



Posting Number: 18-03

UNITED STATES BANKRUPTCY COURT
Middle District of Georgia
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VACANCY ANNOUNCEMENT

Position: OPERATIONS SUPERVISOR

Location: Macon, Georgia

Opening Date: August 6, 2018

Closing Date: August 20, 2018

Salary: CL 27 (\$48,951.00 to \$79,617.00)
(Career progression to CL 28 - \$58,700.00 - \$95,388.00)
Based Upon Qualifications and Experience

The Clerk's Office of the United States Bankruptcy Court for the Middle District of Georgia, Macon Division, is accepting applications for a full-time, permanent Supervisor position. The Court is seeking self-motivated individuals who possess a strong work ethic and have excellent interpersonal, automation, and analytical skills.

About the Court:

The United States Bankruptcy Court for the Middle District of Georgia is located in Macon, Georgia with a divisional office in Columbus, Georgia. The Court has two judges in Macon and one judge in Columbus. Hearings are also conducted monthly in Albany, Athens, and Valdosta.

Position Overview:

The Supervisor oversees the regular, ongoing work of case managers, observing and documenting individual and team performance, encouraging each person to meet his or her fullest potential. In addition, the Supervisor facilitates training programs for the entire court, developing programs for internal users that address office wide issues or encourage personal development.

Representative Duties:

- Define and distribute workloads as needed to meet the daily goals of the court.
- Manage and monitor leave, compressed time, telework and court schedules to ensure adequate coverage for the office.
- Manage a wide variety of projects and/or tasks at the same time and successfully meet deadlines.
- Review various quality control reports on a regular basis to monitor performance of the case managers.
- Solicit feedback from case managers and provide recommendations to the rest of the management team regarding efforts to approve overall operations.
- Administer the evaluation process for the case management group, encouraging employees to maximize their own individual strengths and mentoring employees who may require work improvement plans.
- Monitor the level of internal and external customer service among group members and other court staff, ensuring that the highest level of service is maintained.
- Cross train to obtain familiarity, if not expertise, in areas such as intake, courtroom, and ECRO duties.
- Conduct needs assessments and surveys to assess the training needs of the staff.
- Coordinate training programs to address areas of need.
- Maintain training records for staff members.

Minimum Qualification Requirements:

- The applicant must possess progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain:
 - Skill in developing the interpersonal work relationships needed to lead a team of employees,
 - The ability to exercise mature judgment, and
 - Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved.
- Have at least one year of experience at or equivalent to the next level below the level of the position for which the individual is being considered.
- The applicant must demonstrate experience in word processing, web-based environments, and data entry involving the use of automation skills, the use of specialized terminology, and the ability to apply a body of rules, regulations, directives or laws.

- The applicant must possess exceptional communication skills since frequent contact is with a wide variety of individuals within and outside the Judiciary.
- The applicant must possess excellent computer skills with a demand for accuracy and quality assurance. Good judgment with the ability to apply concepts to determine what action needs to be taken and good proofreading skills are essential.
- Applicants must be able to enroll in and comply with the court's telework program.

Desirable Qualifications:

- A bachelor's degree from an accredited college or university and work experience in bankruptcy, federal or state courts, or the federal government, are preferred.
- Experience with case management and familiarity with electronic case filing, especially the CM/ECF (Case Management/Electronic Case Filing) or similar systems, is desirable.
- Thorough knowledge of court rules, practices, procedures, forms, and legal terminology. Detailed knowledge of basic documents and skills in prioritizing one's own work as well as the work of the whole group.
- Must possess basic business writing skills, demonstrating the ability to prepare work related correspondence.
- Ability to encourage input and participation from group members; preventing and managing conflict.

Employee Benefits: The United States Bankruptcy Court is part of the Judicial Branch of the United States Government. Court employees are covered by the Court Personnel System (CPS). Court employees are considered at-will and are not covered by federal civil service classifications or regulations. Court employees are, however, entitled to the same benefits as other federal employees. These benefits include:

- 13 days paid vacation for the first three years employment, 20 days after three years, 26 days after fifteen years;
- 13 days paid sick leave per year;
- 10 paid holidays per year;
- Choice of medical, dental and vision coverage from a wide variety of plans;
- Life Insurance options;
- Federal Employees Retirement System;
- Immediate participation in the Thrift Savings Plan (401K plan);
- Optional participation in the Judiciary's Long Term Care Insurance Program;
- Optional participation in the Judiciary's Flexible Spending Program;
- Commuter Benefit Program (dependent on fiscal year funding);

How to apply: Qualified applicants must submit the following: (1) a cover letter; (2) a resume that details years of experience, including names and addresses of employers, dates of employment, functions managed, number and composition of personnel supervised, and salary history; (3) an Application for

Judicial Branch Federal Employment (Form AO78); and (4) a list of at least three professional references, with current contact information. Resumes and applications should be received at the address below.

Please submit application materials in an envelope **MARKED CONFIDENTIAL to:**

Human Resources Service Specialist
United States Bankruptcy Court
P. O. Box 1957
Macon, Georgia 31202

Applications for Judicial Branch Federal Employment (AO 78) may be obtained from the Administrative Office of the United States Court's web-site at: <http://www.uscourts.gov/forms/AO078.pdf>

No applicant documentation will be accepted at our Columbus Divisional Office.

Only applicants who are selected for interviews will be contacted by the Court. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

Notice to Applicants:

- The United States Bankruptcy Court is an Equal Opportunity Employer.
- Employees of the United States Bankruptcy Court are required to adhere to a Code of Conduct, copies of which are available upon request.
- The United States Bankruptcy Court is part of the Judicial Branch of the United States Government.
- Employees of the United States Bankruptcy Court are considered AT WILL employees.
- The Federal Financial Reform Act requires direct deposit of federal wages for court employees.
- The court will not pay for any interview or relocation expenses.

Applicants must be United States Citizens or eligible to work in the United States.

As a condition of employment, the selected candidate will be subject to an FBI fingerprint check and may be subject to periodic updates. Employment will be considered provisional until the fingerprint check is completed.