Career Opportunity # 17-01

Position: Case Manager

Location: Milwaukee, WI

Salary Range: $36,723 - $65,914 Annually (CL 24-25)
(Starting Salary: $36,723 - $45,901 annually, depending upon qualifications and experience)

Opening Date: November 28, 2016

Closing Date: Open until filled; preference given to applications received by December 16, 2016

The Clerk of the United States Bankruptcy Court for the Eastern District of Wisconsin is seeking a Case Manager who takes pride in work that requires the utmost attention to detail and accuracy. The right candidate will be able to demonstrate a successful employment history in administrative roles and be able to show an ability to excel in a fast-paced environment. Additionally, we are looking for a candidate that can work with the public on complex issues in a friendly and professional manner.

The employee will be required to perform duties including, but not limited to:

- scanning documents;
- maintaining official case records;
- performing necessary noticing and clerical tasks;
- acting as receptionist, and furnishing information to a wide variety of people within and outside of the court;
- answering telephone inquiries;
- sorting and reviewing mail;
- electronically filing bankruptcy cases, adversary proceedings, and documents;
- reviewing documents for conformity with federal and local rules;
- documenting receipt of court funds, issuing receipts and reconciling funds; and
- providing back-up coverage as required.

The employee will also assist experienced Case Managers with the following duties:

- managing the progression of bankruptcy cases by maintaining official case records in an automated system;
- monitoring the completion of the required procedural steps, and performing the necessary noticing, administrative and clerical tasks;
- making summary entries on the docket;
- reviewing incoming documents for court hearing dates to enter on the docket;
- examining documents to determine nature of action for appropriate follow-up;

- interacting with trustees and counsel; and
- providing case status information and making case file documents available for inspection.

Standard Expectations for this Position:

Teamwork: follows-through on assignments to meet Clerk's Office goals, willingly assists others, collaboratively works in group situations, willingly shares information, shows support and promotes office decisions and initiatives, displays respect for others including those with contrasting views and contributes suggestions to further the Court's mission.

Job Knowledge: understands duties and responsibilities and applies that know-how effectively; adheres to standards, directives, and instructions and understands how individual job performance furthers organizational objectives; exhibits willingness and insight to pursue developmental opportunities in order to expand job-related skills and knowledge; works independently and stays abreast of changing policies and procedures.

Quality of Work: Accuracy, attention to detail, thoroughness, and timeliness of work is required. Work quality also includes how well work assignments are completed in accordance to specific instructions, standards, requirements, and expectations. Follow-up and pride in one's work are evidenced through consistent adherence to written policies, procedures, and guidance.

Dependability: is consistent, responsive, and reliable when carrying out work responsibilities; prioritizes and manages time effectively; accepts responsibility for one's own actions and possesses the professional maturity in working with others; demonstrates follow-through and accomplishes the best possible results; exhibits stewardship through punctuality, attendance, and effective use of resources and work time.

Customer Service: Customer service involves being responsive, reliable, and professional when assisting chambers, court staff, attorneys, the public or other individuals. This includes the ability to communicate effectively with a diverse group of customers both orally and in writing and to interact appropriately with individuals at all levels. It also involves demonstrating a calming presence, the ability to handle unexpected situations, and having a goal oriented focus at all times.

Qualifications:

- Demonstrated employment experience in an administrative role, preferably one in which accuracy and detail are of the utmost importance
- Demonstrated ability to read and understand charts, flowcharts, complex procedures and guidelines
- Excellent computer skills in a PC environment
- Ability to write grammatically correct sentences and business correspondence
- Demonstrated ability to work with the public in a friendly, professional way
- Committed to engaging in a collaborative team atmosphere

Benefits:

This position is covered by the Court Personnel System. A generous benefits package is available and includes:

- Ten (10) paid holidays per year
- Paid annual leave
- Paid sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in the choice of Dental and Vision Insurance
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Credit for prior government service

Supplemental Information:

In addition to a resume, interested candidates should submit and answer the following question using Times New Roman, 12 point font. Submissions should not exceed two pages, be single-spaced and have one-inch margins.

1. Describe your ideal working environment both from a management perspective and a co-worker perspective.

Information for Applicants:

- The U.S. Bankruptcy Court is a part of the judicial branch of the United States Government.
- Applicants must be United States citizens or otherwise authorized to work in the United States.
- The court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement, or to fill the position(s) sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written or other notice. This job announcement may involve filling more than one position described herein.
- The initial appointment of this position will be for one year and one day.
- The final candidates are subject to a background check or investigation, which includes an FBI fingerprint check.
- Employees of the Federal Judiciary are hired as excepted service, "at will" employees.
- Due to the expected high volume of applicants for this position, the court will only communicate with those qualified applicants who are selected to be interviewed.

- Employees must use the Electronic Fund Transfer (ETF) for payroll deposit.
- The U. S. Bankruptcy Court is an Equal Opportunity Employer.

Interested candidates are invited to submit: (1) a cover letter: (2) a chronological resume; (3) a completed form AO78 Application for Judicial Employment which is available through our website at www.wieb.uscourts.gov under the "Court Information/Careers" page; (4) references and (5) answer to the supplemental question.

Please submit application materials electronically to hr_wieb@wieb.uscourts.gov or by mail, marked "Personal and Confidential" to:

Cyndee Hoehn
U.S. Bankruptcy Court
517 East Wisconsin Avenue, Room 126
Milwaukee, Wisconsin 53202