



CAREER OPPORTUNITY

UNITED STATES BANKRUPTCY COURT
Central District of California

Los Angeles Division
255 E. Temple Street
Los Angeles, CA

Santa Ana Division
411 West Fourth Street
Santa Ana, CA

Riverside Division
3420 Twelfth Street
Riverside, CA

San Fernando Valley
21041 Burbank Boulevard
Woodland Hills, CA

Northern Division
1415 State Street
Santa Barbara, CA

POSITION	POSITION OVERVIEW
OPERATIONS SPECIALIST – OPERATIONS SUPPORT (INTERNAL CLERK’S OFFICE APPLICANTS ONLY)	The Operations Specialist works in a team based environment assisting with coordination of work performed in the Operations Support Team and reports to the NextGen Project Manager. Operations Support functions include the Court’s ECF Help Desk, CIAO! Help Desk, Call Center and online Chat, running and processing auto discharge, auto dismissal and auto closing programs and other reports. The Operations Specialist leads and participates in testing CM/ECF, CIAO, Pay.gov, NextGen and other system functions as needed. The specialist provides technical and functional assistance to the operations support staff. The Operations Specialist participates in projects of varying scope, including the Court’s conversion of its current case management system to NextGen CM/ECF. Duties of the Operations Specialist include, but are not limited to: developing and providing training and presentations to judges, chambers staff, clerk’s office staff, attorneys, and staff of court-related agencies; assisting with implementation of action items as recommended by the CM/ECF and NextGen Committee, assist as needed with researching and testing NextGen features such as Central Sign-on, Judge Review Packets, and Judge Workspace; creating and maintaining departmental procedural manuals; answering questions in person, by email, on the phone or on-line chat; assisting with resolving problems that are particularly challenging for line staff and communicating solutions with customers in stressful situations; providing procedural rules and information. The Operations Specialist also participates in committee activities as needed to help identify and address CM/ECF and NextGen issues.
LOCATION	
LOS ANGELES, CA	
SALARY	
CL 26 \$ 48,157 - \$ 78,257	
OPENING DATE	
DECEMBER 6, 2016	
CLOSING DATE	
DECEMBER 20, 2016	
ANNOUNCEMENT	
17-06	

QUALIFICATIONS

To qualify for the position of Operations Specialist – Operations Support, an applicant must possess two (2) years of specialized experience, with one (1) year equivalent to work at the CL 25 level. Specialized experience is progressively responsible clerical experience requiring the regular and recurring application of clerical procedures involving the routine use of keyboard skills, use of specialized terminology, and demonstrated ability to apply a body of rules, regulations, directives or laws. Applicants must possess excellent communication and interpersonal skills, an even temperament, and promote teamwork in the workplace; professionally represent the court in communications with attorneys, trustees, debtors and the public; handle a large volume of work and be able to plan, organize and prioritize work; use tact, sound judgment and initiative within established policy and procedural guidelines; and establish, maintain, and foster a positive and productive working relationship with other Call Center staff. Applicants must be proficient in a Windows environment.

EDUCATION

Completion of a Bachelor's Degree in business, accounting, public administration or related field is highly desirable. Advanced degree highly preferred. Education in an accredited college or university may be substituted for general experience on the basis of one academic year (30 semester or quarter hours) equals nine months of experience. High School Diploma, GED, or the equivalent is required. MSU Judicial Administration Program coursework, completion of Court sponsored and FJC management development and leadership training programs desirable.

PLEASE NOTE: Education transcripts must be submitted for verification prior to the start of employment.

BENEFITS

The United States Bankruptcy Court offers a generous benefits package to temporary employees which may include:

- 10 Paid Holidays
- Paid Sick Leave
- 13 Days Paid Vacation (for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- Medical Coverage
- Life Insurance Options
- Eligible for Long Term Disability Plan Options
- Long Term Care Plan Options
- Flexible Spending Account Options
- Credit Union Participation

INFORMATION FOR APPLICANTS

Applications should be submitted to the Human Resources Department located at 255 East Temple Street, 10th Floor, Los Angeles, CA 90012. Applications may be obtained in the Human Resources Department at the address listed above, by calling the 24 hour job information line at (213) 894-3129, or by visiting our website at www.cacb.uscourts.gov. Applications and resumes may be faxed to (213) 894-7498.

The Court reserves the right to modify the conditions of this job announcement, withdraw the job announcement, or fill the position(s) sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written or other notice. Position may be converted to permanent without further competition. This job announcement may involve filling more than one position described herein. This position is subject to mandatory EFT participation for payment of net pay (i.e., Direct Deposit). Successful applicants selected for interview may be required to respond to a written questionnaire. The United States Bankruptcy Court is an at-will employer and requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. The final candidate will be subject to a records check with law enforcement agencies. Verification of employment eligibility according to the Immigration Control and Reform Act of 1986 will be required of all new employees of the Bankruptcy Court.

The United States Bankruptcy Court is an Equal Opportunity Employer. The Ninth Circuit EEO Plan is available for review upon request. We appreciate your interest in employment with the United States Bankruptcy Court.

JOB INFORMATION MAY BE OBTAINED BY CALLING (213) 894-3129