



**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF WISCONSIN  
OFFICE OF THE CLERK**

**Vacancy Announcement#: 18-07**

**Intake/Customer Service Clerk**

**CL-24 - \$38,160 - \$62,020**

**[Starting salary up to \$50,090 based on qualifications and experience]**

**Future promotional opportunity to CL-25 without further competition**

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 performs customer service and cashier duties for the purpose of providing procedural information and collecting court fees. Training on Federal Court processes and procedures will be provided.

**Representative Duties**

Sort, classify, and file case records. Maintain integrity of the filing system by monitoring proper access to records and maintaining 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 payments, and issue receipts. Secure funds in cash register, balance cash drawer at the end of the day, and process credit card payments for filed documents.

Receive and file incoming documents and assist with the maintenance of court files. Check for prior or prohibited filing. Verify and issue summons. Verify attorney's 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.

**Minimum Qualification Requirements**

Position includes a variety of responsibilities; personal contact with judges, attorneys, other federal agencies, and the public. Primary responsibility in the customer service area. Must display a pleasant attitude and work well with others; be mature, responsible, reliable, and organized; and have the ability to take initiative and work in a team-based environment. Requires a minimum of two (2) years of specialized experience in progressively responsible clerical positions. Proficiency with computer software in a Windows environment. Legal and customer service experience preferred. Bachelor's Degree preferred. Starting salary: \$38,160- \$50,090, depending on qualifications. Future promotional potential with case management and courtroom duties.

Federal benefits package. Applicant must be a U.S. citizen or eligible to work in the United States. Application packets must be received by November 23, 2018. Only candidates selected for an interview will be contacted. Submit one PDF including (1) cover letter, (2) resume, (3) essay describing a project or accomplishment that you consider to be most significant in your career or your own personal growth [limited to one page, single-spaced], and (4) Form AO 78, Federal Judicial Branch Application for Employment [available at [www.uscourts.gov/employment](http://www.uscourts.gov/employment)] to: [employment@wied.uscourts.gov](mailto:employment@wied.uscourts.gov)

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