

**United States Probation and Pretrial Services Office, Eastern District of Arkansas**

**Operations Manager**

**Job Announcement Number: 2013-01**

2013 CPS Salary Schedule Range, Table 01:  
CL 27: \$45,928 to \$74,628  
CL 28, \$65,439 to \$89,481  
(promotional potential without further competition)

**Position Overview:**

The U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas is recruiting for an Operations Manager. The United States Probation Office is seeking a highly motivated and career-minded individual with a strong work ethic, unquestioned integrity, a positive attitude, and demonstrated experience to serve as Operations Manager. This is a key senior management level position. Under the direction of the Chief Probation Officer, the incumbent is responsible for the general business and administrative functions of the U. S. Probation Office. The successful candidate will be able to demonstrate proficiency in the areas of budget planning, preparation, and execution. The Operations Manager may also to assist with procurement management; human resources; and space and facilities management.

**Opening Date:** Friday, February 22, 2013

**Closing Date:** Monday, March 18, 2013 (or until filled\*)

\*Preference will be given to applications submitted by March 18, 2013.

**Position Location:** This position is assigned to the Little Rock office.

The U.S. Probation Office for the Eastern District of Arkansas offers some distinct advantages:

- A collegial bench that fully supports the mission of the U.S. Probation and Pretrial Services Office;
- The Brookings Institution MetroMonitor ranks Little Rock and its surrounding communities the fourth strongest economy in America, while *The Wall Street Journal* ranks it the sixth best real estate market; and
- According to Forbes.com, the region is the second best "Bang-for-the-Buck" city and the nation's seventh best place for jobs.

**Mandatory Qualifications:**

A minimum of two years of progressively responsible, successful, and substantive budget and financial administration experience is required. Human resources, procurement, and space and facilities management experience is preferred.

Starting salaries depend on education and experience. At the discretion of the Chief U.S. Probation Officer, and based on experience and performance, promotional potential is possible within these ranges without further competition.

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**Educational Qualifications:**

Completion of a Bachelor's Degree from an accredited college or university in a field of academic study, such as, Accounting, Economics, Finance, Human Resources Management, Business Management which provides evidence of the capacity to understand and apply the requirements and skills needed for this position is preferred.

**Court Preferred Qualifications:**

Professional recognition through certification or licenser, such as Certified Public Accountant (CPA). Applied knowledge working with financial, budget and human resources software programs. Specific experience working with Judiciary programs such as FAS<sub>4</sub>T, PPS, HRMIS, and InfoWeb is a plus. Experience in the federal judiciary is preferred.

**Job Requirements:**

Thorough knowledge of accounting practices and procedures, and laws and regulations relating to appropriateness of payments. Thorough knowledge of record-keeping requirements in the budget, personnel, procurement, and inventory areas. Thorough knowledge of government procurement policies and procedures. Familiar with Probation Office administrative functions, i.e., personnel, budget, and procurement operations as outlined in the Guide to Judiciary Policies and Procedures, and other Administrative Office publications and directives. Broad knowledge of the theories and principles of management. Familiar with human resource management in such areas of staffing, classification, compensation, and benefits as outlined in the Human Resources Manual and the Guide to Judiciary Policies and Procedures and other Administrative Office bulletins. Ability to communicate effectively, both verbally and in writing, with a variety of people and maintain strict confidentiality. Ability to analyze organizational functions, requirements, interrelationships, and ability to develop recommendations for improvements. Working knowledge of budget, personnel, inventory, and procurement software.

**Scope and Effect of Work:**

The incumbent has overall responsibility for the management of budget formulation and monitoring office practices and policies. Adhering to financial, operational and personnel guidelines and regulations are critical to efficient functioning of the court unit and in meeting the requirements of the office. The incumbent works regularly with the Chief Probation Officer, managers, supervisors, and specialists, and with all other employees in the office. The incumbent works with the Chief Probation Officer to manage the financial and administrative operations of the office. Outside the unit, regular contacts are made with other administrative, budgetary, personnel, and property and procurement specialists and managers from other court units, and with the Administrative Office and other courts, giving and receiving information and guidance.

**Specialized Experience:**

The issues handled are varied with many features, each with its own set of rules and procedures, which require analysis and interpretation to arrive at a solution. Balancing the competing needs

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within the office, with the available personnel, equipment, supplies, and resources can be difficult and stressful. The incumbent must be efficient and economical in the evaluation and allocation of resources. The incumbent must be able to deal with multiple problems in several areas at any given time.

#### **Desirable Characteristics:**

As substantial personal contact with Judicial Officers, staff, the public, and other agencies is required, successful candidates must be able to maintain a professional demeanor, work harmoniously with others, and be responsive, courteous, and polite. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to balance the demands of varying workload responsibilities and deadlines.

Our organization is looking for happy (positive outlook and want to serve others), helpful (fully involved self-starter who utilizes skills independently and interdependently), curious (embraces learning to be an expert in our changing field), accountable (not about deadlines as much as about clear expectations designed to produce results), and be good to great at what you do.

#### **Pre-Employment Requirements and Conditions of Employment:**

As part of the recruitment process, final candidates for the position will undergo a background investigation completed by the U. S. Probation Office. Fingerprints will be taken; a criminal records check with law enforcement agencies and a credit check will be conducted. The candidate's past job performance and professional/personal conduct will be reviewed and considered. The final candidate may be appointed provisionally.

This position is considered a high-sensitive position. As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes a fingerprint check through the FBI, as well as a check of financial and credit records. Any position offer will be considered provisional until a full suitability determination can be made. All Court employees are required to adhere to a Code of Conduct.

#### **Disclosure Information**

Applicants are advised that false statements or omission of information on any application materials or the inability to meet the following conditions may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Please disclose the name(s) of a relative(s) or a close associate(s), who has been or who is currently a defendant or an offender in the federal, state, or local probation or parole system. Explain his\her relationship to you. The disclosed information will not automatically preclude you from employment. However, this information will be considered by the Court and the Court Unit Executive to determine your suitability for the position.

If you are unsure about what should be disclosed, if anything, submit the information to G. Edward Towe to be evaluated. Please provide specific details including dates. Submit this

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confidential information directly to G. Edward Towe, Chief United States Probation and Pretrial Services Officer. **Do not** include your confidential letter with your application documents. Please write 'CONFIDENTIAL' on the envelope and on the letter. It is your responsibility to fully disclose all information that may affect your appointment, if you are recommended for the position.

**Application Procedures:**

The candidate must be a U.S. citizen or eligible to work in the United States. All employees are required to use Electronic Fund Transfer (EFT) for payroll deposit. The U.S. Probation and Pretrial Services Office offers a competitive salary and excellent fringe benefits. Benefits information is available for review at <http://www.uscourts.gov>.

Applicants must submit a cover letter, the October 2009 Judicial Branch Federal Employment (AO-78) application, copies of your last two performance evaluations, (if available), transcripts, and a detailed resume to apply for this position. Access and download the complete position description, the employment application, and job vacancy announcement by visiting the careers page at <http://www.arep.uscourts.gov>. Electronically transmit your application to [janice\\_edmon@arep.uscourts.gov](mailto:janice_edmon@arep.uscourts.gov). You may also forward a hardcopy of your application documents by postal mail to the address that is provided below.

Janice M. Edmon, HRS  
U.S. Probation and Pretrial Services Office  
600 West Capitol Avenue, Suite A226  
Little Rock, Arkansas 72201-9741

Application documents must be received no later than 5:00 p.m., March 18, 2013. Facsimiles will not be accepted.

**The U.S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement or to fill the position earlier than the closing date, any of which actions may occur without prior written notice.** Due to the expected high volume of applicants for this position, the U.S. Probation Office will only contact qualified individuals identified for an interview. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief Probation Officer may elect to select from the original qualified applicant pool.

An Equal Employment Opportunity Employer

<b>Job Title</b>	Operations Manager	CL – 27/28
<b>Occupational Group*</b>	Professional Administrative	

<b>Job Summary</b>
The Operations Manager performs professional and managerial work related to multiple administrative and financial functions; such as, finance, budget, statistical activities, space and facilities, and procurement; and assists with personnel related activities. The incumbent primarily advises management and ensures compliance with budget, internal controls, government requirements, regulations, and policies. The incumbent also provides oversight of assigned agency procurement, technical and support staff.

<b>Representative Duties</b>
<ul style="list-style-type: none"> <li>• Manage and oversee the day-to-day accounting and financial functions of the probation office and back-up and assist with human resources department as needed.</li> <li>• Maintain and analyze accounting records supporting all funds deposited to or disbursed. Perform accounting for all monies paid into the probation including offender/defendant co-payments and refunds and reimbursements to appropriations. Classify all accounting transactions relating to the court in accordance with regulations issued by the by the Administrative Office of the United States Courts. Verify that obligations and expenditures are in accordance with the spending plan and regulatory controls are within amounts programmed. Prepare reports and financial statements for submission to the Administrative Office, and other court officials as necessary in a consistent and timely manner.</li> <li>• Prepare the overall fiscal budget plan for review by the unit executive and the court. Perform data analysis and conduct modeling based on different operational scenarios. Manage the budget throughout the fiscal year. Recommend and perform reprogramming actions to cover projected account shortfalls. Represent the probation office in both oral and written responses to organizational and financial questions.</li> <li>• Research and analyze financial and budget related questions, problems, trends, and areas for efficiency/improvement attributed to the data being developed and respond or prepare written correspondence, as required. Conduct work measurement and work productivity studies related to financial, budget, and associated activities and prepare reports.</li> <li>• Perform reviews to ensure that the court unit is in compliance with the <i>Guide to Judiciary Policy</i>, internal controls, and generally accepted accounting principles. Prepare documents to identify findings and develop written recommendations for changes. Maintain and update the court's internal controls manual, and court unit budget organization plan. Coordinate and lead audit activities, including personnel and property inventories on a cyclical basis, ensuring compliance and submits written findings and recommendations to administration.</li> <li>• Ensure that appropriate internal controls for disbursement, transfer, recording, and reporting of monies are followed. Review vouchers for payments related to expenses incurred by the court for appropriateness of payment. Accept responsibility for files and documents related to the monetary aspects of case management. Collaborate with information technology staff to develop or customize programs or systems to assist with finance and accounting transactions and record-keeping.</li> <li>• Make recommendations for improvements of the overall effectiveness of financial management in the court, including the implementation of new improved methods, systems, and procedures. Initiate and maintain a comprehensive training program for all employees having financial responsibilities and duties. Provide guidance to specialist officers responsible for allocating law enforcement funds in drug and alcohol treatment, mental health treatment, sex offender treatment, and location monitoring. Ensure that employees are kept informed of regulations and procedures issued by the Administrative Office relating to financial matters. Serve as Administrative Point of Contact for travel and purchase card programs ensuring that all spending in these areas adhere to local policy and the policies of the credit card vendor.</li> </ul>

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- Provide continued assistance and assessment of current office practices, policies, and procedures. Provides valuable input in the formulation, assessment, and implementation of necessary office practices, procedures, and policies. Assist with maintaining and updating the Probation Office's Policy and Procedure Manual.
- Manage, develop, and mentor supervisory, technical and support staff involved in financial activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee daily financial and personnel (as needed) operations, perform thorough quality checks, and approve the efficiency and effectiveness of the work of the unit. Identify issues and resolve disputes. Maintain accurate documentation, statistics, and employee records. Establish work procedures, provide information, and delegate work fairly and consistently. Oversee work products and processes and provide guidance as required. Ensure supervisors and employees receive process and procedural training, including training on financial policies, procedures, and internal controls.
- Communicate clearly and effectively, both orally and in writing, to explain complex financial and budgetary concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures
- Comply with the *Code of Conduct for Judicial Employees* and court confidentiality requirements, including handling confidential information in a variety of contexts. Demonstrate sound ethics and good judgment at all times.

- Competencies (Knowledge, Skills, and Abilities)**
- Extensive knowledge of judiciary policies, practices, regulations, and terminology related to court administration of financial reporting, procurement processes, and financial transactions. Comprehensive knowledge of government accounting practices, procedures, and principles, including internal controls and separation of duties. Extensive knowledge of financial systems and how to use automated systems to perform day-to-day activities. Thorough knowledge of the accounts, procedures, and applicable financial automated systems of the judiciary. Skill and accuracy in working with numerical calculations. Ability to understand relationships among accounts and how financial procedures relate to the overall business of the court unit. Ability to troubleshoot errors and their probable causes.
  - Extensive knowledge of the overall fiscal reconciliation process. Knowledge of standards and objectives of internal controls. Skill in preparing financial reports. Skill in monitoring and reconciling accounts and ledgers. Skill in reconciling invoices, vouchers, and records of payment.
  - Extensive knowledge of budgeting and federal judiciary budget guidelines and policies, including allocation formulas and processes. Comprehensive knowledge of the purpose and processes related to budget decentralization. Knowledge of the court's processes and practices related to budget planning, execution and funds management. Knowledge of federal appropriation law, judiciary regulations and the *Guide to Judiciary Policy*. Skill in independently analyzing and reviewing accounts. Ability to independently analyze financial operations and develop recommendations for improvements.
  - Skill in preparing and analyzing budgets, spending plans, financial forecasting, and statistical reports. Skill in recognizing financial and operating trends and developing recommendations that address issues identified. Skill in researching, analyzing, and resolving financial operational problems.
  - Exhibit skill in mentoring and training employees, particularly budget and financial matters, with varying educational backgrounds and aptitudes. Demonstrate skill in fairly and equitably assigning, prioritizing, monitoring, and reviewing work assignments.
  - Assist in managing personnel issues and recommending or taking appropriate action. As needed, display performance management skills through assessing and documenting employees' performance objectively and equitably against established goals and objectives within a specific rating period.

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- Display the ability to effectively represent the court unit among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions.
- Demonstrate a thorough understanding of and skill in the use of automated equipment including word processing, spreadsheet, and database applications such as ICE, FAS4T, Personnel Projection System (PPS), personnel transitions, and HRMIS. Display proficiency in using automated systems, websites, and other computer-based systems used by the court unit to research and process a variety of financial information and transactions.