



United States District Court

District of Delaware

Vacancy Announcement 24-11

Position Title: Intake Supervisor

Duty Station: Wilmington, Delaware

Salary: CL 26 \$58,135- \$94,464
CL 27 \$63,857- \$103,811

Opening Date: 4/16/2024

Closing Date: Open until filled

Position Overview

The Intake Supervisor performs supervisory work related to the full range of court operational/Intake duties. The Intake Supervisor primarily directs staff and ensures compliance with appropriate guidelines, policies and internal controls. The incumbent is responsible for training Intake staff, assigning workload and all operational aspects of the Help Desk.

Representative Duties

- Supervise employees involved in operational activities, including assigning and reviewing work, evaluating performance and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Implement staff procedures and conduct staff meetings. Train staff on policies, procedures and internal controls. Make recommendations regarding employee appointments, promotions and separations.
- Serve as primary point of contact for the Federal Civil Panel. Facilitate the selection and assignment of Federal Civil Panel attorneys as requested. Prepare corresponding orders as warranted and ensure tracking log is appropriately maintained.
- Oversee the scheduling of temporary Courtroom Deputies for Visiting Judges and assist in accommodating and providing the necessary physical access for their time with the court.

- Perform back-up duties associated with attorney admissions and naturalization ceremonies, as applicable.
- Serve as cashier supervisor for court's national cash register application (ACR). Oversee daily cashier reconciliation and random, quarterly audits.
- Oversee receipt and review of incoming documents for conformity with federal and local rules. Monitor daily case data processing and quality control activities, including case opening. Assist attorneys and their staff with electronic case documentation filing.
- Develop, implement and monitor compliance with the Intake Procedural Manual.
- Monitor and oversee records maintenance, storage and control, release and certification of official records.
- Serve as backup for the review and drafting of IFP orders for pro se litigants/cases.
- Advise attorneys of procedural matters related to the filing of pleadings.
- Communicate and respond to management requests regarding intake procedures. Answer procedural questions for judges, staff and public. Provide Help Desk customer service and resolve difficulties while complying with regulations, rules and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.
- Participate in the development, drafting and implementation of operational policies and procedures and provide support and compliance with such policies.
- Perform and supervise Intake Help Desk operations. Coordinate and communicate office procedures with unit executives, managers, judges and chambers staff.
- Ensure intake staff adhere to internal control procedures involving the collection of funds, postage metering and mail processing.
- Conduct quality control review of case openings and employee docketing.
- Demonstrate an in-depth knowledge of federal and local rules of court policies and procedures. Maintain a working knowledge of the procedures used by employees in completing their duties.
- Serve as backup for transcript release.
- Supervise, delegate and prioritize workload to ensure the following functions are handled in an accurate and timely manner: Intake Help Desk customer service, case opening, prisoner/pro se mail, attorney admissions, fee collections, naturalization ceremonies, court calendar, facility reservations, mail processing and appeals.
- Manage Intake staff leave requests in HRMIS leave tracking.
- Other duties as assigned.

Qualifications

Applicant must have specialized experience that includes progressively responsible administrative, technical, professional, supervisory or managerial experience that provides an opportunity to gain:

1. Skill in developing the interpersonal work relationships needed to lead a team of employees
2. The ability to exercise mature judgment, and
3. Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved

Benefits

The United States District Court for the District of Delaware offers a generous benefit's package which includes the following:

- Paid annual and sick leave
- Eleven paid federal holidays
- Participation in the Federal Employees Health Benefits Program (FEHB)
- Federal Employees Dental and Vision Insurance Program (FEDVIP)
- Federal Employees Group Life Insurance (FEGLI)
- Flexible Benefits Program
- Employee Assistance Programs
- Federal Employees Retirement System (FERS)
- Thrift Savings Plan (TSP)- up to 5% match
- Student Loan Forgiveness Program for Public Service Employees
- On-site fitness facility
- Transit Subsidy Program (contingent upon availability of funds)

NOTE: Some benefits require a waiting period.

Information for Applicants

The required application documents include the following: resume, cover letter, three business references and an AO-78 Federal Judicial Branch Application for Employment. To apply for the position, please visit Court's application website at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=daye8adr&pos=24-11>.

Applicants will receive an email confirmation upon receipt. Paper applications will not be considered.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position(s) sooner than the closing date, if a closing date is shown, any of which action may occur without prior written notice. This job announcement may involve filing more than one position described therein.

This position is a mandatory EFT (Electronic Funds Transfer) participation for payment of net pay.

The U.S. District Court requires employees to adhere to the Judicial Code of Conduct for Judicial Employees which is available on www.uscourts.gov.

Verification of employment eligibility according to the Immigration Control and Reform Act of 1986 will be required of all new employees of the U.S. District Court.

The salary for this position will be based upon experience and education in accordance with the Court Personnel System for the U.S. Courts. Advancement on the pay scale is contingent upon satisfactory performance.

The Intake Supervisor is a sensitive position. The selected candidate will be subject to an FBI fingerprint check as a condition of employment and may be subject to periodic updated.

The U.S. District Court for the District of Delaware is an Equal Opportunity Employer.

If you have questions regarding this announcement, please contact

Beth Mason at (302)573-4539