

WORKFORCE ANALYST TEAM LEADER
GS-0140-14

09/08

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to provide a professional authority to conduct specific studies into complex problems relating to workforce development.

II. MAJOR DUTIES AND RESPONSIBILITIES

Leads and/or carries out analyses of policy and program issues which may include such work activities as the preparation of reports on economic and labor market trends applicable to concerns and issues concerning workforce development programs; the development or refinement of legislative proposals, policy materials such as analytical papers, and/or programmatic materials describing initiatives, plans for research, demonstration and/or evaluation agendas or projects relating to specialized workforce development content specialties such as performance measurement, skills standards, skills attainment and assessment. Substantive work assignments include the analysis and development of policy recommendations and options designed to resolve conflicting concerns or issues. Independent assignments may include identifying, developing, planning, implementing, monitoring and maintaining either individual (often high profile) and/or multi-site projects, research initiatives, strategic research plans, budgetary analysis, statistical and economic analysis with inferences upon workforce development programs and activities; or one or more subject or client- specific areas including but not limited to areas such as performance evaluation, adult employment and training assistance (including welfare recipients), and youth-related employment and training assistance; occupational information, labor shortages, and occupational skills and assessment. The incumbent analyzes findings to develop recommendations and options for research applications and new initiatives and participates as a recognized expert in work groups and in making professional presentations on the subject(s) areas. The incumbent often organizes, arranges for and facilitates conferences/meetings to provide expert information and guidance to contractors which supports and promotes the goals and objectives of the projects.

Prepares or develops replies, reports and analyses regarding policy and guidance on workforce development matters directed to the Office by the Office of the Assistant Secretary, the Department of Labor and other Federal agencies, other ETA program offices and State, local and private agencies, including national associations representative of specific workforce development interests and jurisdictions.

III. FACTORS

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

Mastery of Workforce (job training and employment) research and development; policy and legislative analysis; evaluation; or occupational assessment and analysis for the purpose of

furthering the development and utilization of the Nation's workforce resources, and skill sufficient to apply new analytical developments, methodologies, and research findings to Workforce analysis. Professional mastery of scientific research practices, principles, and methodology. Professional mastery of concepts, principles and practices of the social sciences in implementing national programs.

Skill sufficient to extend and refine existing techniques and to develop new approaches to Workforce analysis. Skill in dealing with decision makers and their immediate staffs. Skill in interacting with other specialists and experts in the same or related fields.

Skill to conduct probing, innovative analyses involving complex variables which significantly impact the effective development, interpretation, or implementation of Workforce programs development and evaluation.

Ability to relate complex variables of Workforce research and Workforce programs development and evaluation to specific public policy issues in an effective and cogent manner. Ability to make realistic assessments of the political and institutional environment in which policy alternatives will be considered, chosen, and implemented.

Ability to effectively express ideas orally and in writing, using appropriate language, and organizing ideas and facts in an objective manner. Skill in preparing and presenting technical material and complex issues to both specialists and non-specialists. Ability to work effectively under the pressure of tight time-frames and rigid deadlines.

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

The incumbent works under broad general supervision and direction. The incumbent exercises originality and initiative in planning and carrying out his/her duties and responsibilities and in determining the approach and methodology to be employed. Performance is evaluated in terms of overall effectiveness and compliance with established standards and objectives. 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 include Federal Law, Federal Regulations, DOL and ETA policy and operations directives and issuances, state and local laws, historical precedent, legislative history, related rulings in legal proceedings, findings in previous studies, professional literature, and sound scientific research practices, principles and methodology. These guidelines provide broad policy statements regarding objectivity, responsiveness, and timeliness, often requiring the incumbent to deviate from traditional professional methods and develop new evaluative criteria and methodology. The incumbent must exercise judgment and ingenuity in maintaining objective, professional standards.

Factor 4 - Complexity FL 4-5 325 pts.

As a principal analyst on workforce development-related policy, legislation, research, development or evaluation, develops a wide variety of policy analysis documents to aid decision makers in proposing legislation and making changes in existing programs. Identifies areas of major concern; reviews current projects; searches pertinent literature, evaluations, and studies, which often contain voluminous and conflicting data; discusses issues with other Federal and non-Federal experts and program officials; considers legislative developments and assesses programmatic trends. Defines and describes issues; develops options; devises and predicts the impact of various alternatives. Summarizes and presents findings to policy makers. Assignments include a broad range of projects involving complex variables and numerous interrelationships in the Workforce research and analysis field. Voluminous qualitative and quantitative data must be analyzed to assess the relationship of workforce development (job training and employment)-related information, research and initiatives to occupational analysis, skills assessment and policy implications. The work may require coordination of analytical efforts of other analysts who are expert in Workforce analysis and related fields. Work products include written reports and memoranda, oral briefings, and personal assistance in defining problems and planning studies which will aid in developing and examining policy proposals.

Factor 5 - Scope and Effect

FL 5-4

225 pts.

The purpose of the work is to provide authoritative reports through the synthesis of a wide variety of information from Federal, State, and private sector sources regarding the continuing research and development of labor market and workforce development (job training and employment)-related information, proposals, policy, evaluations and projects. Written and oral reports produced by the incumbent provide recommendations and options on operational research and demonstration activities, or on workforce development policies and legislation.

Factor 6 - Personal Contacts

FL 6-3

60 pts.

Maintains personal contacts with analysts, specialists, key officials and staff members within ETA; with regional offices and government officials of other agencies at Federal, State, and local levels; foundations; professionals in universities; members of trade associations, labor unions, and management and professional organizations engaged in related research and development of labor market information; with professionals and program directors in executive, legislative, or judicial branch agencies, or with staffs of Members of Congress and committees. Contacts may be initiated by the incumbent, the person requesting information and/or assistance, or another party, and frequently involve unstructured face-to-face meetings. Some contacts with specific individuals are frequent and recurring since the incumbent frequently functions in a liaison capacity with policy making staff officials.

Factor 7 - Purpose of Contacts

FL 7-3

120 pts.

The purpose of the contact is: to obtain or clarify information; to summarize, interpret, and relate information on difficult, complex, or misunderstood job training and employment related analysis, issues, and policy questions; to plan and coordinate work efforts to provide factual and analytical information on occupational analysis questions; to present alternative approaches to

ETA policy and guidance on computerized assessment questions in response to inquiries; to inform policy makers of the analytical capabilities of the incumbent's organization as they relate to various job training and employment or labor market research and development projects and issues; and to establish working relationships among policy analysis staffs in state and local governments and academia. The establishment of contacts is an important aspect of the work and requires tact and negotiating skills.

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

Work is principally sedentary. No special physical demands are made of the incumbent.

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

Work is performed in an adequately lighted and climate controlled office and occasional travel by any means of government or public conveyance to meetings, conferences, or consultations may be required. Use of protective clothing or gear or observance of unusual safety precautions would not normally be required.

TOTAL = 3190 pts.

IV. UNIQUE POSITION REQUIREMENTS *(The immediate supervisor may mark one of the following descriptions to indicate primary area of responsibility)*

_____ Serves as project officer for various evaluation, pilots/demonstration and research grants or contracts and as such is responsible for conducting COTR/GOTR procurement activities for the Employment and Training Administration, on behalf of the contract/grant officer. In close cooperation with the Division of Acquisition and Award (DAA), the project officer performs the administrative, managerial, and monitoring tasks necessary for an award and execution of an evaluations, pilot/demonstration or research project(s). Among the specific tasks performed are: initial review of the project requirements to define the statement of work or procurement solicitation, conduct proposal(s) reviews to determine the most technically sound approach to executing the project, conducting contract/grant administrative duties associated with day-to-day operations of the project after an award, provide continual evaluation and analysis of the project's performance to determine and certify payment against work performed and evaluate appropriateness of option year funding if necessary, and in collaboration with DAA, manage the closeout of the project, including evaluating the adequacy of the project's final products, clearing such products if necessary and providing final products to the next level of functionality such as identifying application of findings for enhancing program performance, technical assistance strategies or dissemination, as appropriate.

_____ Prepares policy analyses on workforce development programs and issues which have short- and long-term implications for improving the quality and effectiveness of training and employment services. Analyses are based on an assessment of program experience, academic research, government reports, technological developments, and may include implementation

strategies to accomplish recommended options. Prepares legislative analyses that are used to prepare positions on legislation and develop Department of Labor legislative initiatives. Develops draft testimony and supporting analyses articulating Administration positions for use at Congressional hearings. Prepares analyses of research and evaluation studies and program experience to develop new program initiatives and to identify issues requiring further study and analysis. Prepares technical analyses of the economic and labor market situation. Conducts in-depth policy review of ETA programs to determine the need for modification in light of program performance and the future economic, labor market, political, and social environment.

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.