



UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON

## QUALITY ASSURANCE ANALYST

**ANNOUNCEMENT NUMBER** 17-WAW-12  
**ANNOUNCEMENT DATE** February 23, 2017  
**CLOSING DATE** March 19, 2017; open until filled.

The U.S. District Court for the Western District of Washington is seeking a Quality Assurance Analyst. This position will be located in the office of the Clerk of Court at the federal courthouse in Seattle, Washington, or Tacoma, Washington. Initial training for the position will be held in Seattle. Some travel between the offices may be required.

The Quality Assurance Analyst is part of a self directed team, and is responsible for hiring, training, and performance management. In addition, the team develops quality standards, plans and distributes work, handles leave and coverage issues and identifies process improvement opportunities. This requires responsibility, flexibility, initiative and a desire to work collaboratively within their team and the Clerk's Office as a whole.

**REPRESENTATIVE DUTIES**

- Compile, analyze and evaluate the quality of the data in the court's electronic case filing system (CM/ECF).
- Present and explain findings to various stakeholders and make recommendations for enhancements to the system to improve the accuracy of data.
- Maintain accuracy and completeness of electronic official case records from opening to final disposition in CM/ECF which includes the following:
  - Check the accuracy of entries made to the court's docket by internal and external filers and make any necessary corrections.
  - Create and maintain log of user errors to determine patterns and trends.
  - Report user success rates.
  - Document database errors, and/or provide functional instruction to staff on error resolution.
  - Review, identify, and research the accuracy, timeliness, and quality of data entered into CM/ECF and Data Quality Systems at an organization level.
- Collect information from stakeholders of the operations processes used in managing cases. Document current processes where necessary.
- Review procedures to understand the impact of any changes, and recommend process changes to improve overall quality and efficiency of service. Collect feedback and measure effectiveness of new or revised processes.
- Other duties may include management of data quality documentation, training of staff, assistance with testing software updates, and assistance with the CM/ECF helpdesk, or any other duties assigned.

<p><b>QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Candidates must have a high school diploma or equivalent and a minimum of three years of progressively responsible administrative, technical or professional experience.</li> <li>• Working knowledge of data quality systems, procedures, and reporting.</li> <li>• Knowledge of docketing, case management and CM/ECF applications and report development/design.</li> <li>• Knowledge of Windows-based applications, including ECF, Excel, WordPerfect/Word and Adobe PDF files.</li> <li>• Ability to communicate effectively, both orally and in writing, in a professional manner to internal and external audiences including small and large groups.</li> <li>• Ability to present information one-on-one and in small and large groups.</li> <li>• Ability to assist with creating procedures, training materials and job aids.</li> <li>• Ability to apply a body of rules, regulations, directives, or laws. Decisions made will be based on well-defined policies, standards, and procedures.</li> <li>• Strong attention to detail and organization skills.</li> <li>• Ability to multi-task in order to successfully meet job objectives.</li> <li>• Ability to be flexible and adapt to unanticipated problems.</li> <li>• Ability to maintain confidentiality, demonstrate sound judgment and handle sensitive material is essential.</li> </ul>
<p><b>PREFERRED QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Preference will be given to applicants with current or prior federal judiciary experience.</li> <li>• Knowledge of project management principles and proficiency in project management, process improvement, problem solving, trouble shooting, and creative solution development.</li> <li>• Bachelor's degree from an accredited university.</li> </ul>
<p><b>SALARY RANGE</b></p>	<p>Court Personnel System Classification Level:  CL26, Step 1 – 61, \$46,124 - \$74,953  Depending on experience and qualifications; additional promotional potential without further recruitment.</p>
<p><b>INFORMATION FOR APPLICANTS</b></p>	<p>Qualified applicants should submit the following:</p> <ul style="list-style-type: none"> <li>• Cover letter</li> <li>• Resume</li> <li>• Narrative statement of no more than two pages that answers the following questions: <i>Describe a situation wherein you created process improvement. How did you identify the problem? What steps did you take to make the changes? How did you get others on board, or create buy-in? What was the most difficult part of the process? What was the outcome?</i></li> </ul> <p>Via e-mail (Word or Acrobat .pdf format) to:  <a href="mailto:seattle_personnel@wawd.uscourts.gov">seattle_personnel@wawd.uscourts.gov</a></p> <p>Or to:</p> <p>Human Resources (#17-WAW-12)  U. S. District Court,  700 Stewart Street, Suite 2218  Seattle, WA 98101</p>

<p><b>BENEFITS</b></p>	<p>Only qualified applicants will be considered for this position. Applicants must be United States citizens or eligible to work in the United States. Applicants selected for interviews must travel at their own expense. Qualified applicants selected for interviews will be tested.</p> <p>The United States District Court requires employees to follow a code of conduct which is available upon request. Reference checks with current and former employers will be conducted on top candidates. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment.</p> <p>The Federal Financial Management Reform Act requires direct deposit of federal wages. The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case by case basis.</p> <p>The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time from the original announcement, management may elect to select a candidate from the applicants who responded to the original announcement without posting the position. More than one position may be filled from this announcement.</p> <p>Employees of the United States District Court are considered “at will” employees. Judiciary employees participate in the Federal Employees Retirement System, Thrift Savings Plan (similar to a 401K), health and life insurance benefits, long term disability and long term care options, annual and sick leave accrual, and ten paid holidays per year. Judiciary employees are <u>not</u> covered by the Office of Personnel Management’s civil service classification system or regulations. For additional information on employment with the federal courts, please visit <a href="http://www.uscourts.gov">www.uscourts.gov</a>.</p>
------------------------	---

*The United States District Court is an equal opportunity employer and values diversity in the work place.*