

UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF NEW YORK  
POSITION VACANCY 18-09

**POSITION:** Intake/Customer Service Clerk (Two Positions Available)  
Buffalo Position: Full-Time, Permanent  
Rochester Position: Full-Time, Temporary (one year and one day)

**LOCATIONS:** Buffalo and Rochester, New York

**DEADLINE:** December 7, 2018, or until filled

**SALARY:** CL 23 – CL 24 (\$33,086-\$61,524)  
*Note: Generally, applicants start in the low to middle of the above range, based on qualifications/experience. Promotion potential without further competition based on eligibility and needs of the office.*

***Position Overview***

This position is located in the Clerk's Office of the U.S. District Court. The Intake/Customer Service Clerk receives and reviews incoming court documents for conformity with federal and local rules and provides customer service support. Training will be provided.

***Representative Duties***

- Sort, classify, and file case records. Maintain integrity of the filing system by monitoring proper access to records and maintain timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys, and others. Certify court documents and create and process new case files. Assign case numbers, open cases in the case management system, and docket initial case opening events.
- Answer and route incoming calls and assist the public in the use of computerized databases. Provide basic information to the public, the bar, and the court.
- Inform customers of required fees; receive payment, issue receipts, secure funds in cash register, balance cash drawer at the end of the day, and process credit card payments for filed documents, as appropriate.
- Receive and file incoming documents and assist with the maintenance of court files. Check for prior or prohibited filing. Verify and issue summons. Verify attorneys' authority to practice. Process prisoner form requests.
- Perform electronic filing of initiating documents, notices, minutes, decisions, and orders and judgments in CM/ECF. Assist with quality control as needed.
- Perform other duties as assigned.

***Qualifications***

*Requirements* - High school graduation or equivalent and two years of general experience. Competitive factors and an evaluation of quality of experience may provide placement at salary levels above minimum up to and including step 61.

*General Experience* - Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

***Benefits***

Federal benefits include: health, life, dental, vision, disability, and long term care options; defined benefit retirement; matching, tax-deferred and/or Roth Thrift Savings Plan options; paid holidays and leave; and flexible medical, dependent care, and commuter benefit eligibility.

### ***Applicant Information***

Applicants must submit **one** PDF file containing a résumé, AO78 Application for Judicial Branch Federal Employment (available at [www.uscourts.gov](http://www.uscourts.gov)), and a cover letter referencing the geographic area of interest (Buffalo or Rochester). Send the application to: [applications@nywd.uscourts.gov](mailto:applications@nywd.uscourts.gov).

The United States District Court requires employees to adhere to a Code of Conduct which is available on the court's website at [www.nywd.uscourts.gov](http://www.nywd.uscourts.gov). Only qualified applicants will be considered for this position. Only those applicants selected for an interview will be contacted and only applicants invited for a personal interview will be advised of the outcome of the selection process. The court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants selected for interviews must travel at their own expense and relocation expenses will not be paid. Applicants selected for interviews may be required to provide copies of educational degrees, certifications, references and salary history. Applicants must be U.S. citizens or eligible to work in the United States. As a condition of employment, the candidate selected for this position will be subject to a background check and subsequent favorable suitability determination. Additionally, this position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees. All employees of the U.S. District Court are EXCEPTED SERVICE appointments. Excepted service appointments are "at will," and as such, can be terminated with or without cause by the Court. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement, or to fill the position sooner than the closing date, or to leave the position unfilled, any of which actions may occur without any prior written notice.

***The U.S. District Court for the Western District of New York is an Equal Opportunity Employer.***