



Wendy R. Oliver
Clerk of Court

Memphis
167 N. Main, Rm 242
Memphis, Tennessee 38103

Jackson
111 South Highland
Jackson, Tennessee 38301

www.tnwd.uscourts.gov

Important Dates:

Opening Date:
05/04/2026

Closing Date:
Open until filled.

*The U.S. District Court for
the Western District of
Tennessee is an Equal
Opportunity Employer*

Apply to:

tnwdjobs@tnwd.uscourts.gov

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT Western District of Tennessee

Vacancy #: 26-08

Position: Operations Manager

Classification: CL29

Salary Range: \$85,141 to \$138,380

Duty Station: Memphis, Tennessee

Federal Judiciary experience is preferred.

Position Overview:

The Clerk's Office of the U.S. District Court for the Western District of Tennessee is seeking an organized self-starter for the Operations Manager position. The ideal candidate is a customer-focused, motivated, career-oriented individual eager for professional growth within the Clerk's Office and the federal judiciary.

The Operations Manager performs professional and managerial work related to supervision and oversight; operations management, case management, and operations support. The incumbent primarily directs supervisors and ensures compliance with the appropriate guidelines, policies, and approved internal controls.

Representative Duties:

- Manage, develop, and mentor supervisory staff involved in court operational activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the operations of the department(s). Establish work procedures, conduct staff meetings, provide information, and delegate work fairly and consistently. Oversee work products and processes and provide guidance as required.
- Manage court operations through coordinating and communicating office procedures with supervisors, unit executives, judges, and chambers staff. Reallocate personnel and/or equipment to cover workload fluctuations. Develop short-term and long-range workforce plans. Establish employee performance standards that support the mission of the court. Solve work-related problems using information and data. Comply with the reporting requirements of the Administrative Office.
- Establish and monitor programs that implement change management and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports to monitor the management of cases and take appropriate action. Develop and implement operational policies and procedures.
- Communicate and respond to requests from upper management with regard to divisional operations, keeping them well-informed. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training. Ensure supervisory coverage through effective delegation of authority.
- Provide oversight and guidance to staff involved in general operations, case management, data entry, case opening and closing, quality control, and dictionary maintenance. Address operational or systems problems and ensure solutions are determined and implemented. Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation. Implement the court's emergency planning and preparedness program, including testing and understanding disaster planning protocols.



WDTN MISSION

The mission of the Clerk's Office of the United States District Court for the Western District of Tennessee is to serve the public and support the court with a commitment to excellence.

Conditions of Employment:

- All applicants must be a U.S. citizen or must be a lawful permanent resident (i.e. green card holder) seeking U.S. citizenship or must complete an affidavit indicating their intent to apply for citizenship when they become eligible to do so.
- Completion of FBI Fingerprint background check with periodic investigation, if applicable.
- Employment will be provisional and contingent upon the satisfactory completion of the required background investigation. Retention depends upon a favorable suitability determination.
- Employees are subject to mandatory electronic funds transfer.
- Employees are considered "at will".
- Employees are required to adhere to the [Code of Conduct](#) for Judicial Employees.

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.

- Develop, manage, and arrange training in court programs such as attorney admissions, naturalization, alternative dispute resolution, criminal justice act, etc. Oversee accountability for deposits of monies received and preparation of financial reports. Manage maintenance of the jury wheel, summoning of jurors and evaluation of questionnaires, maintenance of juror attendance, juror orientation, and assignment of panels. Provide advice on complex matters to staff, supervisors, managers, unit executives, and judges.
- Comply with the Guide to Judiciary Policy, the Human Resources Manual, applicable Administrative Office policies and procedures, and internal controls guidelines. Adhere to procurement procedures, policies, and practices. Abide by the Code of Conduct for Judicial Employees. Always demonstrate sound ethics and good judgment. Display a careful and deliberate approach in handling confidential information in a variety of contexts.
- Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality.
- Oversee the operations of the department(s). Establish work procedures, conduct staff meetings, provide information, and delegate work fairly and consistently. Oversee work products and processes and provide guidance as required. Manage court operations through coordinating and communicating office procedures with supervisors, unit executives, judges, and chambers staff. Reallocate personnel and/or equipment to cover workload fluctuations. Develop short-term and long-range workforce plans.
- Establish employee performance standards that support the mission of the court. Solve work-related problems using information and data. Comply with the reporting requirements of the Administrative Office. Establish and monitor programs that implement change management and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Use statistical reports to monitor the management of cases and take appropriate action.
- Develop and implement operational policies and procedures. Communicate and respond to requests from upper management with regard to divisional operations, keeping them well-informed. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training. Ensure supervisory coverage through effective delegation of authority. Provide oversight and guidance to staff involved in general operations, case management, data entry, case opening and closing, quality control, and dictionary maintenance. Address operational or systems problems and ensure solutions are determined and implemented.
- Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation. Implement the court's emergency planning and preparedness program, including testing and understanding disaster planning protocols. Develop, manage, and arrange training in court programs such as attorney admissions, naturalization, alternative dispute resolution, criminal justice act, etc.
- Oversee accountability for deposits of monies received and preparation of financial reports. Manage maintenance of the jury wheel, summoning of jurors, evaluation of questionnaires, maintenance of juror attendance, juror orientation, and assignment of panels. Provide advice on complex matters to staff, supervisors, managers, unit executives, and judges. Research and analyze data, prepare comprehensive reports and presentations, and develop and implement programs.
- Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executives, supervisors, and court staff, while maintaining confidentiality.



WDTN MISSION

The mission of the Clerk's Office of the United States District Court for the Western District of Tennessee is to serve the public and support the court with a commitment to excellence.

Qualifications:

The successful candidate must possess at least five years of progressively responsible administrative, technical, professional, supervisory, or managerial experience that provide 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 thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved. A bachelor's degree is preferred.

Requires knowledge of specialized general office clerical practices. Proficiency in Microsoft Office programs and Adobe Acrobat is required. Strong organizational and automation skills required. Successful candidates must be flexible, respond quickly to change, and possess excellent speaking and writing skills.

Application Procedure:

Applicants must submit a single PDF document to tnwdjobs@tnwd.uscourts.gov with:

- Cover letter (include vacancy announcement # 26-08)
- Resume
- Completed Federal Judicial Branch Application for Employment [AO78](#)
- Subject line of email must contain: Operations Manager Vacancy #26-08

Application submissions that do not adhere to this procedure or include materials in addition to the listed requirements may not be considered. Only candidates selected for an interview will be contacted. Travel reimbursement in connection with the selection process and/or relocation is not authorized.

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 system, and the social security system. Life, health, long-term care, <https://www.uscourts.gov/careers/benefits> long-term disability insurance programs, flexible spending accounts, participation in the Thrift Savings Plan (401K) Plan, plus eleven paid holidays per calendar year.

Detailed information regarding benefits for federal employees may be found [here](#).