerial position, an individual must possess at least three years of progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain experience and skill in developing interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgment; and thorough knowledge of the basic concepts, principles and theories of management and the ability to understand the managerial policies applicable to the Clerk's Office.

Specialized Experience:

At least one year of experience at or equivalent to the work at next lower classification level of CL-28.

Educational Requirements:

A bachelor's degree in management, administration, or a legal professional field is preferred. An advanced degree in one of these fields is highly desired.

Qualifications Required:

- Knowledge of federal and local rules and court operational procedures and protocols.
- Knowledge of reporting requirements to the Administrative Office.
- Thorough understanding of all aspects of the case administration process.
- Thorough knowledge and competency in process redesign by evaluating and implementing potential process improvements.
- Skilled in leading a team of employees in implementing new ideas and better work procedures.

- Ability to effectively represent the operations department among work groups and between the court and external organizations.
- Proficiency in problem solving, trouble-shooting, and identifying alternative solutions.
- Ability to make timely and effective decisions.
- Thorough knowledge of supervisory and employee management principles.
- Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period.
- Thorough understanding of applicable employee rights, protections, and avenues of appeal and the use of mediation and problem solving skills when managing conflicts in the workplace.
- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements.
- Ability to consistently demonstrate sound ethics and good judgment.
- Skilled in spelling, grammar and accuracy in data entry and performing numerical calculations.
- Ability to communicate effectively (orally and in writing) to individuals and groups to provide information.
- Ability to interact effectively and appropriately with judges, court personnel, external agencies, and the public, providing excellent customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Skilled in the use of automated equipment, including word processing and spreadsheet applications, requisite court computer programs, automated case management systems, financial records management systems, human resources systems, and related databases and applications.
- Knowledge of software and keyboarding for word processing, data entry, email, computers and report generation, i.e. Microsoft Word, Microsoft Excel and other computer skills. Skilled in using standard office equipment (telephones, copiers, fax machines, scanners, etc.).
- Skilled in using a multi-line telephone efficiently and in a timely manner.

Court Preferred Experience:

Experience in a federal or state court system, which involved the application of procedures, policies and strategies relevant to the judiciary, judicial administration, and or court operations is highly desired. Knowledge of federal and local rules, knowledge of local policies and procedures, and a comprehensive understanding of the Case Management/Electronic Case Filing (CM/ECF) system is highly desired. Strong computer skills are also highly desired.

Benefits:

A generous benefits package is available to full-time permanent employees which may include:

- A minimum of 10 paid holidays
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days after three years, and 26 days after fifteen years
- Paid sick leave in the amount of 13 days per year
- Optional participation in choice of Federal Employees Health Benefits
- Optional participation in Federal Employees Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in Long-Term Care Insurance
- Retirement benefits in the Federal Employees Retirement System (FERS)
- Thrift Savings Plan
- Eligible for private long term disability plan options

Conditions of Employment:

This is a sensitive position within the judiciary. The successful applicant will be subject to a reference, background check and/or investigation, which includes a Federal Bureau of Investigation (FBI) fingerprint check. Employee retention depends upon a favorable suitability determination.

Employees of the District Court serve under “Excepted Appointments” and are “at will” employees, serving at the pleasure of the court for the duration of their employment. Appointee may be removed from this position for failure to perform at a satisfactory level following a six month probationary period. Applicants are responsible for their own interview travel expenses. This position is subject to mandatory electronic funds transfer participation.

The work is performed in an office setting. Duties may require working outside of regular business hours. The successful applicant will be required to travel to divisional offices, and other locations on an as needed business.

Application Procedure:

Qualified applicants should submit a detailed cover letter, resume, copies of educational credentials and an [*Application for Judicial Branch Employment \(AO 78\)*](#) to the address listed below:

Attention: Generalist Supervisor Vacancy
Clerk of Court
District Court of the Virgin Islands
5500 Veteran's Drive, Room 310
St. Thomas, U.S. Virgin Islands 00802-6424
or via email to viclerk@vid.uscourts.gov

THE DISTRICT COURT OF THE VIRGIN ISLANDS
IS AN EQUAL OPPORTUNITY EMPLOYER