

POSITION DESCRIPTION *(Please Read Instructions on the Back)*

1. Agency Position No.

2. Reason for Submission

- Redescription New
 Reestablishment Other

Explanation *(Show any positions replaced)*

3. Service

- Hdqtrs Field

4. Employing Office Location

5. Duty Station

6. OPM Certification No.

7. Fair Labor Standards Act

- Exempt Nonexempt

8. Financial Statements Required

- Executive Personnel Financial Disclosure Employment and Financial Interest

9. Subject to IA Action

- Yes No

10. Position Status

- Competitive
 Excepted *(Specify in Remarks)*
 SES (Gen.) SES (CR)

11. Position Is

- Supervisory
 Managerial
 Neither

12. Sensitivity

- 1--Non-Sensitive 3--Critical
 2--Noncritical Sensitive 4--Special Sensitive

13. Competitive Level Code

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position *(if different from official title)*

17. Name of Employee *(if vacant, specify)*

18. Department, Agency, or Establishment

c. Third Subdivision

a. First Subdivision

d. Fourth Subdivision

b. Second Subdivision

e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee *(optional)*

20. **Supervisory Certification.** *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that*

this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor

b. Typed Name and Title of Higher-Level Supervisor or Manager *(optional)*

Signature

Date

Signature

Date

21. **Classification/Job Grading Certification.** *I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.*

22. Position Classification Standards Used in Classifying/Grading Position

Typed Name and Title of Official Taking Action

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Signature

Date

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee <i>(optional)</i>										
b. Supervisor										
c. Classifier										

24. Remarks

25. Description of Major Duties and Responsibilities *(See Attached)*

**DOI Standard PD
PD# DC00800**

Classification: Human Resources Specialist, GS-0201-11

INTRODUCTION

This position is located in a Servicing Human Resources Office which provides Human Resources (HR) advisory and program services to a bureau or equivalent bureau level office such as the Office of the Solicitor or the Office of the Inspector General (bureau) or to subdivisions of these, depending on the specific HR structures in the bureau. Work is performed in one or more of the following specialty areas: classification and position management, recruitment and placement, HR information systems, performance management, human resources development, benefits, employee relations, labor relations, and compensation.

A Standard Position Description (SPD) covers similar positions in multiple locations of an organization. Positions classified to this SPD may have appropriate parenthetical titles added as addressed in the Position Classification Standard for Administrative Work in the Human Resources Management Group.

MAJOR DUTIES (indicate percentages of time equal to 100)

Classification and Position Management _____%

Provides a range of position management and classification products to serviced organizations. Evaluates position management in assigned organizations within delegated authority and assists supervisors and operating officials on ways to improve structure, work distribution, and the use of employee skills.

Performs a variety of work to determine appropriate pay system, occupational grouping, title and grade of positions. Advises managers and supervisors on classification, position management, and organization design. Provides classification advisory services; conducts desk audits; and analyzes and classifies positions descriptions including writing evaluation statements. Makes related position classification determinations such as exemptions from the Fair Labor Standards Act (FLSA), requirements for filing of financial disclosure documents, bargaining unit status, and supervisory status and captures that information for record keeping purposes on the official position description (PD) cover page.

Explains the Office of Personnel Management (OPM) standards, classification decisions, impact of designated duties on classification, and complaint and appeal procedures to employees,

supervisors, and operating officials or managers. Advises supervisors and management officials on implementing position management and writing position descriptions. Provides or assists in the presentation of training in these areas.

Conducts position reviews and desk audits of complex positions such as supervisory, lead, or mixed work positions. Interviews position incumbent, immediate and/or higher-level supervisor; reviews organizational information including organizational charts, mission statements, functional statements to determine organizational context of position; may review sample work products produced by the incumbent or go onsite to observe the incumbent at work. Writes detailed reports of findings and presents to manager/supervisor. Takes corrective actions based on results, when required.

May carry out work contributing to special projects to assess the effectiveness of and provide recommendations to improve the classification and/or position management function and processes.

Recruitment and Placement _____%

Develops recruitment strategies to address specific resource or program needs. Assists managers in conducting job analysis by analyzing the knowledge, skills and abilities (KSAs) required to perform stated work requirements.

Verifies applicant eligibility, qualifications, and ratings. Guides managers in developing and selecting appropriate criteria for evaluating job candidates; explains determinations to supervisors, managers, and job applicants; informs applicants of hiring decisions; and coordinates release dates or other required staffing actions.

Performs the full range of recruitment tasks authorized under Office of Personnel Management (OPM) Delegated Examining (DE) Certification. Advises on positions covered by Administrative Careers for America (ACWA) provision and the process for recruiting for covered positions. Advises selecting officials of procedures and requirements governing Certificates of Eligibles, Category Rating, and rules covering applicants with veterans' preference. Audits Certificates of Eligibles completed for compliance with all regulation, policy and local procedures.

Counsels, advises and furnishes assistance in human resource administration as it relates to staffing and placement functions. Resolves difficult types of cases. Draft responses to requests for appeal for reconsideration of rating on qualifications and eligibilities questions by employees, employee groups or management.

Information Systems (HRIS) _____%

Organizes, manages, and performs duties necessary to accomplish information systems management functions in support of essential Human Resources functions. Serves as a technical support specialist, performing extensive troubleshooting of existing databases. Applies high-level data systems skills and practical HR management expertise.

Provides policy and technical advice or consultation and assistance on all payroll and personnel systems to organizations at all levels of management on the full range of products and services for both internal systems and shared service systems hosted by other bureaus (e.g., those hosted by IBC.) Researches and analyzes results to develop recommendations to customers through research fact-finding and evaluative techniques. Interprets policy for Human Resources disciplines as it relates to HRIS.

Manages system security including performance of access control management, accountability verification and validation of resources, system backup and recovery, virus detection and elimination for serviced organization(s). Assists with monitoring and controlling HRIS access for the serviced organization(s). Performs user account management services by identifying users to be added/deleted/modified, group assignments and system privileges to ensure confidentiality. Applies automation means to accomplish presentations, data retrieval and to prepare written guidelines and recommendations relating to personnel or payroll projects.

Applies project management principles and processes to projects designed to improve system function and/or correct design flaws and effectively coordinates and integrates project objectives and recommendations.

Troubleshoots system problems, including operation failures, provides emergency assistance, and administer system interpretation and guidance. Reports significant system problems to appropriate personnel. Provides advice to HR staff and serviced organization officials to ensure timely implementation of new subsystems and/or enhancements to new or existing systems. Prepares and coordinates operating instructions and information relative to the operation of the HR information system. Provide technical assistance on the HR automated information systems' procedures and applications. Analyze and resolve problems encountered or referred from others within assigned program areas.

Performance Management _____%

Manages performance tools, processes, and programs; evaluate performance appraisal and tracking systems; and assists managers/supervisors to draft performance improvement plans, coaching agendas, training materials, and progress tracking methods.

Serves as a performance consultant by using state of the art process models to identify, evaluate, and recommend solutions to improve job performance and which support business goals and mission priorities.

Assists managers/supervisors in translating individual goals to align efforts and outcomes; assess and develop appropriate key performance indicators and performance goals for specific positions and organizations; and communicate what success looks like for each part of the organization. Conducts studies to determine effectiveness of performance management system in rewarding high performing employees. Reviews performance standards and performance appraisal documents for compliance with OPM and DOI policy and with organizational practices and requirements. Provides written reports of findings to HR and supported organization leadership. Determine feedback systems for performance planning and monitoring.

Human Resources Development _____ %

Provides advisory services to all levels of staff concerning basic program policies, regulatory, requirements, and procedures. Develops guidelines, instructional methods, course materials, training aids, and improved applications of educational technology for use by education specialists, instructors, managers/supervisors, and employees. Serves as a point of contact for training requests for supported organizations. Provides guidance and mentoring to non-HR subject matter experts in developing and delivering in person and web-based training.

Carries out surveys and organizational assessment. Identifies and addresses employee and organizational development/performance improvement needs for supported organizations that would be best satisfied by methods other than training. Assists in the design and execution of employee and supervisor focus groups that convene as a result of enterprise organizational initiatives/surveys, etc. Facilitates project teams in the analysis of survey findings, development of recommendations to HR senior management, and in executing initiatives resulting from focus groups. Analyzes and evaluates training programs and instructor performance making recommendations to program managers to increase program quality and overall effectiveness.

Conducts assessments, identifies training needs, formulates training plans based on identification of skill gaps, and forecasts requirements for budgeting/funding purposes. Determines appropriate method(s) for delivering training to include instructor-led classes, web-based training, and/or a blended approach. Evaluates the effectiveness of training and resources to identify, recommend, and implement changes as needed. Exercises responsibility for all facets of training administration to include dissemination/marketing of training; utilizing the learning management system (LMS) for managing nominations, course registration, summarizing course evaluations, and updating employees' training histories; and answering inquiries regarding training events. Identifies and articulates requirements to procure needed training from external sources and may oversee the organization's small procurement contracting process or serve as contracting officer's representative (COR).

Applies tools to evaluate training courses and analyzes the feedback to improve training courses and delivery. Studies and applies evolving trends, developments, and applications in the employee development and learning field, including e-learning, to ensure that the bureau offers the latest in adult learning.

Benefits _____%

Carries out a variety of benefits functions, advises management and counsels employees on such programs as health and life insurance, leave, Thrift Saving Plan (TSP), physical capability requirements and the Federal Employees Compensation Act (FECA). Interprets and clarifies policies, directives and other issuances. Responsible for carrying out benefits activities and providing advice to managers, supervisors, and employees concerning the Uniformed Services Employment and Reemployment Rights Act. Provides technical guidance and assistance to managers, supervisors, and employees in executing a variety of employee benefits programs, which may include workers' compensation, retirement, health and life benefits, Thrift Savings Program (TSP), Long Term Care Program.

Responsible for administering the benefits program and providing advice to managers, supervisors, and employees concerning the Uniformed Services Employment and Reemployment Rights Act, and other complex pay/leave/reemployment/benefits provisions. Ensures that employees are counseled and aware of their options with all aspects of retirement and benefit programs. Provides technical guidance and assistance to managers, supervisors, and employees in executing a variety of employee benefits programs, which may include workers' compensation, retirement, health and life benefits, TSP, Long Term Care Program, etc. Provides advice on/calculates retirement determinations in complex cases, such as disability retirements; provides advice and guidance on similarly complex entitlement determinations where the benefit program and/or requirements are vague or difficult to apply specific cases. Handles correspondence to employees/survivors on complex, delicate, or highly contested determinations of benefits eligibility.

Provides background information or answers congressional inquiries related to injured employees claims. Follows up on light duty status until employee returns to full duty or is put on permanent restricted duty. Interviews employees, supervisors and/or management officials about duties and responsibilities assigned to positions and the knowledge, skills, abilities and qualifications required to perform them. Oversees timely processing of claims to ensure expeditious closing-out of routine claims. Coordinates with the DOL, Office of Workers' Compensation (OWC) on requests for additional information, and continuation of long-term disabilities. Oversees issuance of forms to authorize medical treatment at FECA/OWC program expense. Provides technical guidance to support personnel assigned to the FECA program. Coordinates with claimants, physicians, and rehabilitation specialists to obtain information leading to potential job placement of employees receiving compensation. Closely reviews claims for possible fraud and coordinates with Investigative personnel in cases involving fraud or abuse of the program. Coordinates long-term disability cases requiring adverse personnel actions. Manages and handles all official records according to established laws, regulations and procedures. Serves as the central processing point for the bureau for traumatic and occupational injury claims. Ensures that claims are processed within specific timelines and according to regulatory requirements. Contacts OWCP to determine reasons for delay in processing claims.

Works through appropriate channels with the Department of Labor and supervisors to determine that payment of legitimate claims is made, fraud is reported, and questionable claims are reviewed. Coordinates long-term disability cases requiring adverse personnel actions. Manages all official records according to established laws, regulations and procedures. Coordinates and/or drafts responses to FOIA, Privacy Act and other official requests. Serves as a point of contact for traumatic and occupational injury claims. Ensures that claims are processed within specific timelines and according to regulatory requirements.

Advises employees and supervisors of procedures to follow when an injury occurs. Informs injured employees of their responsibilities under the program by providing proper forms and procedures for filing claims for compensation. Explains options available should they not file for Worker's Compensation. Informs employees on procedures to obtain payment of bills and reimbursement of expenditures due to their injury.

Employee Relations _____%

Assists on a broad range of employee relations (ER) activities including guidance and advice to employees, leadership, program managers, other management officials and supervisors. Provides assistance, information, and guidance on employee relations problems and issues which affect organizational goal performance, individual performance, performance appraisal systems, and employee relations training programs. Serves as a technical advisor for disciplinary and adverse action procedures.

Studies and analyzes ER laws and regulations in the areas of grievance or appeal procedures, voluntary actions, and performance management as they impact the bureau. Identifies problems in employee relations program, studies the causes and recommend solutions. Provides guidance to managers and employees on relatively complex issues in law, policy, and procedure. Advises managers on appropriate disciplinary or other corrective techniques that are responsive to a broad range of conduct and performance problems; and explains rules and procedures to employees and help them understand their rights and obligations.

Leads or participates in investigations in matters involving complaints of harassment and related workplace topics as defined by the Department of the Interior. Gathers background information through informal fact-finding and may participate in formal investigations. Advises management officials and/or employees on the investigative process.

Advises on and/or resolves complex problems which are sometimes unprecedented in nature. Provides HR management advisory and technical services on substantive organizational functions and work practices; use analytical methods to identify, evaluate, and recommend to management appropriate HR solutions; applies modified HR work procedures for delivering effective advisory services; and uses written and oral communication techniques to develop and deliver reports and correspondence that foster understanding and acceptance of findings and recommendations.

Labor Relations _____%

Participates in labor contract negotiations that include several contracts or bargaining units. Serves as bargaining team member and assists with developing management proposals, negotiating strategies, and helps identify when union's proposals may be nonnegotiable under federal law and regulations.

Applies a wide range of HR case law, principles, practices and regulations to perform detailed analyses and draw conclusions on legal issues, problems, and situations. Uses legal research methods, information gathering techniques, and analytical skill to locate, interpret, and analyze for applicability and appropriateness, precedent and substantive decisions and legal opinions that various courts and administrative bodies have rendered.

Assists in establishing the bureau's position in impasse situations including the preparation of documentary material for review by a third party. Advises management on the day-to-day administration of collective bargaining agreement(s) and resolutions of grievances and allegations of unfair labor practices. Interprets the intent of the contractual language and attempts to resolve problems that arise over application of contract provisions.

Assists managers and supervisors to informally resolve disputes with union officials concerning the interpretation or application of the agreement. Meets with union representatives during the life of the contract to discuss impact of new programs and policies, reductions-in-force, etc. Trains supervisors in the provisions of negotiated agreements and other aspects of labor management relations.

Compensation _____%

Performs a full range of compensation duties for the supported organization(s). Interprets regulations, policies, and directives, and uses good judgment to provide accurate pay setting guidance. Implements pay management policies and procedures based on OPM, DOI, and bureau guidance including overtime pay provisions, supervisory differential, grade and pay retention, FLSA, extra-duty compensation, etc. Recurring assignments include determinations for grade retention and/or pay retention for affected General Schedule (GS), and Wage Grade (WG) employees; payment of supervisory differentials and conducting pay step audits. Researches and prepares interest payment/waiver decisions in accordance with law, regulations and policies. Assists in updating guidance and procedures on a range of compensation issues and flexibilities. Assists employees, supervisors, and HR personnel regarding employee grievances related to pay and leave issues and entitlements.

Advises management, employees, and union officials (when covered) across a broad organizational or geographic area on work schedules and hours of work requirements and

flexibilities including alternative work schedules; premium pay entitlements; law enforcement and other special pay provisions. Analyze regulations to develop operating procedures or processes from a compensation perspective for an organization's alternative work schedule; leave bank and leave sharing; and/or recruitment, relocation, and retention incentive programs. Performs other duties as assigned

FACTOR EVALUATION STATEMENT

FACTOR 1: Knowledge Required by the Position 1-7 (1250 points)

Advanced knowledge of HR laws, regulations, principles, policies, and concepts related to the assigned functional area sufficient to plan and coordinate activities and serve as a technical resource to management and HR specialists on difficult or controversial issues.

Ability to communicate effectively with all levels and types of organizations and audiences.

Ability to communicate with managers and leadership regarding HR subject matter.

Ability to conduct research and determine appropriate application of laws, regulations, policy, or other directives and interpretative instructions for use in assigned HR specialty areas and to make recommendations.

Ability to make clear and convincing oral presentations to individuals or groups, listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.

Ability to analyze complex operational and business problems involving issues for serviced functions.

Skill in advising managers and supervisors of HR program flexibilities and recommending alternatives.

Ability to write clear, concise explanations of complex HR topics such as evaluation statements, investigation reports.

Working knowledge of HR computer applications and ability to integrate new, existing, and proposed applications into the operating environment. Ability to retrieve and provide HR reports to the serviced population.

FACTOR 2: Supervisory Controls 2-4 (450 points)

The supervisor makes assignments by outlining or discussing overall objectives. The specialist independently plans and carries out functional responsibilities in the assigned area in accordance

with general policy guidance of the supervisor. Controversial issues requiring policy direction or interpretation of bureau, DOI or OPM guidance are discussed with the supervisor. Completed work is reviewed to assure consistency with program objectives and policy, but rarely requires substantive technical review. The supervisor is kept informed of the status of work through periodic communication.

FACTOR 3: Guidelines 3-3, 275 points

Guidelines consist of rules, policies and procedures governing federal HR activities. Guidelines may be of a general nature and require analysis and interpretation to determine an appropriate course of action for individual situations. The employee seeks guidance from the supervisor in determining the applicability of available guidelines, and the need for the development of unique guidelines to deal with unusual situations. Modification to existing procedures may be necessary. Judgment is required to interpret, apply, and adapt guidelines in order to recommend cross-functional solutions to complex problems and issues associated with the conduct and administration of assigned programs.

FACTOR 4: Complexity 4-4, 225 points

The specialist performs the full range of tasks and provides advisory services for assigned HR functions. Work involves complex servicing issues, requiring in-depth analysis of facts and circumstances specific to the assignment. The specialist must be able to integrate and adapt complex, technical personnel policies, regulations, and procedures to the individual situation. They must often explain or defend decisions and recommendations based on technical nuances that are susceptible to various interpretations. Work consists of resolving different and unrelated problems that affect mission-oriented programs. Employees coordinate recommendations for the resolution of new and unusual circumstances with the supervisor prior to implementation.

FACTOR 5: Scope and Effect 5-3 (150 points)

Work involves treating a variety of complex HR problems, questions, and issues in conformance with existing guidelines. The work directly influences decisions made by managers and other employees as well as the overall quality of the servicing HR office and/or bureau HR program.

FACTOR 6: Personal Contacts 6-3 (60 points)

Contacts are with officials at various levels within the serviced organizations, with HR counterparts in other offices, with employees and/or job applicants within and outside the federal government, with representatives of other government agencies, and with other bureau officials.

FACTOR 7: Purpose of Contacts 7-C, (120 points)

Contacts are used to negotiate and broker mutually acceptable solutions to competing priorities, work requests, or other personnel issues generated by geographically dispersed clients and employee representatives. Contacts are also for the purpose of persuading managers, employees, and employee representatives to accept and implement recommendations. The employee must be tactful, diplomatic, and persuasive in gaining the desired effect, as clients may pressure the specialists to re-prioritize work or resist proposed recommendations and solutions for a variety of reasons.

FACTOR 8: Physical Demands 8-1 (5 points)

Work performed is sedentary in nature. Work may require walking in offices and similar areas for meetings and to conduct HR work. The work does not require any special physical effort.

FACTOR 9: Work Environment 9-1 (5 points)

Offices and meeting spaces are adequately lighted, heated, and ventilated. The employee experiences everyday risks or discomforts requiring normal safety precautions.

Total Points = 2540

GS-11 grade range (2355-2750)