

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF NEW MEXICO**

Benchmark Job Title	Case Manager II	CL 25
Occupational Group	Operational Court Support	

Job Summary

The case manager is responsible for maintaining and processing case information and managing the progression of cases from opening to final disposition, in accordance with approved internal controls, procedures, and rules. The case manager at this level is fully proficient at managing the progression of cases from opening to final disposition. The incumbent performs docketing, noticing, managing the progression of cases, maintaining official case records, monitoring the completion of required procedural steps, preparing case documents for appeal, reviewing filed documents to determine conformity and taking appropriate action, ensuring that all orders and automated entries are appropriately and accurately docketed, and making summary entries on the docket of all documents and proceedings.

Representative Duties

- Processes notices of appeals, and appeal-related documents. Processes opinions and close appeals.
- Makes summary entries on all documents and proceedings. Assigns claim numbers. Receives and docketed terminating documents. Performs quality control on attorney-docketed entries. Accepts, reviews and processes documents. Prepares deficiency worksheet/notice. Reviews filed documents to determine conformity and takes appropriate action and follows up with rules, practices, and filing requirements. Prepares correspondence regarding file inquires, docket sheets, and other file request information. Reviews new appeals for jurisdiction and initial docketing issues. Sets schedules for briefing and record preparation. Refers cases to panels of judges or court attorneys for action. Rules on motions as permitted by local rules.
- Checks for prior or prohibited filing. Verifies attorney’s authority to practice. Monitors for release of exhibits and sealed documents. Verifies and issues summons.
- Collects appropriate fees and issues receipts. Routes documents to proper offices/persons after acceptance. Files documents meeting requirements.
- Creates and processes new case files. Assigns case numbers to judges. Opens cases in case management system. Dockets initial opening events. Sorts, classifies, and files case records. Maintains integrity of the filing system by such means as monitoring proper access to records and maintaining timely and accurate filing of documents. Retrieves files and makes copies of records for court personnel, attorneys, and others. Certifies court documents and ensures data quality.
- Processes, logs, and distributes mail. Retrieves files and makes copies of records for the public, attorneys, and others. Prepares, ships, and retrieves archived records.
- Acts as a receptionist, answers and routes incoming calls, and furnishes information to a wide variety of the court’s internal and external customers. Answers customer inquiries regarding status of cases and provide procedural information.
- Operates a variety of copying, scanning and records equipment. Answer and route incoming calls. Prepare case files for tracking records. Assist the public in use of computerized databases. Provide basic information to public, bar, and the court.
- May record court proceedings. May organize exhibits used in court proceedings, including setting up and troubleshooting electronic evidence presentation systems, assisting with the orderly flow of proceedings.
- Opens and processes new appeals; assigns case numbers for appeals.
- Updates creditor and claims database. Notes objections, orders, assignments, or withdrawals on claims register. Transmits records to appropriate court. Transmits notices to the Bankruptcy Notice Center (BNC). Ensures event codes are entered accurately.
- Performs other operational support duties as assigned.

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

Court Operations

- Knowledge of local court rules, practices, procedures, and forms. Knowledge of the Bankruptcy Code and *Federal Rules of Bankruptcy Procedure*. Knowledge of purpose and format of legal documents. Knowledge of how to process, issue, and certify documents. Knowledge of how to assign case type numbers to judges. Knowledge of the roles of judges, the Clerk's Office, the United States Trustee, debtors, and creditors for the purpose of processing cases. Knowledge of procedures for public access to court files. Knowledge of mailing options and requirements. Knowledge of legal terminology. Skill in making docket entries. Skill in checking for prohibited filings and unpaid fees on prior filings. Skill and accuracy in mathematical calculations and data entry. Ability to verify attorney admission.
- Knowledge of how cases proceed through the court system. Skill in determining appropriate course of action for disposition of case. Knowledge of how to file proofs of claims. Knowledge of rules for accepting documents for filing. Knowledge of documents required for closing cases. Knowledge of requirements for making statistical and operational reports to the Administrative Office. Skill in entering creditors and claims disposition into database. Knowledge of court calendars and dockets. Knowledge of docketing requirements. Skill in using Bankruptcy Noticing Center (BNC) to provide notice to parties as required by statute.

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.

Information Technology and Automation

- Skill in typing and use of word processing equipment.
- Knowledge of requisite court computer programs.
- Ability to use office equipment.
- Skill in using a cash register.
- Skill in using automated systems and equipment to review dockets and documents.
- Skill in using automated case management system.

Written and Oral Communication/Interaction

- Ability to communicate effectively, both orally and in writing to individuals and groups to provide information and advise filers of errors.
- Ability to communicate with parties and answer procedural questions without providing legal advice.

Factor 2 - Primary Job Focus and Scope

The primary focus of the job is to monitor the quality and completeness of official case records and other documents, insuring compliance with requirements, regulation, and policies. The job also focuses on monitoring the timely and accurate progress of cases from opening to closing to ensure their orderly and efficient movement through the court. This position is critical in moving a case through the judicial system. Although the ultimate responsibility lies with the judge, the actual movement of the case as experienced by the party is primarily determined by this position. Correct docketing and entry of orders timely will be perceived by the public as an efficient and effective judicial process. Errors by this position may have the ultimate consequence of affecting the outcome of a legal matter. Any error in judgment will affect the ability of the system to process the case timely, and could have an effect on the perception of the court to the national body governing the courts. Also, the proximity of this position to the practitioners in the court increases the visibility of any errors and would very quickly reflect negatively upon the particular chambers where the case resides.

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Factor 3 - Complexity and Decision Making

Case manager at this level monitors and reviews a wide variety of case documents and makes decisions as to subsequent action including preparation of cases for closing. The incumbent also interprets and summarizes a variety of legal documents, and continuously tracks case progression for the purpose of maintaining accurate and complete court records. Case manager at this level also makes independent decisions to resolve problems, questions, and daily court issues based on their knowledge and experience.

Factor 4A - Interactions with Judiciary Contacts

The primary judiciary contacts are chambers staff, operations staff, and staff of other courts for the purpose of providing and receiving files and case information.

Factor 4B - Interactions with External Contacts

The primary external contacts are the public, parties, attorneys, and other government agencies for the purpose of exchanging information, providing information, and advising on proper procedures.

Factor 5 - Work Environment and Physical Demands

Work is performed in an office setting. Some lifting may be required.