



***U.S. Probation and Pretrial Services Office  
for the  
Western District of Pennsylvania***



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Vacancy # 17-06

Opening Date: August 21, 2017

Closing Date: Open until filled (preference given to applications received before September 18, 2017)

**Probation Operations Support Supervisor**

Location: Pittsburgh, PA

Salary: CL 25: \$40,764-\$66,293; CL 26: \$44,907-\$72,981 - Table PIT

Based on qualifications and experience – Promotion to CL 26 without further competition

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**Probation and Pretrial Services Office:**

The Probation Office for the United States District Court for the Western District of Pennsylvania provides services to 9 U.S. District Judges and 6 U.S. Magistrate Judges. This vacancy is at the headquarters location in Pittsburgh. The Probation Office headquarters is located in the U.S. Courthouse, Suite 3330, 700 Grant Street, Pittsburgh, PA 15219. There are two branch offices (Erie and Johnstown). The Operations Support Supervisor performs supervisory work related to the full range of operational support duties. The incumbent serves as first-line supervisor for the probation technicians and probation clerk staff. The Operations Support Supervisor primarily directs and trains staff and ensures compliance with the appropriate guidelines, policies, and internal controls. The Operations Support Supervisor also supports treatment contracting activities and assists the management team in developing data needed to make better data-driven and strategic decisions.

**Representative Duties:**

- Assist management team in developing relevant performance metrics and data reporting requirements.
- Supervise employees involved in operational support activities, including new hire training, assigning and reviewing work, evaluating performance, and recommending/administering disciplinary actions. Develop and conduct employee performance evaluations.
- Assist in developing work goals and performance standards. Supervise, delegate, and prioritize work assignments and tracks deadlines for completion. Implement staff procedures and conduct staff meetings. Oversee office functions. Identify issues and resolve disputes. Maintain accurate documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Support the Probation Officer Drug, Alcohol and Mental Health Specialist in the monitoring of treatment contracts.
- Participate in the annual renewal process for blanket purchase agreements.
- Make recommendations based on research and record keeping regarding contracts.
- Work with management and staff to improve efficiency and effectiveness of operations through implementation of data-driven decision strategies and processes.
- Assist in analyzing data to be used in strategic decision-making by management team.
- Identify areas where data is lacking and work with various managers and IT resources to produce and capture needed data.
- Assist in developing, updating, and maintaining statistical manuals, reports, and forms, as well as, collecting, preparing, analyzing, validating, and reconciling case management and statistical information and reports.
- Participate in special projects related to operations functions.
- Assist with preparing reports/charts that visually display the quality and quantity of work performed by each team and division for specified time periods. Present and explain information to teams.
- Respond to research requests and prepare reports. Design, implement, and perform quality control audit procedures and practices.
- Collaborate with members of the management team and recommend/propose appropriate actions on operational support issues.
- Other duties as assigned

**Qualifications and Experience:**

- Specialized experience to include progressively responsible technical, professional or supervisory experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position to include:
  - a. Skill in developing the interpersonal work relationships needed to lead a team of employees
  - b. The ability to exercise mature judgment, and
  - c. Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the unit.
- To be qualified for a CL 25, you must have at least one year of experience at or equivalent to a CL 24.
- To be qualified for a CL 26, you must have at least one year of experience at or equivalent to a CL 25.
- Court operations experience is required.
- Prior experience with CM/ECF is highly desirable.
- Bachelor's Degree is preferred.

**Benefits:**

Employees of the U.S. Probation Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan, life insurance, optional long term care and long term disability, optional vision, optional dental, annual/sick leave, federal holidays and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

**How to Apply:**

Applicants who meet the qualifications *must* submit a cover letter, a resume and an *Application for Judicial Employment* (AO78), found at <http://www.pawp.uscourts.gov/careers/> under the Careers and Internships section. Submit in PDF or Word format, and please reference position #17-06. Failure to follow these instructions will result in disqualification. Applicants invited to interview will be asked to provide their past two performance evaluations.

**Disclosures:**

- Applicants must be United States Citizens or eligible to work in the United States.
- U.S. Probation reserves the right to modify the conditions of this job announcement or withdraw the announcement.
- Reimbursement for travel and expenses is not authorized.
- A driver's license is required to conduct work. A valid driver's license is required.
- This office may contact references on top candidates and may contact former employers.
- Subject to Electronic Funds Transfer (EFT) of salary payment.
- This Court is an Equal Opportunity Employer.
- No phone calls please.