



## United States District Court Western District of Tennessee

**Clerk of Court- Western Division**  
**Clifford Davis/Odell Horton Federal Building**  
**167 North Main Street, Suite 242**  
**Memphis, Tennessee 38103**  
**901.495.1230**

**Clerk of Court- Eastern Division**  
**United States Courthouse**  
**111 South Jackson, Suite 262**  
**Jackson, Tennessee 38301**  
**731.421.9200**

### RECRUITMENT POSTING

**Recruitment Number:** 15-01  
**Position Title:** Intake and Administrative Clerk  
**Occupational group:** Operational Court Support  
**Work Unit (Location):** Case Processing and Administration (Memphis Intake Unit)  
**Salary Classification:** CL-24 (\$35,055-\$43,823 *depending on qualifications and experience*)  
**Posting Period:** April 6, 2015 through April 15, 2015

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#### I. Job Summary

The Intake & Administration Clerk performs a variety of duties, including but not limited to receiving, filing, and maintaining files for the court. The Intake & Administration Clerk provides assistance and support to customers filing documents, requesting document copies, and to the public called for jury service. Additional responsibilities and duties are those set forth below and those assigned to the incumbent from time to time.

#### II. Representative Duties

- Accept appropriate documents, inform customers of required fees, receive payments, and issue receipts. Secure funds in cash register, balance cash drawer at the end of the day, and process credit card payments for filed documents.
- Answer and route incoming calls, prepare case files for tracking, assist the public in the use of computerized databases. Provide information to the public, without providing legal advice. Ensure data quality.
- Sort, classify, and file case records. Maintain the integrity of the filing system by monitoring proper storage, access to and reproduction of both paper-based and electronic records and maintaining timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys, government agencies, law enforcement, and the general public. Certify court documents, and create and process new case files. Assign case numbers and judicial officers and open cases in the case management system. Docket initial case opening events.

- Prepare, ship, and retrieve records from the appropriate federal records archive center. Scan, copy, file, pickup, sort, and process mail. Process email received from electronic filers. Maintain the mail meter and meter log. Receive and stamp incoming documents and assist with the maintenance of court files.
- Prepare and mail summons notices and forms. Process returned summons, including data entry and excusal letters.
- Assist the Jury Office as needed and assigned.
- Operate a wide variety of computer, telephonic and office equipment.
- Perform other related duties as assigned by supervisory staff from time to time
- Attend and successfully completed mandatory training classes as assigned from time to time.
- Willingness to travel as assigned for both job duties as well as training.

### III. Evaluation Criteria

#### A. Core Competencies (Knowledge, Skills, and Abilities related to Court Operations)

- Possess the work experience, educational background and ongoing training sufficient to master an in-depth understanding of the following:
  - Knowledge of local court rules, practices, procedures, and forms.
  - Knowledge of the court filing system and documents required and used within the court, the sequence of their use, their content, and the rules of acceptability.
  - Knowledge of how to process, issue, and certify documents and understanding the procedures for public access to court files.
  - Knowledge of legal terminology and basic documents, such as pleadings, correspondence, transcripts, etc.
  - Skill in making docket entries, checking for prohibited filings and unpaid fees on prior filings and knowledge of the terms and processes used for court calendars and dockets.
  - Skill in basic mathematics and the ability to execute cash register transactions.
  - Knowledge of the local court plans, administrative directives, and other policies and procedures regarding court administration.
  - Skills needed for drafting documents, correspondence, operational rules and policies and knowledge of basic computer-based software applications, such as Word, Excel and PowerPoint in order to prepare statistical reports and presentations.

**B. Judgment and Ethics**

- Demonstrated work-related and personal life experience indicating the ability to consistently demonstrate sound ethics and judgment.
- Demonstrated experience in working in an atmosphere demanding strict adherence to maintaining confidentiality concerning law enforcement, court-related and security matters.

**C. Written and Oral Communication/Interaction**

- Ability to communicate effectively (orally and in writing) to individuals and groups to provide information on relevant matters. Ability to interact effectively and appropriately with the public and to provide efficient customer service and assistance in resolving difficulties while complying with regulations, rules, and procedures regarding court operations.

**D. Ability to work well with others**

- Possess excellent interpersonal skills that allow incumbent to interact effectively with a wide variety of individuals with differing educational, social, and economic backgrounds.
- Ability to interact well with coworkers, subordinates and supervisors by effectively communicating through speech, writing and action.

**E. Information Technology**

- Solid experience working with computer systems, telephone systems and basic office equipment.
- Skill in typing, the use of word processing equipment and skill in entering and verifying data in a computerized database environment. Ability to learn the use of automated records management and case management systems, as well as the ability to operate a cash register.

**F. Autonomy and decision-Making**

- The tasks to be performed by incumbent are relatively straightforward and well-defined but will still take time to learn. Operational complexity will be encountered while handling various matters, particularly when trying to respond to customers in the midst of other interruptions. The incumbent must possess the ability to prioritize work and juggle multiple concurrent demands while maintaining a positive attitude and good customer service.
- Decisions are based on well-defined standard procedures and policies and are primarily related to the work at hand. Guidance is readily available; however, some judgment is required when handling the variety of tasks required in this position. Supervisors are available to provide guidance or handle more unusual or complex operational matters, but incumbent must be able to operate autonomously and rely on his or her capabilities when processing work at the public counter, when handling cash register transactions and when working through paper-based or electronic filings.

**G. Work Environment and Physical Demands**

- Work is performed in an office setting, but some lifting is required, particularly in regard to managing court records.

**IV. CONDITIONS OF EMPLOYMENT:**

The successful applicant must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments, are considered "at will" appointments, and can be terminated with or without cause by the Court. Employees are hired provisionally pending results of a criminal background check and fingerprinting, and are subject to a probation period. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of salary. The U.S. Courts require employees to adhere to the Code of Conduct for Judiciary Employees, which is available to applicants for review at the court's web site at: <http://www.uscourts.gov/RulesAndPolicies/CodesOfConduct.aspx>

**V. Benefits**

Employees of the U.S. District Court are not classified under Civil Service, but are entitled to many of the same benefits. These benefits include participation in the retirement system, health and life insurance programs, optional participation in the Federal Thrift Savings Plan, optional disability plan, optional long term care insurance, optional flexible spending accounts for health and dependent care reimbursement, optional commuter benefits plan, paid holidays, leave accrual, and periodic salary increases. A more detailed summary of employee benefits can be obtained through the District Court's Personnel Officer.

\*\*\*\*\*HOW TO APPLY\*\*\*\*\*

Applicants must electronically submit the following materials in order to be considered for this position:

1. Cover Letter,
2. Resume highlighting the applicants skills and accomplishments, and
3. Form AO-78, [Application for Judicial Branch Federal Employment](#).

Send the above materials by email transmission to the following address: [tnwdjobs@tnwd.uscourts.gov](mailto:tnwdjobs@tnwd.uscourts.gov) and be sure to refer to "Posting No. 15-01 - Intake and Administrative Clerk" in the subject line.

Only candidates selected for an interview will be contacted, and more than one position may be filled from this announcement.

**THIS POSITION IS OPEN TO ALL QUALIFIED INDIVIDUALS. THE UNITED STATES DISTRICT COURT FOR THE WESTERN DISTRICT OF TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER**

