



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](http://www.tnwd.uscourts.gov)

## **Important Dates**

**Opening Date:**  
September 1, 2024

**Closing Date:**  
Open until Filled

**Anticipated Start Date:**  
October 1, 2024

**Apply to:**  
[tnwdjobs@tnwd.uscourts.gov](mailto:tnwdjobs@tnwd.uscourts.gov)

*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

**Position: Generalist Clerk**

**Vacancy #: 24-05**

**Classification: CL 23/1-23/61**

**Salary: \$39,212-\$63,744**

**Hiring Range: \$39,212-\$48,616 (depending on qualifications)**

**DUTY STATION:** This position is assigned to Memphis, Tennessee duty station but serves the needs of the court district wide. Travel to the Jackson, Tennessee divisional office may be required.

### **Position Overview:**

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 and 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 them appropriately; 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 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, supporting and promoting office 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 knowledge effectively; adhering to standards, directives, and instructions and understanding how individual job performance furthers organizational objectives; exhibiting willingness and insight to pursue developmental opportunities 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.



### WDTN MISSION

The mission 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 reinvestigation, 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.*

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. Knowledge of 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 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. Executes necessary steps to make corrections and changes to enhance the quality of the record, pursuant to the established quality control policies and procedures. The employee docket 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.

### Application Procedure:

Applicants must submit a single PDF document to [tnwdjobs@tnwd.uscourts.gov](mailto:tnwdjobs@tnwd.uscourts.gov) with:

- Cover letter (include Generalist Clerk Vacancy # 24-05)
- Resume'
- Completed Application Form [AO-78](#)
- Subject line of email must contain: Generalist Clerk # 24-05

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 for each vacancy announcement. Only candidates selected for 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 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 eleven (11) paid holidays per year.

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