



UNITED STATES DISTRICT COURT – DISTRICT OF COLORADO
Alfred A. Arraj U. S. Courthouse
901 19th Street
Denver, CO 80294
www.cod.uscourts.gov

Operations Support Clerk

Vacancy Announcement #: 2025-23-USDC

POSITION:	Operations Support Clerk – Entry Level
POSITION TYPE:	Full-Time Permanent (Mon – Fri, 8:00 am to 5:00 pm)
SALARY RANGE:	CL 23 (\$44,533 - \$72,432) <i>*Starting salary depends on qualifications and experience. Position has promotable potential up to a CL 24 without further competition.</i>
OPEN DATE:	Tuesday July 15, 2025
CLOSING DATE:	Open until filled
AREA OF CONSIDERATION:	Open to all qualified individuals
LOCATION:	Denver, Colorado (In-Person)

*More than one position may be filled from this vacancy, depending on staffing needs and budget funding.
The Court reserves the right to cancel and/or modify this vacancy announcement as needed.*

Do you enjoy teamwork, service, and being part of something bigger than yourself? If so, the U.S. District Court might be the right place for you. We are publicly funded by people just like you and me – U.S. taxpayers – so, we can't offer pay and perks you might find in the private sector. However, what we do offer is steady pay, work-life balance, great health/dental/vision benefits, 11 paid holidays off, one of the best 401(k) plans around with a 5% match, a genuine defined pension, tuition reimbursement, telework, and a free annual public transportation pass. If that's not enough, you will be part of providing equal access to justice for all.

We are a part of the judicial branch, one of the three separate branches of the federal government. We independently set our own employment policies such as remote work and performance management. We value our employees' individualism and continue to strive towards a diverse, equitable and inclusive workplace.

The Operations Support Clerk performs a variety of duties, including receiving, filing, and maintaining files for the Court while assisting customers inquiring about case information, filing documents, and requesting document copies. This position reports directly to the Case Administration Supervisor and is located in the Clerk's Office main location in Denver. This role is front facing with significant public interaction; therefore, telework availability is limited. This position is not based in a courtroom.

The Clerk's Office of the U.S. District Court for the District of Colorado provides effective and efficient administrative and case management assistance and support to the judicial officers of the Court, as well as to all others requiring services of the Court. We are part of the federal judiciary which includes all United States courts. Learn more about United States Courts [here](#).

REPRESENTATIVE DUTIES

The representative duties of this position include, but are not limited to:

Customer Service

- Assist customers at the Intake counter. Accept documents, inform customers of required court fees, receive payment and issue receipts. Secure cash register funds, balance drawer by end of day and process credit card payments for court fees.
- Answer and redirect incoming calls. Assist the public with using computerized databases. Provide information to the public without providing legal advice. Answer phone inquiries regarding case status, archive information, and court procedures.
- Communicate and respond to all requests regarding operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures.

Case Management

- Create and process new case files. Assign cases to district judges and magistrate judges. Open cases in case management system. Docket initial opening events. Sort, classify, and file case records. Audit cases for closing and check the docket to ensure that all necessary documents are entered and deadlines are met before generating the closing order.
- Prepare case files for tracking. Sort, classify, and file case records. Maintain integrity of filing system by monitoring proper access to records and monitoring timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys and others. Certify court documents and create new case files. Assign case numbers and open cases in the electronic case management system. Docket initial case opening events.
- Scan and convert documents filed over the counter into image files. Enter documents and proceedings on the case docket. Maintain documents in the appropriate location. Provide forms via mail or email as required.
- Prepare shipments and retrieve records from the appropriate Federal Records Center.

Administrative

- Pick up and process incoming mail for all 3 courts (District, Probation and Bankruptcy). Maintain postage meter and meter log. Stamp incoming documents and assist with maintenance of court files. Process email received from electronic filers.
- Train incoming employees, as needed.
- Abide by Code of Conduct for Judicial Employees. Demonstrate sound ethics and good judgment. Handle confidential and sensitive information appropriately by maintaining confidentiality.

MINIMUM QUALIFICATIONS

The successful applicant must be a high school graduate (or equivalent) and have two years of general experience to be employed at CL 23.

GENERAL EXPERIENCE is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position.

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. Such experience is commonly encountered in courts, law firms, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

EDUCATIONAL SUBSTITUTION

Education above the high school level may be substituted for required general experience based on one academic year (30 semester or 45 quarter hours) equals one year of general experience.

PREFERRED QUALIFICATIONS

Preference will be given to applicants who have prior clerical and/or customer service experience. Prior experience using case management and/or electronic case filing programs, Adobe Acrobat, and Microsoft Office products is a plus.

BENEFITS

A generous benefits package is available and includes the following:

- 13 days of paid vacation leave for first three years (increases with tenure)
- 13 days of sick leave
- 11 paid holidays
- Retirement benefits and Thrift Savings Plan (TSP) with government match up to 5%
- Health and group life Insurance, dental, and vision
- Flexible spending accounts (Health, Dependent, Parking)
- RTD Eco Pass (if budget permits)
- On-site fitness facilities
- Employee Assistance Programs (EAP)
- Student loan forgiveness to qualified persons, pursuant to the terms of the Public Service Loan Forgiveness (PSLF) program

See the complete list of benefits on our employment website [here](#).

ADDITIONAL INFORMATION

The incumbent must also work efficiently and effectively in a fast-paced atmosphere dealing with numerous and diverse legal issues. The court may administer a pre-screen assessments to assist in the screening process.

This position is subject to a mandatory Electronic Fund Transfer (EFT) for payroll direct deposit. Employees are considered at-will and are not covered by federal civil service classifications or regulations. Immigration law requires public employers to hire individuals who are lawful permanent residents (i.e., green card holder) seeking U.S. citizenship. Candidates are not required to complete questions 18-20 on form AO-78 regarding criminal history. Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination. All compensation and promotions are subject to final approval by the Administrative Office of the U.S. Courts.

HOW TO APPLY

All qualified applicants should submit the following:

- Application form AO78 (download it [here](#))
- Current resume and cover letter

Your application packet must be submitted **as a single pdf document** by email to: cod_hrd@cod.uscourts.gov. Please note "Vacancy Announcement: 2025-23-USDC" in the subject line of the email. Incomplete applications may not be considered.

THE FEDERAL JUDICIARY IS AN EQUAL OPPORTUNITY EMPLOYER