



**DISTRICT OF COLUMBIA COURTS
POSITION VACANCY ANNOUNCEMENT**

ANNOUNCEMENT NUMBER: 07-12-046	OPENING DATE: 8-16-12	CLOSING DATE: 9-06-12	OPEN TO ALL APPLICANTS
POSITION: Clerical Section Supervisor, Landlord and Tenant Branch JS-945-10	TYPE OF APPOINTMENT: Career Service	SALARY: \$56,857 - \$73,917 DC Courts non-judicial employees receive federal retirement and benefits.	
DIVISION: Civil	LOCATION: 510 4 th Street, NW	TOUR OF DUTY: Full-time	

BRIEF DESCRIPTION OF DUTIES: The Clerical Section Supervisor is assigned to the Landlord and Tenant Branch of the Civil Division. The incumbent is responsible for the day-to-day operations of the Clerical Section, as well as supervises the daily processing of documents and work-flow management. First responder to customers' concerns regarding transactions at the customer service windows and in the courtrooms. Plans and assigns tasks to ensure an even workflow and distribution of assignments. Ensures adequate coverage for the public telephone line and ensures emergency phone calls requesting continuances are properly documented and the notice is forwarded to the Judge. Instructs employees on policies and procedures and changes to business processes. Responsible for assessing the training needs of employees and recommends development classes for employees. Monitors time and attendance of employees and ensures adequate staff coverage for the Branch, including statutory work schedules. Screens case files in advance of upcoming hearings to ensure a complete electronic record is available to enhance judicial decision-making. Ensures cases are reviewed before they are certified to other Civil Branches. Forwards appropriate cases to the Appeal Coordinator's Office in a timely and accurate manner. Observes courtrooms for overall management and diligently resolves questions concerning the courtroom docket. Responsible for the daily closing-out of cashiers in the absence of the Accounting Technician. Maintains an orderly and neat file room. Assesses the need for supplies and equipment for the Branch. Makes recommendations regarding performance management. Coordinates and conducts interviews for vacant positions within the Branch. Makes recommendations to improve procedures and practices and encourages input from employees. Cultivates a teamwork atmosphere in the office. Responsible for accomplishment of special projects and performs other duties as assigned.

MINIMUM QUALIFICATIONS: A bachelor's degree from an accredited college or university plus two (2) year of general experience **OR** six (6) years of general experience. **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 apply established rules, regulations, and guidelines.
2. Ability to communicate effectively, orally and in writing, with persons of various backgrounds and levels (professional, private, public, and ethnic).
3. Ability to gather, analyze and evaluate information in order to develop narrative reports.
4. Ability to use supervisory best practices and ensure workflow and work quality meets performance expectations.

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; Or to email send to jobs@dcsc.gov

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 Clerical Section Supervisor

The following four Ranking Factors will be used to rate your qualifications for the *Clerical Section Supervisor* position. 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 apply established rules, regulations, and guidelines.

A. Experience:

- I do not have at least three (3) years of experience in a position where a major part of my duties involved supervising, establishing rules, regulations, guidelines and evaluating work product.
- I have at least three (3) years of experience in a position where a major part of my duties involved supervising, establishing rules, regulations, guidelines and evaluating work product.
- I have over three (3) years of experience in a position where a major part of my duties involved supervising, establishing rules, regulations, guidelines and evaluating work product. I performed these duties in a legal setting or court environment.
- I have four (4) years of experience or a bachelor's degree plus more than three (3) years of experience working in a full-time position in a legal setting or court environment where a major part of my duties involved supervising, establishing rules, regulations, guidelines and evaluating work product. These experiences include but were not limited to working with protocol development, employee improvement programs, unit/team guidelines. I am familiar with legal terminology and understand court related documents. I have an extensive degree of knowledge and have been frequently consulted with on projects requiring review of documentation.

Provide a brief description of your experience (including years), and give examples, utilizing this ability, 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 communicate effectively, orally and in writing, in order to provide courteous and effective customer service to Court management and staff, the judiciary, and the public.

A. Experience:

- I have not used this ability in a full time position.
- I have three or more years experience in a general office setting where I was responsible for providing customer service on a limited basis.
- I have two (2) years of experience communicating with individuals from diverse backgrounds and educational levels, and from multiple levels of authority, in a court or legal environment on a daily basis.
- I have more than three (3) years of experience communicating with individuals from diverse backgrounds and educational levels, and from multiple levels of authority, in a court or legal environment on a regular basis as a major part of my duties.

Provide a brief description of your experience, and give examples, utilizing this ability, 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

3. Ability to gather, analyze and evaluate information in order to develop narrative reports.

A. Experience:

- I have not used this ability in a full-time position.
- I have used this ability in a limited capacity, only when assigned.
- I have at least two years of experience analyzing documents and developing narrative reports.
- I have a bachelor's degree plus two or more years experience working in a position where as a part of my daily duties in a legal or court environment required analysis of documents, synthesis of ideas, and the development of narrative reports.

Provide a brief description of your experience (including years), and give examples, utilizing this ability, 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

4. Ability to use supervisory best practices and ensure workflow and work quality meets performance expectations.

A. Experience:

- I have not used this ability in a full-time position.
- I have used this ability in a limited capacity, only when assigned.
- I have at least two years of experience supervising and managing workflow and work quality as part of my duties in a full-time position.
- I have a bachelor's degree plus two or more years experience supervising and managing workflow and work quality as a daily part of my duties in a legal or court environment.

Provide a brief description of your experience (including years), and give examples, utilizing this ability, 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