



# UNITED STATES DISTRICT COURT DISTRICT OF MINNESOTA

Human Resources Office  
O: (612) 664-5440  
[HR-USDC@mnd.uscourts.gov](mailto:HR-USDC@mnd.uscourts.gov)

**Warren E. Burger Federal  
Building and U.S. Courthouse**  
316 North Robert Street  
Room 100  
St. Paul, MN 55101

**Diana E. Murphy  
U.S. Courthouse**  
300 South Fourth Street  
Room 202  
Minneapolis, MN 55415

**Gerald W. Heaney Federal  
Building and U.S. Courthouse  
and Customhouse**  
515 West First Street  
Duluth, MN 55802

**Edward J. Devitt U.S.  
Courthouse and Federal  
Building**  
118 South Mill Street  
Fergus Falls, MN 56537

## NOTICE OF JOB OPPORTUNITY – Operations Generalist Vacancy Announcement #: 2024-04

**ANNOUNCEMENT DATE:** May 29, 2024

**CLOSING DATE:** Open Until Filled; preference given to applications submitted by June 12, 2024, 4:00 p.m. Central Time

**POSITION:** Operations Generalist, Full-time

**STARTING LEVEL/SALARY:** CL 25 (\$52,208 - \$84,860/annually)

**AREA OF CONSIDERATION:** Open to all sources

**LOCATION:** Minneapolis, MN

### POSITION OVERVIEW

This position is located in the Clerk's Office in the Minneapolis Courthouse of the U.S. District Court for the District of Minnesota. The Operations Generalist is responsible for the intake of general inquiries and routing documents in the Operations Department, handling attorney admissions, cashiering for all courthouses, e-billing, court records, and initial pro se filings. The Operations Generalist provides assistance and support to higher-level positions, processing notices, entering data, providing customer service, preparing mail, and conducting jury orientation.

### REPRESENTATIVE DUTIES

The Operations Generalist position is cross trained in different areas of the Clerk's Office Operations Department. The following representative duties are not all encompassing.

- Assist customers at the intake counter. Receive and stamp incoming documents.
- Communicate fees, receive payments, and issue receipts. Send e-bills through pay.gov for required charges.
- Verify and process all refunds in pay.gov and ECF. Monitor and update online payment report.
- Process digital recording requests and transcript requests. Process transcript request forms that are received by U.S. mail or email.
- Process pro hac vice motions.



- Process pro se requests to electronically file in ECF.
- Assist with Media requests.
- Process all copy requests for naturalization name change orders.
- Process all mail and phone requests for copies, forms, and general information.
- Answer and route phone calls and assist the public with Electronic Case Management database.
- Prepare, sort, classify, certify, copy, issue, and file case records. Monitor access to records and maintain document filing.
- Answer in person questions, helpdesk calls, and email communications to assist attorneys and pro se litigants with filing questions and case status.
- Assist with answering questions that come through the online chat feature on the USDC website.
- Assist with records management process. Order case records, complete case records and smart scan request using the Archives and Records Centers Information System.
- Assist with managing conventionally filed documents by shelving the documents according to the status of the case that the documents are filed in.
- Assist with scanning conventionally filed cases and documents to assure that all filings are electronically accessible.
- Help maintain copiers, mailing machines, public terminals, and printers. Order supplies or additional postage as needed.
- Prepare courier mail daily. Process outgoing U.S. mail and open and route incoming U.S. mail as needed.
- Assist with jury check in.
- Assist with answering general jury inquiries and fielding Jury Questionnaire telephone calls.
- Process credit card payments and checks, and balance all payments received at the end of each day.
- Open and assign all new pro se cases in ECF.



- Provide back-up to the Operations Generalist located at St. Paul Duty Station: Monitor the shared ECF helpdesk email box. Process attorney admissions, petitions, and prepare certificates. Assist with the re-registration process and update attorney records. Create file folders for case administrators.
- Perform other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

The successful applicant must have graduated from high school (or equivalent), have at least one year of general experience in clerical and office work, and at least one year of specialized administrative experience. Excellent customer service skills, attention to detail, ability to take directions from others, and excellent organization skills are required. Ability to work in a fast-paced environment.

Specialized experience is defined as 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.

### **PREFERRED QUALIFICATIONS**

- Two or more years of specialized experience, as outlined above, is preferred.
- An associate or a bachelor's degree is preferred.

### **ENVIRONMENTAL DEMANDS**

- Work is performed primarily in an office setting.
- Some travel to other offices for coverage is required.
- Frequent lifting of boxes and moving of equipment may be required.

### **APPLICATION INFORMATION**

To apply, email the PDF documents to [hr-usdc@mnd.uscourts.gov](mailto:hr-usdc@mnd.uscourts.gov) and add "2024-04 Operations Generalist position" in the email subject line.

Please include the following in PDF format:

- Application for Employment (AO78) Found here - <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>; and
- Three professional references; and
- A cover letter stating why you are interested in this Operations Generalist position.



All application materials received will be reviewed to identify the best qualified candidates. All application materials must be attached to the email as directed.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, and to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior written notice.

### **CONDITIONS OF EMPLOYMENT**

Applicants must be U.S. citizens or permanent residents seeking U.S. citizenship. Noncitizens must execute an affidavit indicating their intent to apply for citizenship when they become eligible to do so. Judiciary employees serve under excepted appointments and are considered “at-will” and may be terminated with or without cause or notice by the court.

The U.S. District Court requires employees to adhere to the [Code of Conduct for Judicial Employees](#). This position is also subject to mandatory Electronic Fund Transfer (EFT) for payroll deposit.

The final candidate is subject to FBI Fingerprinting and a background investigation, including criminal history. Employment is provisional and contingent upon a successful background check.

### **BENEFITS**

- The opportunity to serve in a rewarding public service position.
- Accrual of paid vacation and sick leave.
- 11 paid federal holidays.
- Extensive health, life, dental, vision, and long-term care insurance plans.
- A defined benefit pension plan.
- Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plans through the Thrift Savings Plan (TSP) with employer matching contributions.
- Pre-tax transportation, medical, and childcare reimbursement accounts.
- Transit Subsidy Program.
- On-site fitness center.
- Opportunity for hybrid work arrangement and alternative work schedules

Employees of the U.S. District Court are not classified under Civil Service.

**The U.S. District Court is an Equal Opportunity Employer**