

ATR/WDS/UIPS TEAM LEADER
GS-14

I. INTRODUCTION

This position is located in the Department of Labor, Employment and Training Administration. The position requires the performance of a variety of program-related assignments in one or more front-line, core workforce development lines of work. Assignments are heavily influenced by ETA's one-stop, customer service philosophy and the focus and direction flowing from workforce legislation. The incumbent reviews plans, analyzes and develops program requirements, establishes and revises operating procedures, reviews operations, provides technical assistance, and may administer grants and contracts.

II. MAJOR DUTIES AND RESPONSIBILITIES

Serves as an agency expert.

Provides authoritative advice and consultation to ETA officials and customers.

Recommends new approaches and alternatives to address current or anticipated problems. Negotiates acceptable agreements to resolve conflicts and controversial disputes. Elicits support of program officials, customers and other concerned parties.

Provides leadership in formulating methods for getting results through cooperative efforts.

Develops national guideline material. Develops and applies new methods and techniques to solve problems where existing guides are largely inapplicable.

Studies new and proposed legislation and regulations to determine impact on the program.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-8 1550 pts.

Comprehensive knowledge of the range of laws, regulations, principles and methods applicable to the program sufficient to provide authoritative advice and develop new approaches.

Comprehensive knowledge of program objectives and requirements sufficient to resolve controversial disputes, address problems not susceptible to resolution by existing methods, and develop alternative approaches.

Skill in oral and written communications sufficient to advise and consult with a variety of customers, present findings and recommendations, negotiate agreements, and secure cooperation.

Factor 2 - Supervisory Controls **FL 2-4** **450 pts.**

The employee independently plans, organizes and conducts all phases of the project. This frequently involves definitive interpretation of regulations and study procedures, and the initial application of new methods. The employee informs the supervisor of potentially controversial issues. Completed projects are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guideline **FL 3-4** **450 pts.**

Guidelines include program legislation, regulations and objectives. The existing guides are largely inapplicable and provide inadequate guidance on major problem areas and issues. The incumbent uses initiative and resourcefulness in interpreting and applying these guides and in developing more specific guidelines.

Factor 4 - Complexity **FL 4-5** **325 pts.**

The work consists of projects which require review and analysis of a variety of interrelated issues.

Decisions about how to proceed in planning, organizing, and conducting the project are complicated by conflicting program goals and objectives. The employee decides on the approach to be used, interprets program data, develops proposed changes, and anticipates the effects and outcome. The incumbent develops and applies new methods and techniques to solve problems not susceptible to resolution by existing approaches.

Factor 5 - Scope and Effect **FL 5-5** **325 pts.**

The purpose of the work is to perform a wide variety of program assignments including reviewing plans, analyzing and developing program requirements, establishing and revising operating procedures, reviewing operations, and providing technical assistance to customers. Recommendations may result in changes in the way the program is conducted. The work affects the quality and quantity of services provided to customers and the attainment of program objectives.

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

Contacts are with persons outside the organization and with high level program officials, customers and stakeholders in moderately unstructured settings. The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on program changes and improvement.

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

No unusual physical exertion is required.

Factor 9 - Work Environment

FL 9-1

5 pts.

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

TOTAL = 3290 pts.

IV. UNIQUE POSITION REQUIREMENTS *(The immediate supervisor is to mark the first descriptive paragraph below only if appropriate. In all cases the immediate supervisor is to mark the **one** of the last three descriptions below which describes the position for titling purposes)*

____The incumbent has regular and recurring responsibilities to provide leadership to individual workforce development specialists and/or teams or groups of specialists. These leadership responsibilities may be task driven or may reflect the usual and customary office organization and workflow. The principal responsibilities of the incumbent involve industry-wide apprenticeship and training assignments at the national level. The industry or industries assigned are of major importance to the national interest and reflect significant changes in patterns of manpower skill needs, typically as a result of radical technological changes. Activities involve promoting, and assisting management and labor in the development of, national-level training plans, standards, and programs which will have application throughout the industry or that portion of the industry concerned. *(Apprenticeship and Training Representative)*

____The principal responsibilities of the incumbent typically require the development and application of new workforce development methods, approaches, and techniques or the extension, revision, and adaptation of existing methodology to new or unusual applications or situations. The incumbent focuses on an extremely large and diverse population encompassing a large number of political entities (*e.g.*, several large urban communities) having extremely difficult coordination problems or a single political entity (*e.g.*, one of the largest urban areas or one of the more populous States) having national importance and impact. *(Workforce Development Specialist)*

____The principal responsibilities of the incumbent typically involve: a) developing national workforce security guideline material which includes the whole range of actions, relationships, standards, etc., for which established guidelines have been relatively unsuccessful or largely inapplicable; negotiating workable agreements to correct workforce security problems for which precedent conditions beyond the direct service operations must be met (*e.g.*, amendment to State laws, cooperative agreement with other jurisdictions); and/or providing authoritative advice on workforce security program content to officials of State and local agencies and encouraging and assisting them in setting up new or experimental programs in areas where related precedents or guidelines are generally unavailable. *(Unemployment Insurance Program Specialist)*

V. TEAM LEADER RESPONSIBILITIES

___ The incumbent regularly and routinely spends **25 percent or more** of his/her time leading a team of other GS employees in accomplishing two-grade interval work. Team Leaders usually also participate in the team's technical work at the highest level accomplished. (*Mandatory*).

___ Excluding the incumbent and any other supervisor(s) or leader(s), the highest level of nonsupervisory work led is GS-13, and GS-13 nonsupervisory work is representative of the work **actually** led. (*Mandatory*).

Organizational Location: _____

Number of team members: _____
Professional Other

Immediate Supervisor/Title:

Typically, a team leader assists the team through knowledge and application of leadership and team building skills such as group facilitation, consensus building, coordination, coaching, problem solving, interpersonal communication, integration of work processes and products, obtaining resources and liaison with the supervisor. They and the team are accountable for outcomes and results.

AT A MINIMUM, TEAM LEADERS PERFORM ALL OF THE FIRST SEVEN AND A TOTAL OF FOURTEEN OF THE FOLLOWING TWENTY ACTIVITIES (CHECK ALL THAT APPLY):

- ___ 1. Ensure that the organization's strategic plan, mission, vision, and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans and work products and services.
- ___ 2. Articulate and communicate to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and time frames for completion.
- ___ 3. Coach the team in the selection and application of appropriate problem solving methods and techniques, provide advice on work methods, practices and procedures, and assist the team and/or individual members in identifying the parameters of a viable solution;
- ___ 4. Lead the team in: identifying, distributing and balancing workload and tasks among employees in accordance with established work flow, skill level and/or occupational specialization; making adjustments to accomplish the workload in accordance with established priorities to ensure timely accomplishment of assigned team tasks; and ensuring that each employee has an integral role in developing the final team product;

- ____ 5. Train or arrange for the training of team members in methods and techniques of team building and working in teams to accomplish tasks or projects, and provide or arrange for specific administrative or technical training necessary for accomplishment of individual and team tasks;
- ____ 6. Monitor and report on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met;
- ____ 7. Serve as coach, facilitator and/or negotiator in coordinating team initiatives and in consensus building activities among team members;
- ____ 8. Maintain program and administrative reference materials, project files and relevant background documents and make available policies, procedures and written instructions from the supervisor; maintain current knowledge to answer questions from team members on procedures, policies, directives, etc.;
- ____ 9. Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work-related information to the supervisor;
- ____ 10. Represent the team in dealings with the supervisor or manager for the purpose of obtaining resources (e.g., computer hardware and software, use of overtime or compensatory time), and securing needed information or decisions from the supervisor on major work problems and issues that arise;
- ____ 11. Report to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs;
- ____ 12. Represent the team consensus and convey the team's findings and recommendations in meetings and dealings with other team leaders, program officials, the public and other customers on issues related to or that have an impact on the team's objectives, work products and/or tasks;
- ____ 13. Estimate and report to the team on progress in meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensure that all team members are aware of and participate in planning for achievement of team goals and objectives;
- ____ 14. Research, learn and apply a wide range of qualitative and/or quantitative methods to identify, assess, analyze and improve team effectiveness, efficiency and work products;
- ____ 15. Lead the team in assessing its strengths and weaknesses and provide leadership to the team in exploring alternatives and determining what improvements can be made (e.g., in work methods, processes and procedures);

- ____16. Approve emergency leave for up to three days; eight hours or less for medical appointments; and/or other types of leave as delegated by management;
- ____17. Resolve simple, informal complaints of employees and refer others, such as formal grievances and appeals, to the supervisor or an appropriate management official;
- ____18. Communicate team consensus and recommendations to the supervisor on actions affecting team and individual awards, rewards and recognition;
- ____19. Inform employees of available employee benefits, services and work related activities;
- ____20. Intercede with the supervisor on behalf of the team to inform the supervisor of performance management issues/problems and to recommend/request related actions, such as: assignments, reassignments, promotions, tour of duty changes, peer reviews and performance appraisals