



United States District Court, Northern District of New York
100 S. Clinton St.
Syracuse, NY 13261
www.nynd.uscourts.gov

Announcement Number: 22-DC-12

VACANCY ANNOUNCEMENT

Position:	Operations Support Clerk
Location:	Syracuse, New York
Starting Salary Range:	\$35,788 - \$49,549 (Classification Level 23 - 24)
Promotional Target:	Classification Level 25 without further competition
Status:	Full Time Temporary (1 year & 1 day appointment. Potential of becoming permanent)
Opening Date:	September 26, 2022
Closing Date:	Until filled
Projected Start Date:	December 2022

Introduction: The Operations Support Clerk position is located in the Syracuse Clerk's Office of the U.S. District Court and will be assigned to the Operations and IT department. This position performs various operational functions and works in a team setting. The Operations Support Clerk will assist in the management of the progression of cases from opening to final disposition, including the preparation of judgments. As a member of this team and the face of the Court, this individual will assist members of other federal agencies, members of the NYND bar, and pro se litigants. The Operations Support Clerk will also maintain the Court's Facility Kiosk calendar and support Courtroom Deputies, Judges, and other users of the kiosk system. The ideal candidate should demonstrate initiative, good judgment, attention to detail, and the ability to follow-through, multi-task and adapt to fast-changing priorities.

Summary of Representative Duties and Responsibilities:

1. Performs and monitors the electronic filing of imaged documents within established quality standards, including the daily quality review of filings by attorneys and by other court staff.
2. Performs docketing, noticing, quality control. This includes: maintaining official case records, monitoring the completion of required procedural steps, informing interested parties when orders are docketed, preparing case documents for appeal, reviewing filed documents to determine conformity with the Federal and Local Rules of Procedure, and taking appropriate action when necessary; ensuring that all pleadings, documents and orders are appropriately, timely and accurately docketed and making summary entries on the docket of all documents and proceedings.
3. Reviews new civil and criminal case opening documents and document filings, assuring the proper maintenance and processing of official case records, and completion of required procedural steps. Performs any necessary noticing, administrative or associated clerical tasks.
4. Provides assistance to end users as a member of the Case Management/Electronic Case Filing (CM/ECF) Advanced Help Desk. Provides information to judicial staff, attorneys,

- other federal agencies, and the public regarding court procedures and/or the status of court documents and proceedings.
5. Informs customers of required fees. Receives payments and issues receipts. Secures funds in cash register. Balances cash drawer at the end of the day.
 6. Processes appeals, magistrate judge case assignments and the processing of sensitive, sealed court records. Prepares and enters judgments and initiates any action necessary following the review of quality control and or case management reports.
 7. Processes incoming and outgoing mail. Prepares daily mail log, and scans pro se documents.
 8. Maintains Facility Kiosk calendar(s) including: (a) performing Quality Control on scheduled calls submitted through Microsoft Bookings by Federal Public Defenders or assigned counsel, or Teams meetings scheduled by Probation and the Court; (b) ensuring jail/facility is available and forwards meeting invites to the appropriate jail/facility contacts; (c) connecting jail/facility calls and verifying that the jail/facility produces the defendant or client; (d) connecting kiosk remotely via remote support software, if necessary; and (e) maintaining jail/facility contacts and instructing staff on changes.
 9. Maintains Adobe Sign licenses for District Court & Probation, including assisting in the creation and execution of documents for signature, developing new templates upon request, and training additional staff on Adobe Sign as necessary.
 10. Distributes surveys to Federal Public Defenders, assigned counsel, or Probation after each meeting, reports issues to management team for necessary repairs or process changes, provides reports and statistics to management team for future planning, and provides feedback on processes or kiosks to management team as requested.
 11. Performs other duties and projects as assigned.

Qualifications: To qualify for the classification level 23, applicants must have a high school diploma or equivalent with two years of generalized experience. To qualify for the classification level of 24, applicants should have at least one year of specialized experience.

Preferred Skills: Education above the high school level from an accredited institution is preferred. Applicants should possess strong communication and problem-solving skills. Experience using automated systems to perform tasks and manage information and customer service skills is a plus. Computer knowledge in a Microsoft Windows environment and Microsoft Word experience is preferred.

Additional Information: Applicants must be U.S. citizens or eligible to work in the United States. Employment is subject to a satisfactory background investigation, including an FBI fingerprint and criminal records check. Unsatisfactory results may result in termination of employment. The Federal Financial Management Reform Act requires direct deposit of federal wages.

Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants upon request. Employees of the United States District Court are Excepted Service Appointments. Excepted Appointments are “at will” and can be terminated with or without cause by the Court.

The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

Benefits: Employees of the United States District Court are not included in the Government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees. These benefits include:

- Participation in a federal health insurance program of your choice.
- Participation in federal dental and vision plans.
- Participation in a group life insurance program.
- Participation in a group long-term disability insurance program.
- Participation in long-term care insurance program.
- Participation in a flexible spending account for medical and/or dependent care.
- A minimum of eleven (11) paid holidays per year.
- Paid vacation and sick leave.
- Paid Parental leave.
- Time in-service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

Application Process and Deadline: Individuals interested in being considered for this position are asked to submit a letter of interest and resume using the link to NDNY's Employment Application System located below:

[Operations Support Clerk](#)

If you fail to provide the required documents, your application package may be considered incomplete and may not be considered.

Only those applicants selected for an interview will be contacted. No phone calls please. Participation in the interview process will be at the applicant's own expense. The Court will not pay for relocation expenses. The United States District Court, Northern District of New York reserves the right to modify the conditions of this job announcement; to withdraw the job announcement or to fill the position earlier than the closing date. Any of which may occur without prior written notice. If a similar position within the District Court Clerk's Office opens within 60 days of the closing date of this announcement, applicants under this announcement will be considered without further advertisement and competition.

This Court is an Equal Opportunity Employer.