

POSITION TITLE: Customer Service Clerk – Full-Time

LOCATION: Charlotte, North Carolina

CLOSING DATE: October 9, 2020

CLASSIFICATION LEVEL / SALARY RANGE: CL 24 (\$38,790 - \$48,514);
depending upon qualifications and prior experience

Notice of Vacancy:

The United States Bankruptcy Court for the Western District of North Carolina is accepting applications for a Customer Service Clerk. There are three offices within the Western District of North Carolina: Charlotte, Asheville and Statesville. The duty station for this position is in the Charlotte office.

Position Overview and Duties:

The Customer Service Clerk is responsible for receiving, reviewing and filing documents and maintaining court files in compliance with federal and local rules, bankruptcy procedures and internal controls. The incumbent will perform customer service and cashier duties, provide procedural information, and will collect court fees and perform initial case opening. This is a full-time position, working in office Monday – Friday from 8:00AM – 5:00PM.

Representative Duties:

- Provide frontline customer service;
- Answer and route incoming calls to appropriate individuals;
- Assist the public in the use of public computers;
- Provide basic information to the public and local Bar without providing legal advice;
- Inform customers of required fees, receive payments and issue receipts;
- Secure funds in a cash register and balance cash drawer at the end of the day;
- Docket receipts in appropriate cases;
- Accept appropriate documents. Open cases in the case management system;
- Docket initial case opening events;
- Receive and stamp incoming documents and assist with the maintenance of court files;
- Process, log and distribute incoming mail;
- Perform other operational or administrative duties as assigned.

Qualifications:

A high school diploma or equivalent is required. Prior federal court experience is preferred, but not required.

Candidates should have a minimum of 3 years of experience – 3 years of progressively responsible general clerical or secretarial experience.

Candidate must have proficient computer skills and be capable of working with automated systems and equipment. Experience using the Court's Case Management Electronic Case Filing system is preferred, but not required.

Desired Skills:

Interactions with the Customer Service Clerk can affect the public's opinion of the court and the legal system as a whole, therefore, the candidate must present a professional demeanor and appearance at all times. The candidate must also possess strong organizational, analytical, and oral skills. The ability to respond to requests on short notice, manage multiple tasks and be versatile is essential.

How to Apply

Applicants who meet the qualifications must submit in **one PDF attachment**:

- Cover letter
- Resume
- AO-78 Application for Judicial Employment, which can be found at www.ncwb.uscourts.gov

INCOMPLETE APPLICATION PACKAGES WILL NOT BE CONSIDERED

Complete application package should be submitted as **one PDF attachment** via email to employment@ncwb.uscourts.gov by close of business on **Friday, October 9, 2020**.

Any applications received after the closing date will not be considered.

Benefits:

A generous benefits package is available and includes the following:

- A minimum of 10 paid holidays per year
- Paid annual and sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in Federal Employees' Health Benefits
- Optional participation in Supplemental Dental and Visions insurance
- Optional participation in Federal Employees' Group Life Insurance
- Optional participation in Flexible Benefits Program
- Optional participation in Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service

INFORMATION FOR APPLICANTS:

Applicants must be U.S. citizens or eligible to work in the United States.

The candidate selected for this position is subject to a full fingerprint and background records check, a six-month probationary period, and mandatory electronic direct deposit of salary payment.

Employees are required to adhere to the Code of Conduct for Judicial Employees.

Employees of the Bankruptcy Court are EXCEPTED SERVICE APPOINTMENTS.

Excepted service appointments are “at will” and can be terminated with or without cause by the court.

The Bankruptcy Court is an Equal Opportunity Employer.

Due to the volume of applications received, the Court will only communicate with those individuals invited for an interview.