



UNITED STATES BANKRUPTCY COURT – DISTRICT OF COLORADO

U. S. Custom House

721 19<sup>th</sup> Street

Denver, CO 80202

[www.cob.uscourts.gov](http://www.cob.uscourts.gov)

## Operations Support Clerk

Vacancy Announcement No: 2025-04-USBC

**POSITION:** Operations Support Clerk – Entry Level

**POSITION TYPE:** Full-Time Permanent  
(Mon – Fri, 8:00 a.m. to 5:00 p.m.)

**SALARY RANGE:** [CL 23 \(\\$44,533 - \\$72,432\)](#)  
*\*Starting salary depends on qualifications and experience. Position has promotable potential up to a CL 24 without further competition.*

**OPEN DATE:** Thursday, August 21, 2025

**CLOSING DATE:** Open until filled

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

**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. Bankruptcy Court might be the right place for you. We are publicly funded by regular U.S. taxpayers so, we can't offer the 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, paid vacation, sick, and parental leave, one of the best 401(k) plans around with a 5% match, a genuine defined pension, tuition reimbursement, and a free annual public transportation pass. If that's not enough, you will be part of talented team of people who seek to provide considerate service to those in financial distress. We're inquisitive, accountable, independent problem solvers. On a scale of 1 to 10, our parties are a solid 7. Can you get us to an 8? Please apply!

The Court is part of the judicial branch, one of the three separate branches of the federal government. The federal judiciary includes all United States courts. Learn more about the United States Courts [here](#). In the judiciary, we set our own employment policies, value our employees' individualism, and continue to strive towards a diverse, equitable, and inclusive workplace. The Clerk's Office supports the Court by providing effective and efficient administrative and case management assistance to the Court's judicial officers, as well as to all others requiring our services.

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 Operations Manager and is located in the Clerk's Office in Denver. This role is public facing and includes significant customer interaction; therefore, telework is not available. This position is not based in a courtroom.

## **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 and live chat requests. 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. Open cases in case management system and assign judges. Docket initial opening events. Sort, classify, and file case records.
- 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, prepare transcripts of judgment, and issue summonses.
- Scan and convert documents filed over the counter. 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 and deliver inter-court and inter-agency mail. Print postage and maintain postage meter log. Stamp incoming documents and assist with maintenance of court files.
- 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.

## **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 possess excellent customer service and communication skills and who can handle difficult or emotional customers with grace and ease, have prior clerical or customer service experience, and/or prior experience using case management and/or electronic case filing programs, Adobe Acrobat, and Microsoft Office programs.

## **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
- Paid parental leave after one year
- 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.

## **[APPLY HERE](#)**

Your application packet must be submitted either through our [website](#) or **as a single pdf document** by email to: [cod\\_hrd@cod.uscourts.gov](mailto:cod_hrd@cod.uscourts.gov). Please note "Vacancy Announcement: 2025-04-USBC" in the subject line of the email. Incomplete applications may not be considered.

**THE FEDERAL JUDICIARY IS AN EQUAL OPPORTUNITY EMPLOYER**