



VACANCY ANNOUNCEMENT

UNITED STATES DISTRICT COURT WESTERN DISTRICT OF NEW YORK

Address: 2 Niagara Square, Buffalo, NY
100 State Street, Rochester, NY

Website: www.nywd.uscourts.gov

Position: **Intake/Customer Service Clerk**

Full Time, Permanent, On-Site

Vacancy: **25-12**

Duty Station: **Rochester, New York**

Salary: **CL 23 (\$40,238 - \$65,418)**

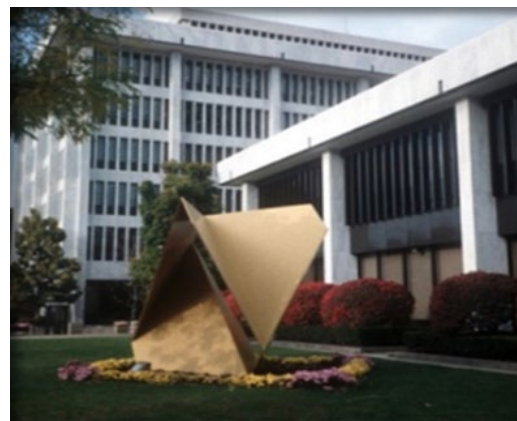
Promotion potential to CL 24 without further competition based on eligibility and needs of the office.

Overview

Intake/Customer Service Clerks are the “face” of the Court to much of the public and attorneys who practice in the Court and help create positive public impressions about the Judiciary. [CLICK HERE](#) to view a brief video about Judiciary court administration and services careers. The successful candidate must exhibit the highest standards of excellence and integrity, and display, at all times and to all persons, a courteous, professional and cooperative attitude.

Representative Duties

- Answer and route incoming calls and assist the public in the use of databases.
- Provide basic information to the public, the bar, and the Court.
- Assign case numbers and open cases.
- Receive and file documents, notices, minutes, decisions, orders, and judgments.
- Create new case files, maintain case records, retrieve files, copy records, and certify court documents.
- Check for prior or prohibited filings. Verify and issue summons. Verify attorneys’ authority to practice.
- Review and process attorney admission documents.
- Receive and process payments, issue receipts, secure and balance cash drawer.
- Respond to form and copy requests.
- Assist with quality control.
- Adhere to procedures of the court.
- Perform other duties as assigned.



How to Apply

Please submit a cover letter, resume, and AO78 Application for Judicial Branch Federal Employment ([CLICK HERE](#) for AO78) as a single PDF attachment by email to: applications@nywd.uscourts.gov subject line “Intake/Customer Service Clerk, Reference No. 25-12.” Save the documents as one PDF, using your firstname_lastname. When the AO78 is filled out electronically and returned by email, the fillable form must first be resaved and submitted as a non-fillable PDF before submission, otherwise the form will appear blank. **Applicants are not required to complete the AO78, page 5, Optional Background Information until the time of a conditional offer.**

Important Dates

Position Available: 07/14/2025

Application Deadline: Until Filled

District Overview

The District’s jurisdiction encompasses the 17 most western counties of Upstate New York, with courthouses located in Buffalo and Rochester. The District is comprised of eight United States District Judges, seven United States Magistrate Judges, and approximately 100 employees.

Qualification Requirements

High school diploma or equivalent and two years of general experience.

General experience includes progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Preferred Qualifications/Court Preferred Skills

The Court is seeking an applicant with a strong work ethic, initiative, dependability and a friendly and customer-focused attitude. An understanding of professional office procedures and the ability to work both independently and in a team environment is preferable. Interaction will be with various individuals; therefore, the candidate should possess excellent interpersonal and written and verbal communication skills. The ability to handle multiple priorities and tasks simultaneously are essential.

Proficiency and experience in the use of computer systems, including but not limited to Microsoft Office applications, such as Word, Excel, Outlook and Teams, is highly preferred. Public Access to Court Electronic Records (PACER) experience and knowledge of court/legal terminology are helpful.

Prior customer service experience preferred. A bachelor's degree in a related field from an accredited four-year college or university is strongly preferred.

Organizational Relationship

This position reports directly to the Operations Manager.

Benefits

Click [HERE](#) to learn more about the Judiciary's benefits.

Background Investigation

This is a sensitive position within the Judiciary. Employment will be considered provisional pending successful completion of an Office of Personnel Management background check and a favorable suitability determination.

Applicant Information

Employees must adhere to a [Code of Conduct](#). The Court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are required to use electronic funds transfer for payroll deposit.

The United States District Court, Western District of New York is an Equal Opportunity Employer.