



REVISED – February 20, 2024
Position Announcement #24-01
Data Quality Supervisor

UNITED STATES DISTRICT COURT Northern District of Illinois U.S. PROBATION OFFICE

POSITION TITLE: Data Quality Supervisor

OPENS: 01/10/24 **CLOSES:** 01/24/24 (or until filled), Priority given to applications received by 5pm on 01/24/24.

REVISED: Closes 03/06/24 (or until filled), Priority given to applications received by 5pm on 03/06/24.

TYPE OF APPOINTMENT: Full Time / Permanent Appointment

LOCATION: Chicago, Lisle or Rockford, IL or **full-time telework/remote** (determination based on current residence)

NUMBER OF POSITIONS: 1

AREA OF CONSIDERATION: Open to the Public

The Probation Office for the Northern District of Illinois serves 35 U.S. District Judges and 14 Magistrate Judges and covers 18 counties in northern Illinois. Our office is comprised of 100+ employees. The Probation Office headquarters is located at 230 South Dearborn, Suite 3400, Chicago, Illinois 60604. There are two divisional offices (Eastern, located in Chicago, IL and Western, located in Rockford, IL) and one satellite office (located in Lisle, Illinois).

SALARY:

Grade: CL27 – CL29 (Pay Table – Locality CHI) **Salary Range:** \$64,781 - \$150,086

Starting salary is dependent upon qualifications and experience.

POSITION:

- Manage, develop and mentor staff involved in data quality assurance activities through the establishment of performance standards, assigning and reviewing work, evaluating performance & conducting performance evaluations, and addressing disciplinary issues.
- Implement staff procedures and conduct staff meetings, oversee department functions, identify issues and resolve disputes, and maintain accurate documentation, statistics, and employee records.
- Train staff on policies, procedures, and internal controls.
- Serve as the administrator of PACTS. Ensure the accuracy and completeness of official case records/PACTS data from opening to final disposition. Check the accuracy of daily data entries. Maintain user error logs.
- Establish and monitor practices/protocols to advance quality control techniques and ensure adherence to internal control procedures.
- Audit entries on client data/records and compile, analyze and evaluate the data collected. Perform edits and corrective actions to ensure the accuracy of data, files and records. Generate deadlines and deficiency notices for missing documents and data.
- Ensure support staff employees are cross-trained (by completing initial, updated, or remedial training) and capable of assisting other unit members as needed. Ensure coverage of requisite duties through effective delegation of authority.
- Identify and assess inconsistent and problematic case administration practices and recommend effective and efficient practices. Develop training materials.
- Gather data and assist with writing reports. Assist in preparing charts, graphs and tables. Assist in designing special reports for management and other staff, as required.
- Use statistical reports to monitor case assignments, data entry processes, data quality, and review incoming and outgoing documents to ensure conformity with federal and local rules.
- Work closely with administrators, supervisors, and officers to identify and solve procedural problems and impediments pertaining to data entry/quality. Recommend strategies for improving/streamlining work practices as well as data-related activities.
- Act as a resource for CM/ECF and JEDI issues and answer technical questions regarding procedures and policies.
- Setup and oversight of our clinics (contract and non-contract) in PACTS that includes, new solicitation setup and procurement rollover, clinic invoice validations and reconciliations completed by the DQAs to ensure accuracy and timeliness.
- Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds.
- Perform other duties as assigned.

BENEFITS

●Up to 13 days paid vacation per year for the first 3 years of employment, thereafter, 20 to 26 days per year, dependent upon the length of federal service. ●Eleven (11) paid holidays per year. ●Mandatory participation in the federal retirement system and social security program. ●Thrift Savings Plan –Employer matching up to an additional 5% of employee contribution. ●Health, Dental and Vision Insurance ●Flexible Spending program for health and dependent care. ●Commuter reimbursement program. ●Group life insurance program. ●Possible participation in Federal Public Service Loan Forgiveness Program. ●Employee fitness center on-site.

MINIMUM PROFESSIONAL QUALIFICATIONS:

A high school diploma or equivalent with at least two years of specialized experience*. At least one year of experience at or equivalent to the next level below the level of the position for which the person is being considered. Ability to exercise mature judgment, maintain confidential information, and handle situations and persons tactfully. Excellent oral and written communications skills. Proficient in Word, Excel, PowerPoint and similar information technology.

**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.*

PREFERRED PROFESSIONAL QUALIFICATIONS: Completion of a bachelor's degree. Prior experience in a supervisory role or in leading a team of employees. Experience as a Data Quality Analyst, or position with like duties, within the Federal Judiciary. Demonstrated ability to modify, create, and interpret Decision Support System (DSS) reports. Knowledge of, and compliance with the Code of Conduct for Judicial Employees. Knowledge of court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. Demonstrated understanding of federal court and unit operations, roles, functions, and organizational structure, culture and dynamics.

APPLICATION PROCEDURE: You may apply by submitting the following as a **single PDF document**:

- Cover letter and resume
- Completed AO-78 (found on our website at http://www.ilnp.uscourts.gov/pdfs/AO_078.pdf)
- Copy of two most recent performance appraisals
- This position requires you to complete the optional background information on the AO-78.

Complete applications should be submitted via e-mail to human_r_ilnp@ilnp.uscourts.gov by the closing date of this announcement. All application materials should be sent as a **single PDF document**. Please include the Position Announcement # and Position Title in the Subject line of the email. Save your document in the following format: **Last Name, First Name**. **Failure to follow directions and/or submit a complete packet may disqualify you from consideration.**

IMPORTANT NOTICE! All new employees must be fully vaccinated (i.e., at least 2 weeks after last dose) for COVID-19 and, prior to the starting with the Probation Office, present proof of vaccination or submit a request in writing for an exemption to this requirement on the basis of a sincerely held religious belief or medical condition. If an exemption is requested, approval of the exemption is required before the candidate can start employment.

Only electronic submissions will be accepted. Applicants must be a citizen of the United States or eligible to work in the United States. All employees are required to adhere to the Code of Conduct for judicial employees. This position is subject to mandatory electronic funds transfer for payment of net pay. The U.S. Probation Office reserves the right to interview only those applicants who have demonstrated that they possess preferred qualifications. Due to the volume of applicants received, the probation office will contact only those applicants who will be interviewed.

The Probation Office reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice.