

**UNITED STATES BANKRUPTCY COURT  
SOUTHERN DISTRICT OF CALIFORNIA**

## **Training and Human Resources Manager**

### **Job Summary**

This position is located in the Administrative Section of the United States Bankruptcy Court Clerk's Office and reports to the Chief Deputy Clerk. The Training and Human Resources Manager is responsible for all aspects of the training and human resources management programs. The incumbent serves as the primary human resources consultant and is a member of the court's management team. The Training and Human Resources Manager supervises the training and human resources staff.

### **Representative Duties**

Develops and implements long-term training strategy to support the organizational changes and needs of the court. Designs, develops and delivers training programs blending the most effective and efficient training methods for the subject. Provides or arranges training for Clerks' Office employees, supervisors, judges and chambers' staff judge on a variety of new computer software programs. Evaluates and improves training programs to ensure the best delivery methodology is utilized and the content is current.

Designs and delivers training and resources for all electronic files system (CM/ECF) users to ensure accurate filing and processing of case information. Documents and publishes case processing and docketing procedures for staff and attorneys in coordination with the operations team. Manages educational content on the Court's external and internal website.

Plans work to be accomplished by training and human resources staff including priorities and time schedules. Assigns work to staff, considering the difficulty of the work and employee capability. Reviews work in progress; delivers feedback, approves, revises or rejects completed work. Selects candidates for vacant positions, trains or identifies training needs, and establishes performance standards. Keeps staff informed of the policies and procedures of the organization as a whole.

Serves as primary advisor to court unit executive, senior managers and managers on all matters pertaining to human resources management. Acts as consultant to management in the formulation, implementation, and assessment of human resources practices, policies and procedures. Advises and counsels senior management in grievance, adverse action and employee relations issues. Participates in organizational planning and staffing strategies and facilitates the implementation of organizational change.

Initiates the formulation and implementation of human resources policies, standards, and procedures, and oversees application of the same. Researches, develops, composes and

administers human resources policies for the court unit. Evaluates overall effectiveness of the human resources program and its components. Collaborates with the managers from other court units to develop policies and procedures for the district.

Assesses priorities and develops long and short term development goals and objectives for the organization. Prepares staff to be ready for change and to progress with the organization. Encourages and aids employees in career and self-development planning. Provides managers with feedback regarding individual employee's training and development efforts and accomplishments.

Establishes and insures implementation of procedures for all aspects of recruitment and selection of applicants for employment. Advises the court unit executive on inhibiting factors and inconsistencies in the recruitment and selection process. Oversees the consistent application of sound human resources practices in advertising, screening, testing and interviewing of applicants. Oversees all aspects of the background investigation program for all positions.

Advises court unit executive, senior managers and managers on matters pertaining to conduct and discipline, employee relations, benefits and entitlements, and the accomplishment of other special programs. Participates in group personnel actions, such as grievances/promotions. Advises and trains managers on implementation of and adherence to appropriate adverse action procedures and the grievance policy.

Establishes, administers and analyzes the effectiveness of the performance appraisal systems, including recommending improvements to the performance appraisal process. Advises management team on assuring equity throughout the court in terms of performance standards, rating techniques of employees, and work performed.

Ensures classification, compensation and job qualification standards conform with the requirements of the Court Personnel System. Advises senior managers on the application of appropriate classification, compensation and qualification standards. Oversees the development of new position descriptions.

Oversees the management of the benefits programs, the accurate and timely submission of all personnel and payroll actions, and the maintenance of all personnel records and files including leave and time and attendance.

Administers the Equal Employment Opportunity (EEO) program in conjunction with the Employment Dispute Resolution (EDR) Plan. Assures that hiring, promotions, and other practices comply with Equal Employment Opportunity guidelines. Prepares annual Fair Employment Practices report for the Administrative Office and other reports as needed. Serves as EDR Coordinator.

Manages court funds allocated for court training program and formulates annual budget estimate for court training activities. Assures that budgets and logistics are adequate for the Human Resource and Development team, and ensures equity when general reductions are required.

Provides information and resources to other courts, Federal Judicial Center and the Administrative

Office regarding training and human resource programs.

## **Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)**

### **Training and Human Resources**

- Ability to conduct needs assessments and develop long-term and short-term training strategies for Clerk's Office employees, judges, chambers, attorneys and trustees based on assessed training needs. Skill in utilizing proven instructional design methods to develop effective training and educational programs. Ability to assess and address the specialized needs of the judges and chambers' staff. Ability to learn key competencies and information quickly in order to provide training in these areas. Ability to work cooperatively with others to effectively implement training throughout the court.
- Ability to comprehend a wide range of human resources concepts, principles and practices. Ability to analyze complex questions, problems and organizational functions, gather pertinent data, and develop solutions. Ability to make viable recommendations to the court unit executive in matters relating to staffing, organizational structures, and other human resources functions. Ability to conduct research of all available sources and provide proposed solutions based on that research.
- Knowledge of accepted management techniques/skills and ability to apply existing or new management principles in difficult and challenging situations. Ability to listen to and counsel staff, managers, and court executives on a wide variety of topics. Skill in resolving issues and problems in a timely manner. Skill in collaborative problem solving and consensus building. Skill in negotiation. Ability to handle confidential information in a variety of contexts.
- Knowledge of all aspects of human resource management such as recruitment and staffing, classification and compensation, benefits, performance management, grievance procedures and fair employment practices. Skill in evaluating and recommending qualified candidates for all jobs in the court.
- Working knowledge of the Judiciary Salary Plan and the Court Personnel System and compensation and leave policies. Working knowledge of the Federal laws and Judicial policies and procedures which pertain to human resources. Skill in interpreting policies and procedures for lay audiences.
- Working knowledge of organizational design theories, and other human resource solutions. Knowledge of the methods and administrative resources required to accomplish the work of the organization. Knowledge of resources available to the court from within the Judiciary or external resources. High degree of initiative, creativity and integrity when working with national, circuit, district and unit constraints and requirements.
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes. Ability to understand managerial policies and prioritize the needs of the court.

## **Court Operations**

- Good knowledge of court unit operations and functions.
- Knowledge of the *Guide to Judiciary Policies and Procedures* and the *Human Resources Manual*, and internal controls guidelines. Knowledge of and experience with Administrative Office audit policies, procedures, and standards; knowledge of audit principles.
- Knowledge of process redesign. Skill in evaluating and implementing potential processes improvements.

## **Leadership**

- Skill in managing multiple priorities and projects and ability to manage multiple projects simultaneously.

## **Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

## **Written and Oral Communications/Interactions**

- Ability to communicate effectively (orally and in writing) with individuals and groups to explain human resources information. Ability to communicate both orally and in writing with a wide variety of people. Skill in grammar, style, and the use of the English language. Skill in proofreading and attention to detail. Skill in the oral presentation of complex administrative and operational matters to management and other staff.

## **Information Technology and Automation**

- Skill in the use of automated equipment including word processing, spreadsheet, presentation and database applications, as well as automated human resources systems and other computer-based systems used by the court unit. Skill in the use of applicable training software, web design and web based applications. Skill in the use of audiovisual technology.

## **Factor 2 - Primary Job Focus and Scope**

The primary focus of the job is to implement, coordinate, monitor, and improve Training and Human Resources activities and programs that support the court. The Training and Human Resources Manager ensures accuracy and completeness of data, quality of service, and compliance with internal controls, government requirements, regulations and policies. The incumbent's work

impacts the total court unit. Successful implementation of the court's EEO plan ensures the integrity of the court, with respect to fair employment practices, is maintained. The unit executive relies upon the judgment of the incumbent for a variety of employment, disciplinary, budgetary, and organizational management matters. The results of the incumbent's work activities directly impact the goals and initiatives established by the court unit.

### **Factor 3 – Complexity and Decision Making**

The job involves making decisions within the context of professional standards, broad policies, or general goals. Training and Human Resources Managers resolve problems, questions, or situations with all levels of staff based on thorough knowledge and experience with applicable policies, practices, and guidelines. The Training and Human Resources Manager has wide latitude in researching, analyzing and managing training and human resources issues, writing reports and recommendations, drafting and developing policies and procedures, and in developing and evaluating programs. Written guidelines are available, but the appropriate application of the guidelines or regulations often requires independent judgment. The incumbent's discretion and judgment are relied upon by the unit executive and other senior managers when developing local policies, programs, and procedures. Human resources and training programs developed are approved by the court unit executive or management team prior to implementation.

### **Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are judges and chambers staff, peers, managers, executives, staff of other court units, circuit executive office staff, Administrative Office staff, and Federal Judicial Center staff for the purpose of enlisting support for the training and human resources programs and responding to requests for information on human resources matters and employee relations concerns.

### **Factor 4B – Interactions with External Contacts**

The primary external contacts are attorneys, trustees and other filers to provide external training on CM/ECF. The incumbent makes contact with the Office of Personnel Management to elicit advice on personnel policies as well as to resolve problems pertaining to the management of the Federal Employee Benefit and Retirement programs.

### **Factor 6, Environmental Demands**

Work is performed in an office setting. Some travel is required. Prolonged periods of standing may be required during training sessions.