



Office of Human Capital  
Management

# CAREER OPPORTUNITY

## Program Support Specialist GS-301-12

**ANNOUNCEMENT NO.:** 04H-759-CP

**OPENING DATE:** 6-7-04

**CLOSING DATE:** Must be received by 6-11-04

**POSITION:** Program Support Specialist, GS-301-12  
(Position is at the full performance level)

**SALARY:** \$59,302 - \$77,096 per annum

**LOCATION:** Office of the Chief Operating Officer, Washington, D.C.

**AREA OF CONSIDERATION:** Any U.S. citizen

**COMPETITIVE STATUS REQUIRED:** Competitive status is not required. U.S. citizenship is required.

**This position is a permanent appointment with a full-time work schedule.**

**THIS POSITION IS DESIGNATED AS REGULAR FUNDED**

**DUTIES AND RESPONSIBILITIES:** The incumbent is responsible for a broad range of administrative activities within the Office of the Chief Operating Officer. Duties and responsibilities include: serving as liaison between the Chief Operating Officer (COO) and Deputy COO (DCIO) and other SBA offices as well as those in other government agencies and the private sector; conducting special projects performing research as necessary and assisting in the development of presentations and briefings; assisting the COO and DCOO in the coordination and support of the COO's initiatives and events; reviews and analyzes reports, studies and technical papers dealing with the responsibilities of the COO/DCOO; provides assistance in coordinating work of the office; follows up on commitments made by the COO/DCOO; procuring office supplies and services for the OCOO including the preparation of requisitions and credit card purchases; and other duties as assigned.

**QUALIFICATION REQUIREMENTS:** The following is an excerpt from the OPM Qualification Standards Handbook for General Schedule Positions. These standards are available in all Human Resources offices for review. Applicants must have one year of specialized experience which is in or directly related to the line of work of the position to be filled and which has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties of the position. **Specialized experience includes working in an administrative capacity as the lead in coordinating the work of an office, participating in special studies, conducting research and serving as liaison between the supervisor and individuals outside of the office/company.** Specialized experience must have been at least equivalent to the next lower grade level in the Federal service. Time-in-grade requirement applies to applicants considered under merit promotion procedures. Applicants must meet time-in-grade requirements within 45 days of the closing date of this announcement.

**SELECTIVE PLACEMENT FACTOR:** In order to meet minimum qualifications for this position, you must demonstrate that you possess the following selective placement factor. **You must submit a statement of no more than one page total, in addition to your application or resume, which addresses how you: have worked independently or as part**

Any individual eligible for consideration under the Interagency Career Transition Assistance Plan for Displaced Employees or under special hiring authorities, e.g., handicapped, etc., should indicate on their application if they are applying under a special program and submit proof of eligibility with their application.

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**of an administrative team in support of a Senior Executive in any branch of government or an upper level management official (CEO, COO or equivalent) in the private sector.**

**QUALITY RANKING FACTORS (QRFs) USED IN THE RATING PROCESS:** Applications will be evaluated on each of the following QRFs. To receive full credit, applicants must submit a narrative description of their experience, education, training, etc. relative to each QRF. Be specific and limit responses to no more than one page per factor. If you are found qualified, this information will be heavily relied upon in the rating process. Please provide information in the following order:

1. Knowledge of a wide range of administrative and program management policies, concepts, practices and principles.
2. Ability to organize and express complex ideas, data and information clearly in writing.
3. Ability to effectively communicate orally.

**APPLICATION REQUIREMENTS:**

You may use any written format you choose to apply for this position. However, your application or resume must include all of the items listed in Optional Form (OF) 612, Optional Application for Federal Employment (available at <http://www.opm.gov/forms/html/of.htm#of612>). Only your application or resume will be used to determine if you meet the minimum qualifications for the job and the grade level(s) for which you are qualified. If your application or resume does not include the required information, you may lose consideration for the job. You should also submit:

- Supplemental statement addressing the quality ranking factors.
- If you are a current or former Federal employee, a copy of your most recent SF 50, Notification of Personnel Action.
- If you are a current or former Federal employee, a copy of your most recent performance appraisal.
- If you claim 5-point veteran preference, submit your DD Form 214, Certificate of Release or Discharge from Active Duty. If you claim 10-point veteran preference, submit a SF-15, Application for 10-point Veteran Preference and proof required by that form. The SF-15 is available at <http://www.opm.gov/forms/html/sf.asp>

If you are applying for special selection priority under SBA's Career Transition Assistance Plan (open to surplus SBA employees only) or the Interagency Career Transition Assistance Program (see <http://www.opm.gov/ctap/index.asp> for eligibility requirements), you must submit one of the following as proof of your eligibility: reduction-in-force (RIF) separation notice; Notification of Personnel Action (SF 50) showing separation by RIF or removal for declining a directed reassignment or transfer of function outside the local commuting area; certificate of expected separation or other notice that you are surplus employee or eligible for discontinued service retirement; notice from a Federal agency that your injury compensation has been or is being terminated and that it cannot place you; notice from the Office of Personnel Management terminating your disability annuity; or notice from the military or National Guard that you retired under 5 USC 8337(h) or 8456.

If you are eligible for special selection priority based on RIF, declining a directed reassignment or transfer of function outside the commuting area, retiring on the effective date of a RIF or retiring under the discontinued service retirement option, you must also submit a copy of a Notification of Personnel Action (SF 50) which shows the promotion potential of the career or career-conditional position from which you have been or will be separated and a copy of your last performance rating of record.

If you are applying for special selection priority under the Federal Employment Priority Consideration Program for Displaced Employees in the District of Columbia Department of Corrections or Interagency Career Transition Assistance for Displaced Panama Canal Zone Employees, you must submit a copy of your RIF separation notice.

To be found well-qualified for special selection priority by the Small Business Administration, you must meet the minimum qualification requirements for the position, including any selective factors and receive at least two-thirds of the total possible points for the quality ranking factors.

If you wish to be considered under a special appointing authority (e.g., disabled, Veterans Employment Opportunity Act, etc.) you must indicate on your application or resume the authority under which you are applying and include proof of your eligibility.

**OTHER PERTINENT INFORMATION:** Payment of Relocation Expenses Is Not Authorized.

The U.S. Small Business Administration provides reasonable accommodation to job applicants and employees with disabilities unless the accommodation would impose an undue hardship on the Agency. If you need a reasonable accommodation for any part of the application or interview process, please contact Carolyn Powell, Lead Human Resources Specialist, at 202-205-6780 (telephone), 202-481-2266 (fax), or [Carolyn.powell@sba.gov](mailto:Carolyn.powell@sba.gov). If you are hearing impaired, you may call the Federal Information Relay Service at 1-800-877-8339 for assistance in contacting the person named above. Decisions for granting reasonable accommodations are made on a case-by-case basis.

If you are a male over age 18 who was born after December 31, 1959, you must have registered with the Selective Service System (or have an exemption) to be eligible for a Federal job.

Your application contains information subject to the Privacy Act (P.L. 93-579, 5 USC 55A). The information is used to determine qualifications or employment, and is authorized under Title 5 of the United States Code Sections 3302 and 3361.

An employee selected from a competitive register must serve a one-year probationary period and may be terminated because work performance or conduct during this period fails to demonstrate fitness or qualifications for continued employment (5 CFR 315.804).

If selected, you will be required to provide documents proving that you are eligible to work in the U.S.

**NOTE:** Only material required by this announcement will be used to rate your application. Your application will **not** be returned to you.

#### **HOW TO APPLY: APPLICANTS HAVE SEVERAL OPTIONS IN APPLYING FOR THIS POSITION:**

1. Applicants are **strongly encouraged** to apply for this position by E-mail: [HRJOBAPPLICATIONS@SBA.GOV](mailto:HRJOBAPPLICATIONS@SBA.GOV) OR by Fax on 202-481-2266. Be sure to include your name and the vacancy announcement number of your correspondence. Illegible applications will not be considered, nor will you be contacted to submit another application.
2. You may mail your application to the following address: Small Business Administration, 409 Third Street SW, Suite 4200, Office of Human Resources, Washington, DC 20416, ATTN: Carolyn Powell (04H-759-CP). All applications must be received by the closing date in order to receive consideration.
3. You may submit your application in person at the address above.

The use of U.S. Government postage-paid envelopes for the filing of job applications is a violation of the Office of Personnel Management and Postal Service regulations. Penalties include fines of up to \$300 and/or disciplinary action under SBA regulations.

**Personally delivered, e-mailed or faxed applications must be received by close of business (5 p.m.) on the closing date of the announcement. We are not responsible for errors in fax or e-mail, therefore, it is recommended that you call or email to verify that your application has been received on or prior to the closing date.**

#### **APPLICANTS WILL BE EVALUATED ON THE FOLLOWING:**

If you meet the minimum qualification requirements, you will be evaluated on:

- Quality Ranking Factors (all applicants)
- Training completed in the last 5 years (for merit promotion only)
- Awards received in the last 3 years (for merit promotion only)
- Performance rating of record dated within 1 year of vacancy announcement closing date (for merit promotion only)
- Veteran preference (for competitive examining only)

**Any individual eligible for consideration under the Interagency Career Transition Assistance Plan for Displaced Employees or under special hiring authorities, e.g., handicapped, etc., should indicate on their application if they are applying under a special program and submit proof of eligibility with their application.**

**All qualified applicants will receive appropriate consideration without regard to non-merit factors such as race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, political affiliation, or any other characteristics not bearing on job performance.**

For additional information or forms contact Carolyn Powell on (202) 205-6780.