



Wendy R. Oliver
Clerk of Court

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Important Dates:

Opening Date:
October 5, 2026

Closing Date:
Open Until Filled

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

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT Western District of Tennessee

Vacancy #: 26-15

POSITION:	INTAKE SUPERVISOR
CLASSIFICATION:	CL 27
SALARY RANGE:	\$59,732 - \$97,098 (BASED ON QUALIFICATIONS & EXPERIENCE)
DUTY STATION:	MEMPHIS, TENNESSEE

Position Overview:

The United States District Court for the Western District of Tennessee is seeking a highly qualified, professional, and motivated individual for the position of Intake Supervisor. The Intake Supervisor oversees and coordinates the daily operations of court records, case processing, filing, and intake counter functions. This position provides direction, training, and oversight to court operations staff to ensure accurate, timely, and consistent processing of court documents, case files, payments, and public inquiries in accordance with local court rules, statutory procedures, and Administrative Office guidelines. The incumbent reports directly to the Operations Manager.

Representative Duties:

- **Supervision & Leadership:** Lead, direct, and evaluate daily operations of the work of the intake counter and case management staff responsible for case filing, records management, docketing, customer service, and financial transactions. Communicate performance expectations, identify training needs, and prepare annual performance evaluations for intake staff.
- **Operational Oversight & Case Processing:** Oversee the creation, opening, processing, and closing of case files, ensuring accurate entry into court case-management systems (CM/ECF). Ensure proper handling of new civil and criminal filings, emergency applications, sealed documents, and the release of exhibits. Monitor filings for prior or prohibited submissions and oversee the verification and issuance of summonses.
- **Records Management & Confidentiality:** Review case records and maintain the integrity, security, confidentiality, and accessibility of court files. Ensure documents are accurately filed, scanned, indexed, certified, and maintained in compliance with court rules, confidentiality requirements, and records-retention standards.
- **Financial Controls:** Oversee the collection, processing, safeguarding, reconciliation, and posting of court fees, payments, receipts, registry deposits, and reimbursements to appropriate accounts. Ensure daily financial balancing, cashiering functions, and strict adherence to court financial internal controls.
- **Quality Assurance & CM/ECF Control:** Establish, monitor, and execute continuous quality-control procedures to ensure accuracy, completeness, and integrity of case records, and docket entries. Identify discrepancies and ensure timely corrective action.
- **Customer Service & Public Inquiries:** Provide leadership and guidance in responding to attorneys, court personnel, and members of the public. Maintain high-standard public service at the counter and across automated phone systems. Resolve routine and escalated inquiries while ensuring staff provide accurate, professional, and consistent information.
- **Workflow & Procedure Development:** Develop and maintain effective work procedures and standard operating procedures (SOPs) to improve efficiency, accuracy, customer service, and compliance with court policies and administrative requirements.



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.

Qualifications:

The successful candidate must have at a minimum a high school diploma or the equivalent. To qualify for CL 27 a minimum of two years of specialized experience is required.

Court Preferred Knowledge, Skills and Competencies:

In addition to the minimum qualifications, the Intake Supervisor should demonstrate the following skills and proficiencies:

- **Technical Proficiency & Work Quality:** In-depth knowledge of federal judicial procedures, CM/ECF operations, records retention, and court financial internal controls. Applies best practices, proofreads meticulously, and completes work product efficiently using court standard formats.
- **Leadership & Staff Development:** Proven ability to foster an inclusive workplace, coach and evaluate staff, manage workflow based on court goals, and serve as a technical resource. Identifies root causes to solve operational problems and delivers on commitments.
- **Critical Thinking & Judgment:** Evaluates operational issues using facts and data, anticipates risks, sets task priorities, and considers the court-wide impact before taking action or recommending policy changes.
- **Communication & Professionalism:** Communicates clearly, concisely, and logically in verbal and written form without requiring rework. Listens actively, adjusts communication style appropriately, and shares vital information transparently across teams.
- **Customer Focus & Resiliency:** Anticipates internal and external customer needs with a sense of urgency, takes complete ownership of inquiries, and maintains a professional demeanor even in high-pressure or challenging interactions.
- **Teamwork & Collaboration:** Open-minded to new ideas, accomplishes shared goals collaboratively, accepts constructive feedback, and proactively builds inclusive relationships across departments.

Application Procedure:

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

- Cover letter (include vacancy announcement # 26-15)
- Resume
- Completed Federal Judicial Branch Application for Employment [AO78](#)
- Subject line of email must contain: Intake Supervisor #26-15

Application materials that do not adhere to this procedure may not be considered. Application materials submitted in addition to the required documents may not be considered or retained. Separate applications must be made to each vacancy announcement. Only candidates selected for interviews 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 social security systems. Life, health, long term care, long-term disability insurance programs, flexible spending accounts, participation in the Thrift Savings Plan (401K) Plan, plus eleven paid holidays per calendar year.

Temporary and part-time employees may be eligible for certain benefits depending upon the length of the appointment.

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