

**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
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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
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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# DD00200**

**Classification: Program Manager, GS-0340-14**

**INTRODUCTION**

This position is located in \_\_\_\_\_ and is responsible for managing the following program/s: \_\_\_\_\_. The position serves as a program manager within a Bureau or equivalent Office, such as the Office of the Solicitor (Bureau/Office), within the Department of the Interior (Department), and provides supervision and oversight of program(s) that entail the mission, functions, projects, activities, laws, rules, and regulations for which the Bureau/Office is authorized and funded by statute to administer and enforce. This position exercises delegated authority to carry out program functions and services that constitute the essential purpose for the establishment and continuation of the mission of the Bureau/Office. Programs are of such magnitude that they must be carried out through a combination of line and staff functions.

**MAJOR DUTIES**

**Supervision (minimum of 25%)**

Plans work to be accomplished by subordinates, sets and adjusts priorities, and prepares schedules for completion of work; assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; evaluates work performance of employees; provides advice, counsel, or instruction to employees on work and administrative matters; interviews candidates for positions; hears and resolves complaints from employees; effects disciplinary measures; identifies developmental and training needs of employees, provides and/or arranges for needed development and training; finds ways to improve production and increase the quality of the work directed; and develops performance standards.

Responsible for the on-the-job safety and health of all employees supervised. Ensures that a comprehensive job hazard analysis is completed and a risk management process is implemented. Responsibilities include identifying and correcting safety and health hazards, instructing employees on safety requirements, reviewing and reporting loss incidents, implementing corrective measures for violations of the Occupational Safety and Health Act standards, directing the periodic inspection of all workplaces, managing work/rest ratio and length of assignment guidelines, developing and executing a comprehensive physical fitness training program.

**Program Management (up to 75%)**

Plans, organizes, and oversees efforts and projects that are aimed at achieving and improving the quality, effectiveness, and timeliness of program accomplishment. Serves as a senior advisor to management and executive leadership on developing and implementing strategic plans in support of achieving the program objectives. This includes developing detailed plans to improve efficient

operations; implementing plans and initiatives to achieve mission and policy objectives; and assessing program accomplishment and making course corrections when necessary.

Manages short and long range planning activities that include multi-year work plans that are the products of subordinate organizational projects/programs. The duties of this position are complex, as they cross-cut management and quality improvement disciplines such as: implementation of program/project management; strategic planning; workforce planning; budget formulation and justification; quality improvement methods and initiatives; financial analysis; measurement and support, programmatic internal controls, analytics, and reporting tools.

Develops priorities for effective use of resources. Consults with key managers and stakeholders to ensure that all implications are identified, weighed, and considered in study and discussion of effective and efficient resource use and distribution. Obtains and/or develops models for managing various issues, identifies and resolves problems that are barriers to achieving goals.

Plans and develops new processes or metrics and coordinates support activities that cross organizational lines. Formulates, interprets, and communicates long-range goals, principles, policies, and objectives for delegated services and programs. Independently applies a broad range of quality improvement knowledge and experience to include: quantitative and qualitative measurement and analysis; program and project management; business case methods and measures; and customer satisfaction assessment and measurement.

Plays a key role in the development and implementation of program policies, plans, guidelines, proposals, processes, and recommendations on issues which cross functional lines. Works with team members enacting an initial repeatable process for performing reviews and assessments, and documenting, analyzing, and reporting findings. Findings are also captured in the form of lessons-learned and managed in a data repository, or other appropriate tool, to ensure continuous improvement of the Bureau mission and program accomplishment.

Implements performance metrics to manage and monitor the operational efficiencies of the organization. Monitors program performance metric outcomes. Develops strategies for maintaining appropriate performance levels in support of Bureau management initiatives. Guides management in effectively implementing planning efforts for current and future performance requirements. Implements actions necessary to correct identified problem areas and follows through to ensure adjustments to program plans were made.

Plans, coordinates, and oversees major initiatives or projects to develop and implement new systems and/or processes that may have Bureau/Department-wide use and implications. Develops and tests new systems, models, and reporting formats for program accomplishment. Identifies areas with potential for Bureau/Department-wide application and coordinates with other Bureau offices, as appropriate, to foster common Bureau business and operational practices.

**Bureau of Indian Affairs (BIA) Program Managers:**

Serves as a line officer in charge of the administration of Indian Affairs for a region or agency. Maintains the official relationship of the federal government with tribal leaders in the Government-to-Government relationship with tribes serviced by assessing tribal needs and providing advice and assistance in the development and use of resources while maintaining and ensuring the fulfillment of trust responsibilities, and ensuring the requirements of the Indian Self-

Determination and Education Assistance Act are met. Coordinates with local tribal governments and communities to initiate and implement various region or agency programs, including trust services and Alaskan Native and Indian Services. Upholds and discharges the responsibility of the Secretary of the Interior through public laws, Department policies and regulatory requirements. Carries out the Federal government's responsibility to service tribes including managing land and natural resources held in trust, and enhancement and improvement of tribal socio-economic status as defined by the federal courts, Congress and the Administration.

Performs other similar duties assigned.

## **FACTORS**

### **Factor 1 - Knowledge Required by the Position (FL 1-8/1550 Points)**

Mastery of advanced management and organizational principles and practices along with a comprehensive knowledge of planning, programming and budgeting regulations, guidelines and processes in order to provide oversight and analysis of major programs.

Knowledge of program management principles and practices and skill in identifying program goals and objectives, the sequence and timing of key program events and milestones, and methods of evaluating program accomplishments sufficient to plan, implement, and evaluate programs.

Comprehensive knowledge of Bureau/Department-level programs and policies in order to provide advice, options, and recommendations to senior management on program business and policy development; to effectively better serve the Bureau's needs; and to adjust to program fluctuations and changes in priorities and funding.

Business acumen in planning, organizing, and managing major projects involving interrelated administrative management functions and extensive changes in established procedures, policies and programs to make independent decisions affecting the regular operations of the program and adapting methods to specific situations.

Skill in reviewing, verifying, and analyzing data to identify problems and develop creative solutions.

Executive communication skills to convey complex information and data analyses in a variety of formats (e.g., presentations and briefings) to a variety of audiences; to explain requirements; to prepare program status reports; and to maintain appropriate coordination and liaison with local staff, regional and mission area executives, and other Bureau/Office/Department officials and staff.

Executive judgment and critical reasoning skills to perform complex analyses and resolve critical issues in order to develop broad and comprehensive strategic operating plans which support Bureau/Office strategic mission goals and objectives.

Knowledge of management principles and theories to anticipate management needs, to develop effective and streamlined management systems and tools, and to provide advice on budget and resource planning.

Skill in oral and written communication sufficient to establish and maintain effective relations with and gain the support of top management and other professionals on complex and controversial issues impacting the Bureau/Office/Department.

Skill in managing change, including skill in marketing and selling new or substantially changed administrative management strategies and policies to a wide range of colleagues and customers with diverse and conflicting needs and expectations.

Expert knowledge and skill in applying program management principles, concepts, theories, and practices sufficient to advise, review, evaluate, or resolve problems relating to the implementation of long-term plans for programs and corresponding projects.

**Factor 2 - Supervisory Controls (FL 2-5/650 Points)**

The incumbent is a recognized authority in the analysis and evaluation of programs and issues and is subject only to administrative and policy direction concerning overall project priorities and objectives. As a senior staff member, the incumbent is delegated responsibility and authority to plan, schedule and manage major projects and design new management systems, models, and reports. Incumbent exercises considerable discretion and judgment where the scope and impact of projects are extremely broad. Recommendations for new or substantially changed service programs and systems are evaluated in terms of program objectives and alignment with Bureau/Office strategic goals and mission. Technical advice and regulatory interpretations provided by the incumbent are considered authoritative and generally accepted without significant change.

**Factor 3 - Guidelines (FL 3-5/650 Points)**

Assignments involve issues for which there are either no existing guidelines or where guidelines require significant interpretation. The incumbent must exercise extensive judgment based on experience and expertise to determine the best course of action; the incumbent exercises delegated authority to carry out program functions and services as authorized and funded by statute. The incumbent is recognized as an expert in the development of plans and strategies for the various program areas for which responsible. The incumbent must develop creative solutions to resolve and capture issues that span the entire workforce. As the leader, the incumbent resolves major roadblocks and issues in order to secure project commitments and agreements.

**Factor 4 - Complexity (FL 4-5/325 Points)**

Assignments and projects involved in this position are particularly significant and are applicable to a variety of Bureau/Office issues that have Bureau/Office/Department-wide implications. Projects and assignments often entail approaches that are new or unique and, as a result, require significant departure from previous approaches, requiring development of recommendations,

options, or alternatives. The complexity of the work performed requires a comprehensive knowledge of program areas and functions, and a clear insight into how various management functions and programs interrelate with one another and with the Bureau/Office/Department strategic goals and mission. Assignments routinely involve interaction with groups requiring the incumbent to settle controversial or sensitive issues and to resolve problems or difficulties associated with these issues. Assignments also require that the incumbent exercise leadership in many situations involving senior managers within the Bureau/Office/Department. Assignments require analysis of interrelated issues, complicated by the need to consider and evaluate the impact of changes in legislative and/or regulatory requirements. It also involves the creation of new and innovative approaches requiring incumbent to use a high degree of originality, judgment and resourcefulness. In performing the analysis function, incumbent must carefully consider Bureau/Office mission and strategic direction, and customer needs and expectations.

**Factor 5 - Scope and Effect (FL 5-5/325 Points)**

The purpose of the work is to serve as a program manager and provide supervision and oversight of program(s) that entail the mission, functions, projects, activities, laws, rules, and regulations and to proactively plan innovative management strategies. The incumbent develops innovative management priorities, initiatives, strategies; provides leadership on a variety of major management issues; and performs studies in other program areas. The incumbent analyzes and evaluates major management issues and develops new approaches and methods to resolve critical problems that impact accomplishment of the Bureau/Office mission and key objectives. Work affects bureau management plans and programs and requires an understanding of the dynamics of continuously changing workforce requirements and the effects of those changes on the Bureau/Office's ability to accomplish its mission. The incumbent's opinions and expert knowledge influence actions and decisions that impact policies and agendas throughout the Bureau/Office/Department.

**Factors 6/7 - Personal Contacts/Purpose of Contacts (6-3 and 7D 280 Points)**

Contacts are with all staff levels of the Bureau/Office, including members of the executive leadership. Contacts also include staff from the Department, other Federal agencies, and the private sector. Purpose of contacts is to represent the Bureau/Office in regards to the assigned program(s); to provide expert technical advice on strategic operational planning; to develop and coordinate major projects; and to justify, defend, negotiate, or coordinate policy matters related to the assigned program(s); and to serve as an executive resource on significant or controversial management issues within the Bureau/Office. The incumbent works with managers and external parties to gather information for the design and implementation of new and innovative high-level initiatives and strategies. Skill is required to influence management decision-making and overcome resistance to change. Contacts are also for the purpose of benchmarking organizational best practices. The incumbent's involvement with these individuals is normally unstructured, in that the contacts vary in specific purpose, are not routinely established.

**Factor 8 - Physical Demands (FL 8-1/5 Points)**

Work is primarily sedentary in nature with no special physical demands. However, the work may involve site visits which may involve driving to and moving about work sites.

**Factor 9 - Work Environment (FL 9-1/5 Points)**

Work is performed in an office setting; however, the work involves overnight travel for training, meetings, conferences, and site visits. Work sites may include construction, laboratory, and industrial sites that may require the use of personal protective equipment and the observance of additional safety precautions.

**TECHNICAL TOTAL POINTS: 3790**

**POINT RANGE: 3605-4050**

**TECHNICAL FINAL DETERMINATION: GS-14**

**GENERAL SCHEDULE SUPERVISORY GUIDE FACTORS**

**Factor 1 – Program Scope and Effect (FL 1-3/550 pts)**

Directs a program segment that performs technical, administrative, protective, investigative, or professional work. The program segment and work directed typically have coverage which encompasses a major metropolitan area, a State, or a small region of several States; or, when most of an area's taxpayers or businesses are covered, coverage comparable to a small city. Activities, functions, or services accomplished directly and significantly impact a wide range of Bureau/Office activities, the work of other agencies or government organizations, or the operations of outside interests, or the general public. For positions directing administrative services, the position directly supports and affects the operations of the Bureau/Office. Programs are typically of such magnitude that they must be carried out through a combination of line and staff functions.

**Factor 2 – Organizational Setting**

This position is accountable to a position that is an SES position. **(FL 2-3/350 pts)**      **OR**  
This position is accountable to a position that is one reporting level below the first SES position. **(FL 2-2/250 pts)**

**Factor 3 – Supervisory/Managerial Authority Exercised (FL 3-3/775 pts)**

Exercises significant responsibilities in dealing with officials of other organizations and in advising senior leadership.

User Note: This description is for a second level supervisory position. If the position is a first level supervisor and performs the supervisory authorities described (minus the responsibilities associated with supervising subordinate supervisors) the position is **FL 3-2/450 pts**  
Supervises subordinate supervisors and leaders. Performs the following: 1) Plans the work to be accomplished by subordinates. Approves leave and travel; 2) Applies principles of sound position management, assigns work and responsibilities in the most efficient and effective manner, and makes decisions on work problems presented by subordinate organizations; 3)

Prepares performance standards and evaluates performance of subordinates, ensures reasonable equity of standards and rating techniques of subordinate supervisors, and serves as reviewing official; 4) Gives advice, counsel, or instruction to employees on both work and administrative matters; 5) Interviews candidates for positions and makes decisions for appointment, promotion, or reassignment of subordinate nonsupervisory positions; 6) Hears and resolves complaints from employees, including group grievances and more serious unresolved complaints; 7) Reviews, approves, and effects disciplinary measures; 8) Identifies development and training needs of employees, providing or arranging for needed development and training and approving training; and 9) Finds ways to improve or increase the quality of the work supervised and to improve the effectiveness and efficiency of the organization, including improvement of business practices. Responsible for the on-the-job safety and health of all employees supervised. Provides leadership, allocates resources, and implements activities to accomplish the Department's multicultural organization direction and Equal Opportunity requirements, goals, policies, and objectives. Ensures all communication - written, oral, visual, signed - is non-discriminatory and is sensitive to all employees and the public. Creates a work environment that respects, appreciates, and accepts the contributions and perspectives of all employees. Makes every effort to provide a work environment free from harassing conduct by acting promptly and effectively to stop harassing conduct, by holding employees accountable who have engaged in harassing conduct, and by protecting employees who have reported harassing conduct from retaliation. Follows, adheres to, and applies the Department's policy in the prevention and elimination of harassing conduct and ensures that employees are aware of such policies.

#### **Factor 4 – Personal Contacts**

**Subfactor 4A – Nature of Contacts (FL 4A-3/75 pts)** Contacts include employees, supervisors, and managers throughout the organization supervised, as well as counterparts at organizations within the Bureau/Office, executive leadership within the Bureau/Office, and staff from the Department; representatives from stakeholder organizations, municipalities, state governments, other Federal agencies; local news media; contractors and the general public.

**Subfactor 4B – Purpose of Contacts (FL 4B-3/100 pts)** The purpose of contacts is to justify, defend, or negotiate in representing the project and program segment(s) directed, in obtaining or committing resources, and in gaining compliance with established policies, regulations, or contracts. Contacts at this level usually involve active participation in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance to the program or program segment(s) managed. Contacts are also to provide expert advice on strategic operational planning; to develop and coordinate major projects; and to serve as a resource on significant or controversial management issues. The incumbent works with managers and external parties to gather information for the design and implementation of new and innovative high-level initiatives and strategies. Skill is required to influence management decision-making and overcome resistance to change. Contacts are also for the purpose of benchmarking organizational best practices.



**Factor 5 – Difficulty of Typical Work Directed (FL 5-7/930 pts)**

The minimum highest level of base work directed is at the GS-12 or equivalent. Attach base level calculation.

**Factor 6 – Other Conditions (FL 6-5/1225 pts)**

Assignments and projects involved in this position are particularly significant and are applicable to a variety of Bureau/Office issues that have Bureau/Office-wide implications. Projects and assignments often entail approaches that are new or unique and, as a result, require significant departure from previous approaches, requiring development of recommendations, options, or alternatives. The complexity of the work performed requires a comprehensive knowledge of program areas and functions, and a clear insight into how various management functions and programs interrelate with one another and with the Bureau/Office strategic goals and mission. Assignments routinely involve interaction with groups requiring the incumbent to settle controversial or sensitive issues and to resolve problems or difficulties associated with these issues. Assignments also require that the incumbent exercise leadership in many situations involving senior managers within the Bureau/Office.

Assignments require analysis of interrelated issues, complicated by the need to consider and evaluate the impact of changes in legislative and/or regulatory requirements. It also involves the creation of new and innovative approaches requiring incumbent to use a high degree of originality, judgment and resourcefulness. In performing the analysis function, incumbent must carefully consider Bureau/Office mission and strategic direction, and customer needs and expectations. In so doing, the incumbent analyzes and recommends restructuring or recasting goals and objectives and determining which projects or program segments to be initiated, dropped, or curtailed and recommending or making changes to organizational structures to effect more efficient accomplishment of program goals and objectives.

**Supervisory total points: 4005 (reporting to SES/second level supervisor)**

**Supervisory total points: 3905 (reporting one level below SES/second level supervisor)**

**Supervisory total points: 3680 (reporting to SES/first level supervisor)**

**Point Range: 3605-4050**

**Supervisory Grade Determination: GS-14**