



UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON

# CASE ADMINISTRATOR/INTAKE CLERK

## REVISED POSTING

**ANNOUNCEMENT NUMBER**

18-WAW-18 (REVISED)

**ANNOUNCEMENT DATE**

October 19, 2018

**CLOSING DATE**

Open until filled; preference given to resumes received by November 12, 2018

The United States District Court for the Western District of Washington, a career-oriented organization focused on providing exceptional service to the Court, the legal community and the public. We are accepting resumes for a Case Administrator/Intake position. Our ideal candidate is well organized, detail oriented, possesses exceptional interpersonal skills and enjoys working with the public.

The Case Administrator/Intake Clerk is part of a self-directed team. The team participates in recruiting, and is responsible for training and performance evaluations. The team develops quality standards, provides training, plans and distributes work, and handles leave and coverage issues. This requires responsibility, flexibility and a desire to work collaboratively within the team and the Clerk's Office as a whole.

This position is located in the office of the Clerk of Court at the federal courthouse in Tacoma, Washington.

**REPRESENTATIVE DUTIES**

- Provides exceptional customer service to the public, attorneys, and visitors to the court, whether in person or over the telephone while providing accurate answers to questions regarding procedural information, the case docket, or general court information.
- Responsible for maintaining the accuracy and completeness of official case records from opening to final disposition, while ensuring the integrity and efficiency of the U.S. District Court's case information database by providing quality assurance of all electronic entries.
- Reviews filed documents for conformity with rules and regulations. Makes summary entries of all documents and proceedings on the docket in a team-based environment. This includes, but is not limited to, such items as complaints, petitions, indictments, pleadings, motions, responses, minutes, and orders. Distributes orders, notices, and judgments when entered on the docket. Prepares and issues summons and warrants upon order of the court.
- Ensures that statistical information is accurately reflected when a case is opened or closed and in various entries occurring throughout the pendency of an action. Assists in case management by ensuring the quality of all docket entries using the court's quality control program.
- Responsible for filing, scanning, and indexing documents on any new or ongoing action for civil, criminal, as well as appeals, using manual and automated processes.
- Screens and file-stamps incoming documents; research and resolve special problems related to case filings, answer written inquiries, perform data entry into case management system, and ensure compliance.

<p><b>QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Opens, reviews, separates, and distributes mail; logs remittances; writes receipts for payments made; and reconciles transactions in accordance with internal controls policies and procedures. Also assists with processing outgoing mail.</li> <li>• Serves as a liaison to internal court personnel and other court clerks.</li> <li>• As part of a self-managed team, participates in the hiring, training and orientating new staff/team members. Also assists with training current staff on new procedures as needed.</li> </ul> <p>The Case Administrator/Intake Clerk maintains expertise in the areas of case administration, intake, and records and responds to the more complex questions relating to case services policies and procedures. Case Administrator/Intake Clerks perform various functions and are responsible for docketing, maintaining and processing case information specifically for civil cases. The incumbent will perform noticing, manage the progression of cases, maintain official case records, and monitor the completion of required procedural steps. Case Administrator/Intake Clerks review filed documents to determine conformity, takes appropriate action, ensures all orders and automated entries are appropriately and accurately docketed, and makes summary entries on the docket of all documents and proceedings. Case Administrator/Intake Clerk is a case processing expert who specializes in civil case management.</p> <ul style="list-style-type: none"> <li>• High school diploma or equivalent; and a minimum of two years of progressively responsible administrative, technical or professional experience;</li> <li>• Proficiency with Microsoft Word, and typing speed of 40+ wpm is required;</li> <li>• Proven experience in handling multiple workload demands, including frequent interruptions and high stress situations, while maintaining a high level of concentration, accuracy and attention to detail;</li> <li>• Demonstrated ability to function collaboratively within a team environment and the larger office; while also being able to work without constant and direct supervision;</li> <li>• Ability to communicate information clearly and professionally with a wide-ranging constituency, including federal judges, court personnel, attorneys, and pro se litigants;</li> <li>• Ability to maintain confidentiality, demonstrate sound judgment, and handle sensitive material, with a calm, professional, friendly and patient demeanor, is essential;</li> <li>• Ability to learn on the job from context and existing manuals/instructions;</li> <li>• Ability to research complex issues and be familiar with a variety of internal and external resources;</li> <li>• Have a strong sense of personal and professional integrity;</li> <li>• Strong computer and analytical skills;</li> <li>• Excellent customer service skills;</li> <li>• Excellent organization and time management skills, including the ability to adjust to conflicting duties and demands with poise, tact and equanimity;</li> <li>• Capable of adapting to a demanding environment, wherein attention to detail and timeliness are essential.</li> </ul>
<p><b>PREFERRED QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Court or legal experience (familiarity with the legal system/legal terminology);</li> <li>• Familiarity with civil and criminal procedures;</li> <li>• Knowledge of CM/ECF (the federal judiciary's case management/electronic case filing system) or other electronic docketing systems;</li> <li>• Proficiency with a wide range of technology, including Microsoft Office, SharePoint and Adobe Acrobat.</li> <li>• A bachelor's degree.</li> </ul>

