

**UNITED STATES DISTRICT COURT**

Western District of North Carolina

United States District Court

**Job Announcement Number: 26-04**

**Position Title:** Operations Manager

**Starting Salary:** CL 30 - \$102,847 - \$167,181 (CLT)  
\$100,604 - \$163,535 (ASH)  
CL 31 - \$120,972 - \$196,651 (CLT)  
\$118,334 - \$192,362 (ASH)

**Position Location:** This position's duty station can be in Charlotte, Asheville or Statesville.

**Open Date:** March 11, 2026

**Revised Closing Date:** March 25, 2026

The United States District Court for the Western District of North Carolina is accepting applications for an Operations Manager.

**JOB SUMMARY:**

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 and other involved parties. 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 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 regarding 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 managerial oversight and guidance to supervisors directly involved in general operations, case management data-entry, case opening and closing, quality control, and dictionary maintenance. In addition to addressing operational or systems problems and ensure solutions are determined and implemented. Guide staff involved in maintaining dictionaries for automated case management systems and trouble-shooting problems with automated case management systems. Evaluate and test new system versions.
- 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. 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*. Demonstrate sound ethics and good judgment at all times. 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, and other agencies while maintaining confidentiality.
- Travel within and outside of the district as needed.

## MINIMUM QUALIFICATIONS

To qualify for a managerial position, an individual must possess at least three years of progressively responsible administrative, technical, professional, supervisory, or managerial experience that provided the opportunity to gain:

- a. Skill in developing the interpersonal work relationships needed to lead a team of employees,
- b. The ability to exercise mature judgement, and
- c. 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.

## **HOW TO APPLY**

Applicants must submit the following:

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

- **Cover letter and resume**
- **Completed AO-78, Application for Judicial Branch Federal Employment**
- **Copies of two most recent performance appraisals**

Complete applications should be submitted in a single PDF document via e-mail to [hr@ncwd.uscourts.gov](mailto:hr@ncwd.uscourts.gov) no later than 5:00 PM on Friday, March 25.

Please reference Job Announcement 26-04.

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