



CAREER OPPORTUNITY

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE

Texas Northern

POSITION TITLE:	Operations Support Supervisor
GRADE:	CL 26, CL 27
TARGET GRADE:	CL 27 (Promotional opportunity, based on performance, to target grade without further competition.)
ANNOUNCEMENT NUMBER:	26-11
LOCATION:	Any division in the Northern District of Texas
OPEN DATE:	03/09/2026
CLOSING DATE:	Open until filled (Preference given to those who apply before 04/10/2026
STARTING SALARY:	\$59,110 - \$105,558 (Table DFW)

DISTRICT MISSION STATEMENT

We value each individual and their potential to change. As effective agents of that change, we provide excellent service to our clients and the courts, creating a safer community through the fair administration of justice. Our guiding principles are Dedication, Empowerment, Idealism, and Integrity. Read more about our district [here](#).

POSITION OVERVIEW

The United States Probation & Pretrial Services Office for the Northern District of Texas is soliciting for an Operations Support Supervisor. The successful candidate will supervise the work of Operations Support staff across the district and will serve as backup for other Operations Support staff in the office.

Job responsibilities include, but are not limited to:

- Supervising employees involved in operational activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Developing and conducting employee performance evaluations. Supervising, delegating, and prioritizing workload. Identifying issues and resolving disputes. Maintaining accurate documentation, statistics, and employee records. Training staff on policies, procedures, and internal controls.
- Supervising unit operations. Coordinating and communicating office procedures with unit executives, supervisors, and staff. Assisting with the unit's emergency planning and preparedness program, including testing.
- Monitoring data quality assurance activities.
- Maintaining equity among subordinates in terms of performance standards and work performed.

- Communicating and responding to management requests regarding operations. Answering procedural questions for courts, staff, and the public. Providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Abiding by the Code of Conduct for Judicial Employees and court confidentiality requirements.
- Providing operational procedures training to staff.
- Demonstrating sound ethics and good judgment at all times. Handling confidential and sensitive information appropriately.
- Other duties as required.

QUALIFICATIONS

To qualify for a supervisory position, an individual must:

- 1) Meet the qualification standards applicable to positions for the highest level of work effectively supervised; and
Note: In a unit where more than one type of work is supervised, and the different types of work have different job qualification standards, the job qualification standard applicable to the type of work that constitutes a substantial portion of the work of the unit and is not more than one level below the highest level of work effectively supervised should be used.
- 2) Have specialized experience that included progressively responsible administrative, technical, professional, supervisory, or managerial experience that provided an opportunity to gain:
 - 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 judiciary unit involved.

Specialized experience is progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

MINIMUM POSITION REQUIREMENTS

- Advanced skill in developing interpersonal work relationships needed to lead a team of employees. The ability to exercise mature judgment. Knowledge of the basic concepts, principles, and theories of management, and possess the ability to understand the managerial policies applicable to the judiciary unit. Skill in organizing own work. Ability to work under pressure of short deadlines.
- Advanced knowledge of operational principles, practices, methods, and techniques in a legal environment. Skill in operational matters such as file maintenance, record-keeping, reporting, and preparation of presentation material. Skill in recognizing and analyzing administrative problems and recommending alternatives and solutions.
- Advanced knowledge of automated/internet resources and systems available for conducting oversight of staff conducting background checks, criminal histories, and other similar activities

(ATLAS). Knowledge of legal terminology. Ability to follow safety procedures. Ability to identify and resolve unusual problems for resolution, or referral to probation officers.

- Ability to apply office policies, procedures, practices, and guidelines related to office administration. Ability to learn office operations and terminology.
- Advanced knowledge of court operations and procedures. Knowledge of federal rules and local court rules, policies, procedures, and protocols, including the court's policies and guidelines related to financial transactions, travel authorization, procurement and property management, human resources and personnel administration, and/or space and facilities management.
- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.
- Skill in spelling, grammar, and proofreading. Ability to interact and communicate tactfully and effectively (orally and in writing) with a wide variety of people and groups to provide information.
- Ability to follow detailed instructions and the ability to apply probation policies, procedures, practices, and guidelines.
- Advanced knowledge of and skill in software and keyboarding for word processing, data entry, email, and report generation.

COURT PREFERRED SKILLS

Preference will be given to applicants with previous experience in the federal judiciary.

BENEFITS

Employees of the U.S. Probation and Pretrial Services Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan from several options, life insurance, optional long term care coverage and long term disability coverage, optional vision insurance and dental insurance, annual and sick leave, paid parental leave, a pre-tax reimbursement program, eleven federal holidays, and mandatory Electronic Funds Transfer for payment of net pay. More benefits information may be found [here](#).

HOW TO APPLY

Applicants who meet the classification and minimum requirements for the position should:

1. Submit a cover letter (**three-page maximum**) discussing the applicant's related skills, experience, and interest in the position.
2. Submit a resume (**two-page maximum**) citing professional experience and educational background.
3. Submit your two most recent performance evaluations.
4. Submit a completed application ([Federal Judicial Branch Application for Employment, AO 78](#)). **If the AO 78 application is not current (5/24 revision in the upper left corner), the application for this opportunity will be rejected.** Questions 19, 20, and 21 on the application must be answered. Please note the additional documents related to military service that may be required to complete the process (listed on page one of the application).
5. Qualified applicants should upload their documents using our HR Employment Application System located at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=26-11>

Note: This system will not let you continue without uploading all documents. If you fail to provide the required documents, your application package will be considered incomplete and may not be considered.

Unofficial transcripts may be uploaded via the link above. However, if not already on file with TXN Probation & Pretrial Services, **official transcripts** must be submitted by:

- A link sent to HR@txnp.uscourts.gov from your university or college, or
- Regular mail or overnight courier to:

U.S. Probation - HR Department
1100 Commerce Street, Room 1329
Dallas, TX 75242

DISCLOSURES

- U.S. Probation reserves the right:
 - To modify the conditions of this job announcement.
 - To withdraw or re-advertise the announcement.
 - Not to fill the position listed in this announcement.
 - To fill multiple positions from this announcement.
- Applications will be accepted from U.S. Citizens and [non-Citizens as allowed by appropriations and statute](#).
- Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants who are invited to interview may advise the Human Resources office if an accommodation is necessary.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus.
- The U.S. Probation Office is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

Questions regarding this announcement may be directed to HR@txnp.uscourts.gov. Additional information about employment within U.S. Probation & Pretrial Services, and blank application and references forms may be found here:

