

PROGRAM SPECIALIST
GS-0301-12

I. INTRODUCTION

This position is located in the Department of Labor (DOL), Employment and Training Administration (ETA). The position requires the performance of a variety of program-related assignments. The incumbent reviews plans, analyzes and develops program requirements, establishes and revises operating procedures, reviews operations, and provides technical assistance.

II MAJOR DUTIES AND RESPONSIBILITIES

Conducts complete studies for the development of revised guideline material.

Selects successful methods and techniques used by other organizations and adapts and extends such material to solve problems in similar situations.

May become involved the conduct of on-site reviews of the administration and internal operations of the funded programs. Encourages and negotiates acceptable changes where weaknesses are observed. Conducts follow-up to determine if improvements have been implemented. Contacts customers to determine their requirements and expectations.

Reviews project plans and proposals to determine compliance with legal requirements and responsiveness to the needs of the customers.

Contacts officials of other organizations to advise on problems and render technical assistance.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-7	1250 pts.
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Knowledge of the principles, techniques, and methods applicable to the assigned program's subject-matter sufficient to conduct operational, evaluation, and improvement projects.

Knowledge of program objectives and requirements sufficient to develop, adapt, and apply new techniques and methods to solve problems, improve effectiveness, and provide technical assistance to customers.

Skill in oral and written communications in order to respond to inquiries, advise and consult with customers, present recommendations, and prepare reports.

Factor 2 - Supervisory Controls	FL 2-4	450 pts.
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The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent independently performs assignments and keeps the supervisor apprised of potentially controversial issues. Completed work is reviewed for effectiveness in meeting organizational goals and overall feasibility. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines FL 3-4 450 pts.

Guidelines consist of existing legislation and regulations, DOL and ETA directives and policies, administrative guidelines, and manuals. Guidelines are broadly stated and nonspecific. The incumbent uses judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work.

Factor 4 - Complexity FL 4-5 325 pts.

The work requires use of a variety of techniques, methods, and approaches. The employee determines how to proceed in planning and conducting the project. The employee synthesizes information, solves problems, negotiates changes, reviews project plans and proposals, solicits feedback on customer needs and expectations, and provides technical assistance. The work is complicated by the need to consider and evaluate the effectiveness of changes in program requirements, operations, and services provided.

Factor 5 Scope and Effect FL 5-4 225 pts.

The purpose of the work is to perform a variety of development, operational, and evaluative assignments related to the program to which assigned. The work contributes to effectiveness and responsiveness of the program.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 3.c. 180 pts.

Contacts include employees and top managers within the Offices and Divisions comprising ETA and managers at various levels within the private sector. Contacts occur through meetings, at which the incumbent presents proposals or issues for negotiation. Contacts are for negotiation and consultation and to provide information of a technical nature. The incumbent develops approaches to reach a mutual understanding of a situation.

Factor 8 - Physical Demands FL 8-1 5 pts.

The work is primarily sedentary.

Factor 9 - Work Environment FL 9-1 5 pts.

Work is generally performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 2890 pts.

IV. UNIQUE POSITION REQUIREMENTS