

*** CAREER OPPORTUNITY ***



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF TEXAS

Position Title: Operations Support Specialist #19-28
(One or more positions may be filled)
Location: Dallas, Texas
Closing Date: Open Until Filled
Salary/Range: CL-24/CL-25 (\$39,994 - \$55,237)

POSITION OVERVIEW: The United States District Court for the Northern District of Texas is recruiting for a Customer Service Clerk in the Dallas office. The incumbent provides front line customer service, maintains official case records, reviews submitted documents to determine conformity with federal rules, processes new case information and documents, and processes mail and payments.

REPRESENTATIVE DUTIES:

1. Provides customer service at the Clerk's Office front desk.
2. Answers case-related inquiries and provides information on filing procedures. Inquiries may be received in person, by telephone, or through the court's online help desk software.
3. Makes summary entries of documents and proceedings on the electronic docket. This includes, but is not limited to, such items as complaints, petitions, indictments, pleadings, motions, responses, minute entries, and orders. Assists with appeals docketing and records preparation and transmission, as needed.
4. Reviews documents to determine compliance with federal and local rules and routes copies of documents to proper office(s)/person(s). Distributes orders, notices, and judgments when entered on the docket. Prepares and issues summons and warrants upon order of the court.
5. Ensures that statistical information is accurately reflected when a case is opened or closed and assists in case management by ensuring the quality of all docket entries using the court's quality control program.
6. Performs various tasks related to maintenance of court records.
7. Opens mail, logs remittances, writes receipts for payment, reconciles transactions, and prepares deposits in accordance with internal controls policies and procedures.

QUALIFICATIONS:

To qualify for the position of customer service representative, the candidate must have a minimum of two years experience in customer service, experience working in a team environment, and a strong work ethic. Knowledge of legal terminology and experience handling sensitive material is preferred. The candidate must possess strong verbal and written communication, organizational, and analytical skills. The candidate must also be proficient in computer programs, including Adobe Acrobat and Microsoft Office. High school diploma or equivalent is required, and a bachelor's degree is preferred.

BENEFITS:

Employees of the U.S. District Court are entitled to benefits, which include participation in the Federal Employees Retirement System, choice of a health benefit plan from several options, dental, life insurance, long term disability, long term care, annual/sick leave, federal holidays, and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

OTHER:

Employees of the U.S. District Court for the Northern District of Texas are excepted service appointments. Employees are considered at will and are not covered by federal civil service classifications or regulations. You must be a U.S. citizen, or a lawful permanent resident (i.e., green card holder) seeking U.S. citizenship.

Due to the high volume of applicants received, the Court will only communicate with applicants who will be considered for interviews. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

The final candidate will be subject to a background investigation by law enforcement agencies, which includes FBI fingerprinting and credit check. Employment will be contingent upon a favorable response from this investigation.

Qualified applicants may submit a **detailed resume** and **salary history** to:

Human Resources - #19-28
United States District Clerk's Office
1100 Commerce Street, # 1452
Dallas, TX 75242
Fax: (214) 753-2247
Email: humanresources@txnd.uscourts.gov

****** The Court is an Equal Opportunity Employer ******

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. District Court requires employees to adhere to a Code of Ethics and Conduct. **This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative.** The decision on granting reasonable accommodations will be made on a case by case basis.