

**UNITED STATES PROBATION & PRETRIAL
SERVICES OFFICE DISTRICT OF
MASSACHUSETTS**

NOTICE OF VACANCY



POSITION TITLE: Administrative Operations Supervisor

POSITION TYPE: Full-Time Regular (FTR), Excepted Service

ANNOUNCEMENT #: USPO #26-05

LOCATION: Boston, MA

CLASSIFICATION LEVEL: CL-27-28 (\$67,652 - \$131,826)*
*Starting salary depending upon qualifications and experience

OPENS: January 30, 2026

CLOSES: February 26, 2026

The U.S. Probation & Pretrial Services Office for the U.S. District Court for the District of Massachusetts is currently accepting applications for a full-time Administrative Operations Supervisor. The position will be responsible for supervising the day-to-day support functions in the Boston office and organizing and directing the work of the clerks and other staff in the district who provide support to officers. The position will report to a SUSPO, ADCUSPO, or DCUSPO.

The job will require the performance of a variety of administrative and technical activities, ensuring strict accuracy and adherence to applicable policies, regulations, and protocols. The work encompasses developing administrative guidelines which facilitate the effective management of the office.

Representative Duties:

- Direct, develop, and mentor supervisory staff involved in administrative service activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Provide direction to the team, conduct staff meetings, provide relevant information, and delegate projects and work fairly and consistently. Oversee work projects and processes and provide guidance as required.
- Oversee administrative office functions. Communicate with and advise supervisors, managers, and unit executives on applicable administrative matters, procedures, and practices. Identify and/or recognize administrative areas needing improvement. Design and develop effective solutions to problems and manage appropriate procedures for accomplishing objectives. Demonstrate commitment to quality by developing clear and thorough administrative policies, practices, and standards. Participate in or lead court unit strategic planning process and routinely monitor initiatives. Ensure administrative tasks and services are performed in support of court unit objectives. Provide actionable recommendations for alternative organizational structures. Direct space

planning and utilization projects and ensure facilities and real property is maintained according to federal and contract standards.

- Oversee the development of strategic training plans that align with the court's goals and mission. Provide advice and recommendations to managers, unit executives, and judges on training needs. Direct the development of training programs for internal and/or external customers. Assess training needs, analyzing and prioritizing unit requirements, difficulties, and knowledge gaps. Ensure the delivery of well-organized programs that consider both court and individual employee needs. Oversee the creation of accurate, reliable, and user-friendly manuals, handbooks, job aides, web content, and other training materials. Respond to training requests identified by managers and unit executives. Manage court funds allocated for court training programs and formulate annual budget estimates for court training activities. Evaluate and measure the overall training initiatives and make recommendations to meet unit goals and objectives
- Maintaining equity among subordinates in terms of performance standards and work performed.
- Recognizing each support staff member's individual strengths and encouraging staff to develop professionally through utilization of those strengths.
- Working with support staff individually and as a team to achieve excellence within each office.
- Working collaboratively with the executive and leadership teams to foster a collegial work environment.
- Fostering teamwork and collaborating among support staff and officers to achieve common goals.
- Participating in district and national initiatives and projects in order to continually improve our effectiveness in serving our stakeholders and encouraging such participation among those supervised.
- Coordinate all general activities in the immediate office, including arranging for equipment maintenance and ordering supplies. Serve as a liaison to the General Service Administration building manager's office for physical needs of the office (heating, cooling, lighting, cleaning, etc.). Process such reports received from other offices within the unit.
- Maintain office reference materials, such as administrative manuals, bulletins, etc.
- Compile and complete data for reports, bulletins, questionnaires, and other documents. Generate manual and other reports from databases and computerized systems. Maintains Court directory.
- Develop and maintain logs, tracking forms, spreadsheets, and databases for the purpose of tracking statistics and data; prepare statistical tables and reports at the requirements of the Chief Probation Officer.
- Gather and analyze data to improve workflow and operating methods and to simplify processing procedures.
- Coordinate general activities in the office, including arranging for equipment and facilities maintenance. Oversees the maintenance of consumable supplies for the administrative unit, including the unit's supply closet, copy machine paper, and similar.
- Maintain office key cards, parking pass logs, office keys, locker assignments, and offender passport storage.
- Develop standard office administrative procedures and provide guidance to other administrative support staff within the unit regarding the performance of their duties to ensure administrative consistency.
- Receive, screen, and refer telephone calls and personal visitors. Answer routine inquiries and provide assistance to the public, judges and their staff, other court support units, other courts, members of the bar, and the media, as authorized, maintaining the confidentiality of sensitive matters.
- Provide oversight of the mail receipt, screening and routing process. Oversee the receipt, prioritization and routing of all incoming administrative and case-related materials from within the Court to appropriate individuals. Maintain correspondence control records and electronic files and follow-up on correspondence delegated for completion by senior staff.
- Assist with maintaining and updating the office's website by contributing content and design assistance.
- Oversee the electronic submission of sentencing documentation to the U.S. Sentencing Commission.
- Coordinate the archiving of probation records to the National Records Center in accordance with records retention policy.
- Oversee the electronic submission of documentation to the Bureau of Prisons for the timely designation of offenders to the institution.
- Work Collaboratively with the Executive Leadership team, the Budget and Procurement Manager, and the Director of IT during cyclical audits and yearly internal controls self-assessments.

- Verifies and reconciles monthly treatment, housing, and location monitoring invoices.
- Perform other job-related duties, as assigned.

Qualifications

- Applicant must possess a bachelor's degree.
- Must be a United States Citizen or lawful permanent resident actively seeking citizenship.
- At least two years of specialized experience in a progressively responsible clerical or administrative role requiring the regular and recurring application of clerical support procedures.
- Proficiency in Microsoft Office Suite
- Must be detail-oriented and results-driven.
- Ability to exercise mature judgment, maintain confidential information, and handle situations and persons tactfully; Demonstrated sound ethics and good judgment.
- Excellent oral and written communication skills.
- Ability to accurately and promptly give and receive information, including the ability to use tact and diplomacy in dealing effectively with all levels of managers, staff, judges, and internal and external customers.
- Ability to identify and analyze problems, develop viable solutions, advocate when necessary, and follow through to completion.
- Ability to travel to divisional offices throughout the district.

Preferred Qualifications:

- 3 years managerial experience.
- Knowledge of U.S. Probation and Pretrial Services business operations and its associated data.
- Experience with electronic case management/filing systems.
- Working knowledge of probation office technology (i.e., Pacts, DSS).
- Proficiency in Canva.

FBI Background Investigation

As a condition of employment, the selected candidate must successfully complete a Federal Bureau of Investigation (FBI) background investigation, defined as a technical fingerprint search of the criminal history records of the FBI national fingerprint database.

Benefits

A generous benefits package is available and includes the following:

- Eleven (11) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS), which includes the Thrift Savings Plan, a 401k style retirement savings program with employer matching and automatic contributions
- Health benefits under the Federal Employees Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI)
- Flexible Benefits Program with Healthcare, Dependent Care, and Commuter/Parking Reimbursement Accounts
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Transit Subsidy Program

Hours

Hours of operation are Monday to Friday, 8:30 AM to 5:00 PM. Some flexibility in start and end times, as approved by the Chief U.S. Probation Officer and Department Manager. Additional hours, as needed.

APPLICATION PROCESS:

Consideration will only be given to those that apply through the court's online applicant tracking system. To view openings and to apply, visit our applicant tracking system at <https://forms.mad.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A cover letter of interest of interest indicating why you are interested in being considered for this position.
2. A current resume
3. A list of three (3) professional references and their current contact information; and
4. A completed AO-78, Application for Federal Judicial Branch Employment (submitted via applicant system);

Information For Applicants:

The District of Massachusetts is an equal opportunity employer that is committed to a diversified workforce. Employees of the U.S. Probation & Pretrial Services Office are appointed in the excepted service, are considered "at-will" employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicants must be a United States Citizen or permanently eligible to work in the United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The U. S. Probation & Pretrial Services Office reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein.

Due to the expected high volume of applicants for this position, the U.S. Probation Office will only make contact with those qualified applicants who will be invited to interview. Applicants invited for a personal interview will be subject to a criminal record check with law enforcement agencies.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

NO FAXES OR EMAIL PLEASE