

**CAREER OPPORTUNITY
UNITED STATES DISTRICT COURT, WESTERN DISTRICT OF TENNESSEE**

*** ANNOUNCEMENT NO.: 18-05**
POSITION TITLE: GENERALIST CLERK

DATE: April 13, 2018

DUTY STATION: Memphis, TN
Classification Level: CL 23/1-CL 23/25 (\$33,086 - \$41,365)
CLOSING DATE: Open until filled with initial review of applications: 4/29/2018
Application available at: <https://www.tnwd.uscourts.gov/employment-opportunities.php>

Position Introduction

The Clerk's Office of the U.S. District Court for the Western District of Tennessee provides effective and efficient administrative and case management assistance and support to the judicial officers of the Court as well as to all others requiring services of the Court. The Generalist Clerk is primarily responsible for reception duties by greeting visitors/clients in person and on the telephone; screening telephone calls and visitors and directing to the appropriate individuals; opening and processing new cases submitted to the court; processing miscellaneous customer requests; opening, inspecting, and delivering incoming mail; scanning documents, and providing customer service to the public, attorneys, judges, chambers staff, and other court staff. The incumbent maintains control over a cash drawer. Collects funds and balances a cash drawer daily. Receipts and processes payments received by the Court. Enters receipt information into the cash register, and sends copies for follow up information as necessary. Counts monies received and processes receipts in appropriate case accounts. The incumbent maintains a consistent level of professional demeanor and communicates effectively and respectfully with internal and external customers. The incumbent also performs other duties as assigned.

There are six job standard expectations for this position:

1. **Teamwork:** follows-through on assignments given to meet Clerk's Office goals, willingness to assist others, collaboratively working in group situations, willingly sharing information, showing support and promoting office decisions and initiatives, showing respect for others including those with contrasting views and contributing suggestions to further the Court's mission.
2. **Job Knowledge:** understanding duties and responsibilities and applying that know-how effectively; adhering to standards, directives, and instructions and understanding how individual job performance furthers organizational objectives; exhibiting willingness and insight to pursue developmental opportunities in order to expand job-related skills and knowledge; ability to work independently and keep abreast of changing policies and procedures.
3. **Quality of Work:** accuracy, attention to detail, thoroughness, and timeliness of work is required. Work quality also includes how well work assignments are completed in accordance specific instructions, standards, requirements, and expectations; follow-up and pride in work are evidenced through consistent adherence to written policies, procedures, and guidance.
4. **Dependability:** being consistent, responsive, and reliable when carrying out work responsibilities successfully; prioritizes and manages time effectively; accepts responsibility for one's own actions and possesses the professional maturity in working with others; demonstrates follow-through and accomplishes the best possible results; exhibits stewardship through punctuality, attendance, and effective use of resources and work time.
5. **Customer Service:** interacting with a diverse group of individuals both inside and outside of the court. Customer service involves being responsive, reliable, and professional when assisting chambers, court staff, attorneys, the public or other individuals. This includes the ability to communicate effectively with customers both orally and in writing and to interact appropriately with individuals at all levels. It also involves demonstrating a calming presence, the ability to handle unexpected situations, and having a goal oriented focus at all times.
6. **Court Operations/Docketing Quality Control:** having the knowledge of, and ability to apply local court rules, practices, and procedures. Familiar with the Federal Rules of Civil and Criminal Procedures, and the Local Rules of Practice. Open and process incoming civil cases, understands the: purpose and format of legal documents, procedures for public access to court files, mailing options and requirements, verification of attorney admissions. Possesses skill in checking for prohibited filings and unpaid fees on prior filings. The incumbent maintains control over cash drawer. Collects funds and balances cash drawers daily. Receipts and processes payments received by the Court while entering receipt information into the cash register, and obtaining follow up information as necessary. Counts monies received and processes receipts in appropriate case accounts. Knowledge of other areas may include Federal Records Center policy, Pro Se Law Clerks, and Jury Division, scanning, copy requests, case assignment/ party verification and miscellaneous requests such as certificates of judgment. The employee conducts quality assurance reviews of new cases and pleadings submitted by counsel/pro se litigants and executes all steps necessary to make corrections and changes to enhance the quality of the record, pursuant to the established quality control policies and procedures. The employee docketed and notices all documents with the correct events while remaining current on docketing procedures.

QUALIFICATIONS:

Minimum 3 years experience required through progressively clerical or administrative experience which has provided knowledge of general office practices such as filing, typing, telephone usage, record keeping, sorting and mail distribution. Experience using computers, computer applications, automated systems and familiarity with cashier practices required. One year must have provided legal terminology and demonstrated ability to apply a body of rules, regulations, directive and laws. Such experience is commonly, but not exclusively, obtained in law firms, law offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, corporate headquarters or personnel/payroll operations. Experience with electronic case filing is desirable but not required.

BENEFITS:

Regular, full-time employment in the federal judiciary offers benefits that include paid vacation depending upon years of employment, participation in the federal retirement and social security systems, life, health, long term care and long term disability insurance programs, flexible spending accounts, participation in the Thrift Savings Plan (401k Plan) plus 10 paid holidays per year.

Employees of the U.S. District Court serve under "Excepted Appointments" and are "at will" employees, serving at the pleasure of the court. Applicants are responsible for their own interview travel expenses. The successful candidate will be subject to a reference, fingerprint and/or background check. This position is subject to mandatory electronic funds transfer participation.

Interested parties must submit cover letter, resume and completed application prior to the close of business on the closing date to: tnwdjobs@tnwd.uscourts.gov with reference to vacancy announcement 18-05 position title in the subject line.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER