

Workforce Management Support Specialist
GS-301-09

MAJOR DUTIES

Serves as the principal assistant to the Division Chief on matters pertaining to the Division's workforce management activities, its position and organization structures, and its FTE allocation. Assumes responsibility for administrative management functions of the Division. Provides key assistance to the Division's managers and supervisors in facilitating the performance of their employment management and official structure responsibilities. Serves as the Division's primary liaison with the District's Civilian Personnel Advisory Center (CPAC) and the Executive Office on workforce management matters, and with the Resource Management Office (RMO) on matters relating to organization structure, the assignment of functional responsibilities, and FTE use.

1. Plans, coordinates, analyzes, directs and evaluates Division administrative missions and operations. Administers and evaluates internal management plans, direction and practices which require consideration and integration of specialized needs. Participates and provides significant input in the planning and management studies necessitated by program and organizational changes. Makes recommendations pertaining to operating practices. Serves as central point of contact for authoritative information on administrative policies, procedures, and requirements of the Division. Performs work on the basis of broad experience and familiarity to organizations, missions, applicable policies, procedures and regulations, and pertinent precedent cases, as well as practical knowledge of guidelines associated with the programs of the Division. Provides recommendations on the most economical methods of achieving administrative goals and objectives. Evaluates the impact for new or revised policies and procedures on existing organization. Makes recommendations for courses of action, implementation or revisions required. Recommendations made by the incumbent often results in significant changes in administrative work. Explains necessity for changes to administrative personnel, clarifies new procedures, and provides guidance in the application of new administrative guidelines. Recommends changes to the Division Chief/Deputy Chief to be implemented by the branch chiefs. Uses knowledge of organizational and management theories to write reports and suggest to management alternative organization and reporting procedures. Actively participates in staff and/or management level meetings and discussions pertaining to the activities encompassed in the administrative and management functions of the Division.

2. Reviews taskers, reports and work measurement data within the Division to assist the Chief/Deputy Chief in adjusting workloads, reorganizing or changing work processes, functions and manpower.

Examines directives and reports to detect and eliminate conflicts, overlap and duplication. Makes evaluative analysis of administrative aspects of new or established programs including work measurement and operations, workforce estimates, paperwork, procedures and resource estimates and utilization.

3. Coordinates personnel actions within the Division and provides liaison with the CPAC and Executive Office to resolve related issues and problems. Advises Division personnel on a variety of substantive, procedural and policy matters pertaining to such personnel functions as recruitment, position management and classification, employee/management relations, employee entitlement and awards, and training. Keeps abreast of, and advises Division management and staff of changes affecting these functional areas. Prepares draft job descriptions, crediting plans, performance plans, training plans, awards, etc., based on interviews with Division personnel, review of mission and function statements, and other available documents. Assures adequate justification is provided on personnel and position action requests. Plans and completes special projects and assignments such as fact-finding on unusual proposed personnel actions, developing structural change packages, coordinating the preparation of justification packages on FTE changes, coordinating the assessment of training needs and the submission of training requests, overseeing Division performance management and awards activities, etc. As required, obtains and provides data and other information on Division HRM activities as requested by the CPAC or the Civilian Personnel Operations Center (CPOC).

Performs other duties as assigned.

Factor 1, Knowledge Required by the Position Level 1-6 950 pts

Knowledge of the overall mission, functions, organization, objectives, procedures, and administrative procedures of the Division. Knowledge of a wide range of administrative requirements, methods, sources, and procedures. Knowledge of systems software. Knowledge of personnel policies, procedures, and regulations. Skills in written and oral communications and modification of existing requirements for future requirements.

Knowledge and skill to apply qualitative and/or quantitative analytical and evaluative methods and techniques to studies concerning the efficiency and effectiveness of program operations and substantive administrative support functions.

on insufficient data or established procedures; and developing specifications for options considered and modified.

The incumbent is assigned continuing responsibility for the provision of a variety of management services essential to the direction and operation of the Division. The work involves participating in planning, development and execution of programs and management studies, identifying specialized needs and/or problems and developing recommending solutions to improve the effectiveness and efficiency of administrative and management functions carried out within the Division.

Factor 5, Scope and Effect **Level 5-3** **150 pts**

Work primarily involves addressing matters, issues, and problems that typically are conventional in nature, and that are generally fairly well covered by established policies, practices and precedent. The incumbent's activities are intended to expedite and facilitate the accomplishment of workforce management and organizational structure change activities within the Division, and to reduce the need for correction and resubmission of HRM actions and transactions. Work not only affects the effectiveness of Division managers and supervisors in the performance of their employee management and organizational design responsibilities, but it also reduces the workload and facilitates the work of the local CPAC and regional CPOC in providing support services to the Division.

Factor 6, Personal Contacts and
Factor 7, Purpose of Contacts **Level 2-b** **75 pts**

Contacts are with managers, supervisors and employees within the Division. Contacts outside of the Division are typically with the Position Management Officer and CPAC and RMO personnel. Contacts within the division are to provide guidance and support to managers and supervisors on workforce management matters that typically involve shared interests and goals; contactees are generally receptive to the assistance provided. Contacts outside the Division are also typically on items of mutual interest, and are to support generally mutual goals.

Factor 8, Physical Demands **Level 8-1** **5 pts**

Work is sedentary in nature.

Factor 9, Work Environment **Level 9-1** **5 pts**

Work is performed in an office setting.

Total Points = 1885

The point range for GS-09 = 1855-2100