



DISTRICT OF COLUMBIA COURTS POSITION VACANCY ANNOUNCEMENT

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| ANNOUNCEMENT NUMBER: 10-12-068 | OPENING DATE: 11-08-2012 | CLOSING DATE: 11-29-2012 | OPEN TO ALL CANDIDATES |
| POSITION: Case Manager (3 Positions), JS-0945-09 | TYPE OF APPOINTMENT: Career Service | SALARY: \$51, 630-\$67,114 DC Courts non-judicial employees receive federal retirement and benefits. | |
| DIVISION: Probate | LOCATION: 515 Fifth Street, NW | TOUR OF DUTY: Full-time | |

Promotional Potential to JS 10

BRIEF DESCRIPTION OF DUTIES: The Case Manager is responsible for the review and management of cases processed in the Legal Branch, Probate Clerk's Office, or Quality Assurance Office, addressing technical issues related to the use of software which, through guided interviews, automatically creates and files documents, and provides statistical report generation and review. Assigns pleadings and filings received by mail, and updates and reviews mail database to ensure compliance with Branch/Office procedures. Performs quality review of docket entries made by clerks, returns work product for correction, and monitors to ensure timely and accurate completion of same. Processes for submission certain pleadings as assigned by supervisor. Assists in the planning, development, and organization of training programs for Branch/Office staff. Provides back-up coverage to staff in the assigned area, as needed and assists in the development and updating of Standard Operating Procedures within the Branch/Office. Performs other duties as assigned.

MINIMUM QUALIFICATIONS: Five (5) years of administrative, clerical, or paralegal experience, including three years in a court, law firm, or justice agency coordinating, managing and/or tracking cases OR bachelor's degree in business, management, public administration or a related degree **plus** one year's experience in a legal or court environment. **Documentation of education** (copy of HS diploma, G.E.D. certificate, or college transcript or degree) **must be submitted with your application or your application will not be considered.** Please submit a copy of your most recent performance evaluation, if available, with your application.

SUPPLEMENTAL RANKING FACTORS: The following factors will be used to rate your qualifications for the position. You must complete, and submit with your application, the attached SUPPLEMENTAL APPLICATION FORM (SAF), on which you must describe experience, education and/or training that indicates your level of qualification for each factor. **Failure to submit the SAF with your application will disqualify you from further consideration.**

PLEASE NOTE: Your ranking factors will be separated from your application and "blind scored". Therefore, **do not put your name on your ranking factors. Instead put the last four numbers of your social security number as your identifier.**

1. Ability to review entries and written documents for completeness and correctness, analyze data, report findings and identify training needs.
2. Ability to meet deadlines and complete tasks competently and effectively with a minimal amount of supervision.
3. Ability to provide effective customer service by responding professionally and courteously to telephone and personal inquiries from Court management and staff, the judiciary, and the public.
4. Ability to apply procedural guidelines and manage workflow exercising independent judgment.

SELECTION PROCESS: After review of applications and ranking factor responses, a structured oral interview and a writing exercise may be required of the highest qualified candidates.

Submit D.C. Courts Application and Ranking Factor Responses:

Mail to D.C. Courts, Human Resources Division, 500 Indiana Avenue, NW, Washington, DC 20001;
Hand-deliver to D.C. Courts, HR Division, Gallery Place (7th Street, NW between H & F Streets), Sixth Floor
For a court application, call (202) 879-0496, Fax (202) 879-4212 or visit our website at www.dccourts.gov

It is the policy and practice of the District of Columbia Courts to hire and promote employees based on qualifications and merit only, without regard to race, color, religion, sex, age, disabilities, national origin, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, source of income, or place of residence or business.

Ranking Factors Responses

Case Manager

The following four Ranking Factors will be used to rate your qualifications for Case Manager. For each of the **four** factors, check the statement below the factor that **best** describes your experience, education, and training, and provide the requested verification information. **Select and check only one statement for each rating scale.** If you need more space for your verification, please attach additional sheets of paper. **THIS FORM MUST ACCOMPANY YOUR OFFICIAL D.C. COURTS APPLICATION.** Failure to provide this document will prevent you from being considered.

1. Ability to review entries and written documents for completeness and correctness, analyze data, report findings and indentify training needs.

A. Experience:

- I have used this ability in a limited capacity.
- I have less than three (3) years of experience in a position where a part of my duties was to review entries and documents for completeness and correctness.
- I have at least three (3) years of experience, or a bachelor's degree plus one year of experience, in a position where a major part of my duties was to review entries and documents for completeness and correctness. I also have some experience analyzing data, reporting findings and identifying training needs.
- I have more than three (3) years of experience, or a bachelor's degree plus more than one year of experience, working in a position in a legal setting where a major part of my duties included reviewing and evaluating entries and documents for completeness and correctness and indentifying training needs. These experiences include working with spreadsheets and preparing reports. I am familiar with legal terminology and understand court related documents.

Provide a brief description of your experience, and give examples, utilizing this knowledge, including the title of your position and agency. **(If you need more space for your verification, please attach additional sheets of paper).**

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME

2. Ability to meet deadlines and complete tasks competently and effectively with a minimal amount of supervision.

A. Experience:

- I have not used this ability in a full time position.
- I have some experience in a general office setting where I was responsible for meeting deadlines and completing tasks under direct supervision.
- I have at least three (3) years of experience, or a bachelor's degree plus one year of experience, in a position where a major part of my duties required me to consistently use independent judgment within specific guidelines established by the organization and its specialized unit.
- I have more than three (3) years of experience, or a bachelor's degree plus more than one year of experience, in a position where a major part of my duties required me to consistently use independent judgment within specific guidelines established by the organization and its specialized unit. My responsibilities included ensuring that deadlines were met by both me and my team/unit.

Provide a brief description of your experience, and give examples, utilizing this knowledge, including title of your position and agency. **(If you need more space for your verification, please attach additional sheets of paper).**

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME

3. Ability to provide effective customer service by responding professionally and courteously to telephone and personal inquiries from Court management and staff, the judiciary, and the public.

A. Experience:

- I have not used this ability in a full time position.
- I have limited experience in a general office setting where I was responsible for providing customer service.
- I have at least three (3) or more years of experience communicating on a daily basis with persons of diverse backgrounds, educational levels and levels of authority, in a court or legal environment.
- I have more than three (3) years of experience communicating with persons of diverse backgrounds, educational levels, and levels of authority, in a court or legal environment. I have experience independently resolving issues for customers. I have also conducted trainings or made oral presentations to groups.

Provide a brief description of your experience, and give examples, utilizing this knowledge, including title of your position and agency. **(If you need more space for your verification, please attach additional sheets of paper).**

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME

4. Ability to apply procedural guidelines and manage workflow exercising independent judgment.

A. Experience:

- I have not used this knowledge in a full-time position.
- I have used this ability in a limited capacity, only when assigned.
- I have at least two (2) years of experience tracking cases or managing workflow as part of my duties in a full-time position.
- I have more than two (2) years of experience tracking cases or managing workflow as part of my duties in a full-time position in a legal or court environment and know how to apply procedural guidelines using independent judgment;

Provide a brief description of your experience, and give examples, utilizing this knowledge, including title of your position and agency. **(If you need more space for your verification, please attach additional sheets of paper).**

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME