

**UNITED STATES DISTRICT COURT**

Western District of North Carolina

**Job Announcement Number: 24-05**

**Position Title:** CASE ADMINISTRATOR (Intake)

**Starting Salary:** \$43,414 - \$70,610 (CL 24)

\$47,966 - \$77,966 (CL 25)

\$52,831 - \$85,844 (CL 26)

**Starting salary depends on qualifications and experience.**

**Position Location:** Asheville, North Carolina

**Open Date:** June 25, 2024

**Closing Date:** **Open until filled.** Preference will be given to those applications received by 5:00 p.m. on July 15, 2024.

**POSITION DESCRIPTION:**

The United States District Court for the Western District of North Carolina seeks a mission-driven professional to serve as a full-time Case Administrator (Intake) to help provide fair and impartial justice. The ideal candidate possesses excellent interpersonal, computer, and analytical skills; a strong work ethic; and an attitude of growth. This meaningful career opportunity is in the Asheville division.

This position offers an opportunity for a motivated and competent individual to gain the broad range of experience and exposure necessary to become competitive for positions of greater responsibility within the judiciary.

**PRIMARY DUTIES:**

The duties specified below are intended to provide generalized examples of the major duties and responsibilities that are performed by the incumbent.

- Act as a part of the front-line customer service team. Manage the public intake counter, answer and route incoming calls and provide procedural information to litigants, the public, chambers, and clerk's office staff. Assist the public in use of computerized databases. Provide basic information to the public, bar, and the court. Inform customers of required fees.
- Respond to all prisoners and pro se requests for document(s) and / or information.
- Receive and review case related documents to determine conformity with appropriate rules, practices, and court procedures. Examine all pleadings to determine the jurisdiction of the court and accept those that conform to federal and local rules of practice. Monitor for release of sealed and restricted documents.

- Open and close cases in the Case Management / Electronic Case Filing System (CM/ECF) upon receipt of the appropriate pleadings while maintaining the accuracy and completeness of the electronic case files.
- Issue all civil processes such as summonses, subpoenas, writs of garnishment, execution, attachment.
- Scan and upload documents into the Case Management / Electronic Case Filing System (CM/ECF) and maintain the accuracy and completeness of the electronic case files.
- Prepare appeals and transfer related documents.
- Inform customers of required fees. Receive payment through the mail and at the counter and place on check log for transmission to Charlotte in accordance with internal controls.
- Process orders for judges throughout the district.
- Monitor assigned cases to ensure completion of required procedural steps. Manage progression of assigned cases to final disposition.
- Perform criminal docketing by applying the rules of the Speedy Trial Act. Analyze Speedy Trial reports and ensure that criminal proceedings are scheduled in a timely manner.
- Process confidential and sensitive material.
- Prepare and analyze required reports. Check data from reports to meet quality assurance standards.
- Provide backup coverage for team members and other departments, as required.
- Act as receivable clerk of all deliveries from FedEx, UPS, USPS, Amazon, etc.
- Perform other duties as assigned.

## **QUALIFICATIONS AND REQUIREMENTS:**

Applicants for the position should have the following qualifications and requirements:

- High school diploma or the equivalent.
- Minimum of three years of progressively responsible clerical or administrative experience in an office setting that includes word processing, web-based environments, data entry, automation skills, the use of specialized terminology and the ability to apply a body of rules, regulations, directives, or laws.
- Must be extremely detail oriented and possess strong organizational, analytical, problem-solving and customer service skills.
- Fast-paced position requires incumbent to present a professional demeanor at all times and be extremely comfortable with shifting demands.
- Ability to make independent decisions to resolve problems, questions and court-related issues based on knowledge and experience.
- Ability to communicate well with others, orally and in writing and interact professionally with co-workers and all segments of the legal community and public.
- General computer knowledge including skills in word processing, scanning and uploading of pdf documents, email, and web browsers.
- Knowledge of legal terminology. General knowledge of how cases proceed through the court system.
- Knowledge of the boundaries of authority.

## **PREFERRED EXPERIENCE:**

- Paralegal, legal, and/or court experience.
- Special consideration would be extended to incumbents with knowledge and experience using the federal Case Management/Electronic Case Files (CM/ECF) system.

## **HOW TO APPLY:**

Applicants must submit the following:

### **INCOMPLETE APPLICATION PACKAGES WILL NOT BE CONSIDERED**

- **AO78 Application for Federal Judicial Branch Employment – *This form can be found on the employment section of our website at [www.ncwp.uscourts.gov](http://www.ncwp.uscourts.gov)***
- **Cover letter and resume with current email address.**
- **Cop of most recent performance evaluation**

Complete applications should be submitted via e-mail to [hr@ncwd.uscourts.gov](mailto:hr@ncwd.uscourts.gov). Preference will be given to applications received on or before July 15 by 5:00 p.m.

All application materials should be sent as a **single PDF document**. Please reference Job Announcement # 24-05.

## **INFORMATION FOR APPLICANTS**

The United States District Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. More than one position may be filled from this posting. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the applicants who responded to the original announcement without posting the position.

## **BENEFITS**

The judiciary offers a number of exceptional benefits to its employees. As a judiciary employee, you may be eligible to participate in the following benefits programs:

- Health Insurance
- Dental and Vision Insurance
- Thrift Savings Plans (Retirement savings plan) with a government matching contribution
- Life Insurance
- Paid Annual and Sick Leave
- 13 Federal Holidays per year
- Flexible Spending Accounts (Medical and Dependent Care)
- Commuter Benefit Program
- Long Term Care Insurance

Additional information about federal judiciary benefits and compensation can be found on the United States Courts website career page at: <http://www.uscourts.gov/Careers.aspx>

The Western District of North Carolina is an Equal Opportunity Employer

**Additional Information**

- This is a sensitive position within the Judiciary. The successful candidate is hired provisionally, pending the results of an FBI fingerprint and criminal background check.
- Employees must adhere to the Code of Conduct for Judicial Employees which is available at <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>
- Excepted service appointments are AT WILL and can be terminated with or without cause by the court
- Electronic Funds Transfer is mandatory for salary payments
- The optional background information questions on the AO78, Application for Federal Judicial Branch Employment, are not required to be answered for this position.

The Western District of North Carolina is an Equal Employment Opportunity Employer.