



UNITED STATES DISTRICT COURT District of New Mexico

Honorable William P. Johnson, Chief Judge
Mitchell R. Elfers, Clerk of Court

Office of the Clerk

333 Lomas Blvd. NW, Suite 270, Albuquerque, NM 87102

Telephone: 505-348-2000

NOTICE OF JOB OPPORTUNITY

Vacancy Announcement #: 23-ABQ/OPS-5

ANNOUNCEMENT DATE:	July 13, 2023
CLOSING DATE:	Open Until Filled <i>Interviews anticipated to begin week of August 7, 2023</i>
POSITION:	Customer Services Clerk
STARTING LEVEL/SALARY:	CL 23/Step 1 to CL 24/Step 61 \$37,719 to \$67,883 Annual, Depending on Qualifications Target Grade CL 24
LOCATION:	Albuquerque, New Mexico

POSITION OVERVIEW

The Customer Services Clerk performs diverse operational and technical functions, such as reviewing incoming documents to ensure conformity with federal and local rules, and converting physical records into the court's electronic case management system (CM/ECF). Duties include customer service, cashiering, mail processing, case initiation, attorney admissions and records management. In addition, the Customer Services Clerk may serve as broad support to operational court teams as needed. This position reports to a Case Management Supervisor. *Incumbents hired at a CL23 may be promoted to a CL24 without further competition.*

REPRESENTATIVE DUTIES

- ◆ Provide frontline customer service, answer telephones, provide appropriate procedural information and assist the public in the use of public databases and accessing computerized records.
- ◆ Perform cashier and mail processing duties.
- ◆ Receive and review case related documents for conformity with appropriate rules, practices, and court procedures.

- ◆ Open cases in the CM/ECF system, assign case numbers, randomly assign judges, and prepare case files.
- ◆ Verify and issue summonses, verify attorneys' authority to practice before the court, and other attorney admissions duties.
- ◆ Scan, enter data, and upload documents into the case management system (CM/ECF). Assist in quality control of converted records.
- ◆ Sort, classify, file and manage case documents and records. Act as a staff resource for records-related issues and requests.
- ◆ Perform other related duties as assigned.

MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS

Must have a high school diploma or equivalent and two years of general experience. To qualify for a CL24, must have minimum of one year of specialized experience.

General Experience

Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the position's duties.

Specialized Experience

Progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law offices, banking firms, educational institutions, etc.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

COURT OPERATIONS

- ◆ Knowledge of or the ability to learn court local rules, procedures, forms and other legal and operational knowledge sufficient to perform the duties of the position. Ability to acquire the skills to perform the varied duties of the position such as assigning cases, records administration, and making entries into the CM/ECF system.

INFORMATION TECHNOLOGY AND AUTOMATION

- ◆ Skill in the use of automation, including word processing and spreadsheet applications, requisite court computer programs and automated case management systems. Skill in using standard office equipment (copiers, printers, fax machines, etc.), scanners and microfiche equipment. Skill in using a cash register.

JUDGMENT AND ETHICS

- ◆ Ability to consistently demonstrate sound ethics and judgment and maintain court confidentiality requirements.

WRITTEN AND ORAL COMMUNICATION

- ◆ Ability to communicate effectively (orally and in writing) with individuals and groups to provide information and answer procedural questions while not providing legal advice. Ability to interact appropriately with a varied audience, providing customer service and resolving challenges while complying with rules and procedures.

CONDITIONS OF EMPLOYMENT

- ◆ Employees must be United States Citizens or eligible to work in the United States.
- ◆ Employees of the United States District Court are Excepted Service appointments; Excepted Service appointments are “at will” and can be terminated with or without cause by the court.
- ◆ Employees are required to adhere to a Code of Ethics and Conduct.
- ◆ Selectees are subject to an FBI fingerprint check or investigation and may be subject to periodic updates. An individual may be hired provisionally pending successful completion of the necessary records checks.
- ◆ The court provides reasonable accommodations to applicants with disabilities.
- ◆ This position is subject to EFT (direct deposit of salary earnings).

BENEFITS

- ◆ **Paid Time Off:** Minimum of 11 paid holidays; annual leave, 13–26 days/year based on length of service; sick leave, 13 days/year; parental leave, 12 weeks after year of service
- ◆ **Insurance:** Choice of Federal Employees Health Benefits plans, including dental and vision insurance; Federal Employees Group Life Insurance; flexible benefits program
- ◆ **Work/Life balance:** Schedule flexibility; onsite gym
- ◆ **Retirement:** FERS annuity, Thrift Savings Plan with government match, Social Security
- ◆ Credit for prior government service

APPLICATION INFORMATION

Qualified applicants must submit a **cover letter, résumé with three references** and an **AO-78 *** (*Federal Judicial Branch Application for Employment*) by email to usdcjobs@nmd.uscourts.gov.

*The AO-78 can be downloaded at <https://www.nmd.uscourts.gov/employment>.

PLEASE INCLUDE “CUSTOMER SERVICES CLERK” IN THE SUBJECT LINE

Applications **must** be submitted in **ONE PDF** document.

Illegible or incomplete applications may result in loss of consideration for the position. ZIP files and links to file sharing services (DropBox, OneDrive, etc.) will not be accepted. PDF size is limited to 10 MB. Documents that cannot be downloaded by the court cannot be considered.

Only qualified applicants will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted. Initial interviews may be conducted remotely via videoconference; travel for any in-person interviews will be at applicant's expense. The U.S. District Court reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may select a candidate from the original qualified applicant pool.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER



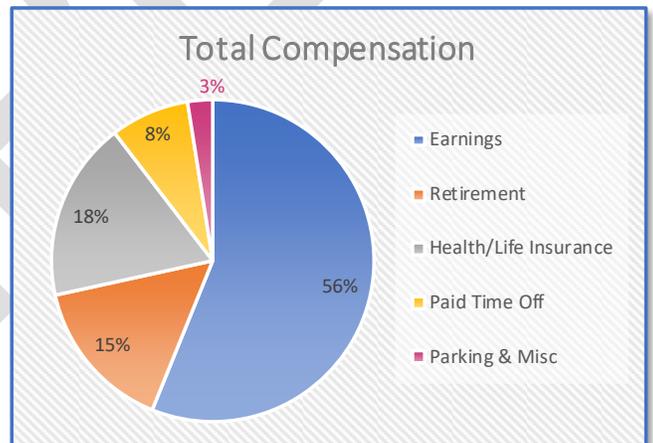
TOTAL COMPENSATION STATEMENT

*** SAMPLE FOR ILLUSTRATION PURPOSES ONLY ***

POSITION: Customer Services Clerk, Full-time
LOCATION: Albuquerque, NM
STARTING LEVEL: CL 23/20
SALARY: \$45,184 per Annum

The Federal Judiciary provides a generous benefit package which, in addition to salary, is an important component of total compensation. This total compensation statement illustrates the value of the Federal Judiciary benefits. Please be advised that the information is tailored to this position as above, however some of the individual benefit values may vary based on your benefit choices.

Annual Salary	\$45,184
Average Cash Award	480
TOTAL EARNINGS	\$45,664
Retirement Benefits	\$12,561
Health/Life Insurance	14,666
Paid Time Off	6,430
Parking & Misc. Benefits	2,040



TOTAL EMPLOYER CONTRIBUTIONS \$35,697
Employer contributions represent 43.87% of total compensation

TOTAL COMPENSATION \$81,361

EMPLOYER CONTRIBUTIONS

Retirement Benefits

- ❖ Retirement - Basic Benefit (FERS) 16.6-18.4% of basic pay for FY23, varies by type of FERS employee (FERS, FERS RAE or FERS FRAE)
- ❖ Thrift Savings Plan - Automatic Contribution 1% of Basic Pay for FERS employees
- ❖ Thrift Savings Plan - Employee Matching Up to an additional 4% of Basic Pay
Judiciary matches dollar for dollar for the first 3%, then 50 cents for every dollar contributed after that, up to 5%
- ❖ Social Security 6.2% of earnings up to SS Wage Base

Health /Life Insurance

- ❖ Health Insurance – FEHB Approximately 72% of FEHB Premium
- ❖ Life Insurance - FEGLI BASIC option \$.075 per every \$1,000 of insurance

Paid Time Off

- ❖ Sick Leave 4 hours per pay period = 104 hours per year
- ❖ Annual Leave 4 – 8 hours per pay period based on length of service
 - 0-3 years = 104 hours/year*
 - 3-15 years = 160 hours/year*
 - 15+ years = 208 hours/year*
- ❖ Paid Holidays 11 federal holidays

Parking / Miscellaneous Benefits

- ❖ Paid, Secure Onsite Parking
- ❖ Onsite Gym
- ❖ Employee Assistance Program (EAP)
- ❖ Federal Occupational Health (FOH) Health Units, Albuquerque, Las Cruces
- ❖ Work-Life Program

ADDITIONAL BENEFITS

- ❖ Dental Insurance, *premiums paid on a pre-tax basis*
- ❖ Vision Insurance, *premiums paid on a pre-tax basis*
- ❖ Flexible Spending Accounts, *contributions paid on a pre-tax basis*
- ❖ Workplace flexibilities: *Telework, flexible work schedules*
- ❖ Paid Parental Leave, *12 weeks*
- ❖ Tuition Reimbursement
- ❖ Mass Transit Reimbursement
- ❖ Employee Recognition Program
- ❖ Professional Education and Training
- ❖ Benefit and Retirement counseling and training