

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

Benchmark Job Title	Case Manager I	CL 24
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 serves as case initiation clerk, receives and reviews incoming documents for conformity with federal and local rules, and performs customer service and cashier duties for the purpose of providing procedural information and collecting court fees. The incumbent also prepares cases for closing by ensuring that all necessary orders are entered and proceedings are completed accurately.

Representative Duties

- Informs customers of required fees. Receives payments and issues receipts. Secures funds in cash register. Balances cash drawer at the end of day. Processes credit card payments for filed documents.
- Routes documents to proper offices/persons after acceptance. Files documents meeting requirements.
- Prepares, opens case and proceeding files, docket initial opening events, and ensures all imaged documents are properly linked in case management system. Ensures assignment of a case number, judge, and trustee, if necessary. Routes case file to appropriate deputy clerk.
- Processes, logs, and distributes mail. Retrieves files and makes copies of records for the public, attorneys, and others. Prepares, ships, and retrieves archived records. Processes e-mail received from electronic files. Maintain the mail meter and meter log. Receive and stamp incoming documents. Maintain court files.
- 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.
- Assists attorneys and the public in accessing case information via public CM/ECF terminals
- Dockets particular documents in certain proceedings.
- Performs other operational support duties as assigned.

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 and terminology.
- Knowledge of how to process, issue and certify documents.
- 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.
- Skill in making docket entries.
- Skill in simple mathematical calculation (e.g., calculating required fees or installment payments) and cash handling.

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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.

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.
- Ability to interact effectively and appropriately with the public, providing customer service and resolving difficulties while complying with regulations, rules and procedures.
- Ability to interact tactfully with a wide variety of people and work well within a team.

Factor 2 - Primary Job Focus and Scope

The primary focus of the job is to process information and documents, case files and other related documents. The case manager at this level ensures that court procedures and rules are followed in a timely and accurate manner. In addition, the incumbent provides answers to customer inquiries regarding court procedure and case status. This position keeps the cases free from error and consistent with the rules governing the records. Accurate records are crucial to the integrity of the court and a basic function that is expected from the court. This position is also the “face” of the Court to much of the public and therefore can influence the public image of the local institution. Errors in this position can have the effect of inconsistent enforcement of the rules governing the record, or worse, inaccurate records which has consequences on the reputation and integrity of the court. If errors result in lost records due to incorrect closure or other error, it could have grave consequences on the court and the affected parties.

Factor 3 - Complexity and Decision Making

Case manager at this level maintains filing systems, initiates cases, and retrieves and reviews incoming court documents. Work processes are well defined but take some time to learn. The most complex aspects of the job at this level involve tasks related to the comparison or compilation of data or being able to avoid errors while handling large numbers of items during customer service distractions and interruptions. Decisions are based on well-defined standard procedures and work policies and are related primarily to whether material being considered meets the standards of acceptance for filing. The incumbent also distribute documents, notify individuals, answer questions, and use discretion with regard to what information is shared with whom.

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.