



UNITED STATES DISTRICT COURT District of New Mexico

Honorable Kenneth J. Gonzales, 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 #: 25-ABQ/OPS-1

ANNOUNCEMENT DATE: November 24, 2025

CLOSING DATE: Open Until Filled
Preference given to applications received by December 8, 2025

POSITION: Customer Services Clerk

STARTING LEVEL/SALARY: CL 23/Step 1 to CL 24/Step 61
\$40,392 to \$72,713 Annual, *Depending on Qualifications*
Target Grade CL 24

LOCATION: Albuquerque, New Mexico

This is a federal civilian position but independent of the Executive branch and therefore not impacted by any of the recent Executive Orders or under any type of hiring freeze.

As an Equal Opportunity Employer, we value diversity in our workforce.

POSITION OVERVIEW

The Customer Services Clerk performs a variety of administrative, technical, and customer service functions in support of court operations. Primary responsibilities include customer service, cashiering, mail processing, reviewing incoming documents for compliance with federal and local rules, creating entries into the court's case management system (CM/ECF), case initiation, attorney admission, and records management. In addition, the Customer Services Clerk may serve as broad support to operational court teams as needed.

This position is located in the Clerk's Office in Albuquerque and reports to a Case Management Supervisor. *Incumbents hired at a CL23 may be promoted to a CL24 without further competition.*

REPRESENTATIVE DUTIES

- ◆ Deliver frontline customer service, respond to phone, email, and in-person inquiries, provide appropriate procedural information, and assist the public in accessing electronic case information.
- ◆ Perform cashiering and mail processing duties.

- ◆ Receive and review case related documents for conformity with governing rules, practices, and court procedures.
- ◆ Open new cases in the CM/ECF system, generate case numbers, randomly assign judges, and prepare case files.
- ◆ Verify and issue summonses, confirm attorney eligibility to practice before the court, and support attorney admissions processes.
- ◆ Scan, enter data, and upload documents into the case management system (CM/ECF). Assist with quality checks for digitized and converted records.
- ◆ Organize, classify, and maintain case records; respond to internal and external records requests in a timely manner; and provide support and guidance to staff on records-related questions.
- ◆ Perform other 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 or administrative experience that demonstrates the ability to acquire the knowledge and skills required to perform the duties of the position.

Specialized Experience

Progressively responsible clerical or administrative experience requiring the application of established procedures, use of specialized terminology, adherence to rules or regulations, and regular use of automated systems for word processing, data entry, or report generation. Such experience is typically acquired in law offices, financial institutions, educational institutions, or similar environments.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- ◆ Knowledge of the principles and concepts of good customer service, including the ability to interact professionally and courteously with a diverse range of individuals. Key skills and abilities include effective communication, active listening, problem-solving, conflict resolution, the ability to remain calm and composed in challenging situations, professional appearance and grooming, and ensuring a positive experience for all stakeholders.
- ◆ Ability to learn and apply federal and local court rules, procedures, forms and related operational requirements. Ability to develop proficiency in processing over-the-counter and mailed-in documents, records administration, and use of the CM/ECF system
- ◆ Skill in the use of automated systems, including word processing and spreadsheet applications, case management databases, and standard office equipment such as

copiers, scanners, printers, VoIP phones, and cash handling devices such as register applications, card processing or point of sale (POS) terminals, and check imaging systems.

- ◆ Ability to exercise sound judgment, maintain confidentiality, and adhere to the highest standards of professional ethics.
- ◆ Ability to communicate effectively, both orally and in writing, to convey procedural information without providing legal advice. Ability to interact professionally with the public, the bar, court staff, and judges; provide quality customer service; and resolve routine issues in accordance established policies and procedures.

CONDITIONS OF EMPLOYMENT

- ◆ Employees must be United States citizens or eligible to work for the United States government.
- ◆ 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. Employees are subject to strict confidentiality requirements.
- ◆ 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 as **ONE PDF** attachment.

Illegible or incomplete applications may result in loss of consideration for the position. ZIP files and links to file sharing services (e.g., DropBox, OneDrive) 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