

WORKFORCE DEVELOPMENT SPECIALIST  
GS-0301-11

I. INTRODUCTION

This position is located in the U. S. Department of Labor (DOL), Employment and Training Administration (ETA). ETA provides Federal grants and technical assistance to State and local entities which provide workforce development services to various adult and youth populations. This advanced developmental position performs workforce development assignments while awaiting reassignment to a target front-line position in an ETA core occupational specialty. The incumbent will focus on the probable target assignment (based upon organizational needs) and focus on gaining a mastery of the specific practices, principles, and methodology necessary for a full performance level, permanent assignment in the target class.

II. MAJOR DUTIES AND RESPONSIBILITIES

Duties include a combination of assignments from some or all of the following functional areas which will support the ETA component to which assigned and fully prepare the incumbent for permanent assignment.

Contracts and Grant Administration

Assists in the planning and development of the budget plan for grants to States and local communities and/or development of RFPs and evaluation of proposals. Recommends options and strategies for deploying agency funds for decision making by Departmental policy makers and executives. Produces reports which track allocations, obligations and expenditures of funds for program management or budget accounts. Participates in such projects as financial and procurement training for grantees and contractors. Reviews programmatic and financial performance of grantees and proposes corrective action steps when issues are identified. Analyzes reports on funds, expenditures, and initiatives to identify issues in need of corrective action. Assists in the clarification of policy issues that are raised by grantees and contractors and feeds back responses to them. May serve as GOTR for nationally-funded grants and performs all related duties such as monitoring, reviewing and recommending for approval/disapproval grant modifications and related paperwork, and providing input into draft audit resolutions where applicable.

Technical Assistance/Consultative Services

Develops and provides training to partners and the community at large; identifies, and communicates and shares best practices; implements and/or modifies entire or major segments of technical manuals, handbooks, desk aids, presentation materials, policy memos, and other guidance; responds to inquiries from customers, partners, Congressional offices, etc.; participates in issue-focused meetings and conferences; ensures compliance with Federal law, regulations and policy. Represents the Department at meetings and conferences on a wide variety of issues and topics.

**Investigation and Audit**

Investigates and evaluates complaints; audits costs and payments; recovers disallowances; participates in closeout activities to ensure accountability for organizational resources; may provide input into draft audit resolutions on areas for which the individual has specialized knowledge.

**Coordination, Facilitation and Marketing**

Interacts with people and groups within and outside ETA and DOL to establish good customer relations and partnerships; interprets Federal guidelines to provide sound, precise, and concise information; utilizes the electronic bulletin board and the Internet to collect, analyze, and disseminate information; arranges, conducts, and participates in roundtables, fora, and peer-to-peer meetings.

**Research and Analysis**

Collects, organizes, analyzes, and reports program performance and other data and findings to improve the agency and the operation of its programs; monitors activities at State and local levels to assure regulatory compliance and use of best practices; participates in or leads pilot and demonstration projects. May provide input into GPRA and other specific program performance analyses and may propose corrective action where warranted.

**Policy Development**

Identifies issues to be addressed by policy; drafts all or significant segments of position papers, and other correspondence; participates in the formulation of budget information and requests; and may review and comment on policy documents prepared by either the national or a regional office.

**Infrastructure and Support Systems**

Designs, maintains, and/or uses various information, communication and support systems both within and outside ETA (e.g., electronic mail, Internet home pages, data bases, reporting systems, administrative services, profiling systems, labor market information systems, and one-stop service delivery system).

**Performance Management and Accountability**

Ensures that grantees and contractors meet program performance requirements and provide the highest level of service to customers. Identifies, develops and maintains performance standards and supports program improvement by identifying and refining program outcomes; and may recommend corrective action warranted to management officials at the Federal, State, and local level.

### III. FACTOR LEVELS

#### Factor 1 - Knowledge Required by the Position

FL 1-7

1250 pts.

Knowledge of the wide range of concepts and practices within the agency's programs and the employment and training delivery system to perform a wide range of duties and responsibilities. Ability to use judgement to evaluate and present divergent opinions, and describe the consequences of adopting the available options.

Knowledge of the agency's various customer populations in order to understand customer needs and maintain a customer focus when responding to those needs.

Ability to communicate effectively verbally and in writing to convey information in a clear, succinct, and organized manner. Skill to select, organize, and present appropriate information in a concise and coherent manner and relate that information to broad areas of ETA policy. Ability to relate well to people inside and outside the organization, to adapt and work effectively in a variety of situations with individuals or groups, to understand and appreciate different and opposing perspectives, and to operate in a team environment.

Working knowledge of research practices, principles, and methodology. Ability to assess, analyze, and evaluate information; to identify trends and relationships among issues; to weigh options critically, cross-referencing through a variety of information sources; and to provide a written and/or verbal rationale or results of such analysis. Ability to handle numerous disparate projects or tasks simultaneously, setting priorities among them and following through to completion of each on schedule.

Skill in using a personal computer, associated peripheral equipment, and a variety of office automation software applications in a LAN environment to produce documents, charts, and graphics, to send and receive electronic mail, and to research and communicate via Internet.

#### Factor 2 - Supervisory Controls

FL 2-4

450 pts.

The supervisor or team leader assigns specific projects. The supervisor or team leader, provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. A senior specialist may provide technical assistance for new, difficult, and unusual assignments. The incumbent is responsible for independently performing assignments and keeping 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 3-3 275 pts.

The guidelines for this position are 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, professional literature, and sound research practices, principles, and methodology. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 - Complexity FL 4-4 225 pts.

The work involves many different and unrelated processes requiring extensive planning, coordination, and organization of the work. The incumbent analyzes information and data gathered, often requiring integration of that information with other functions prior to deciding on a course of action. The incumbent assesses available information, the results of coordination and integration, together with customer and program needs to select an appropriate course of action from several possible or practical alternatives.

Factor 5 - Scope and Effect FL 5-3 150 pts.

The incumbent individually and in concert with other specialists analyzes and resolves problems in connection with assigned projects. The results of the work materially impact the effectiveness and efficiency of internal operations, the effective accomplishment of ETA work, and the efficient delivery of services to recipients of ETA products and services.

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

The incumbent has regular and recurring contacts with analysts and specialists within the target activity, with key officials and staff members within ETA, and other agencies at Federal, State, and local levels. The incumbent engages in direct communications with these contacts to a) determine concerns, b) explain policy, c) elicit or clarify information necessary for a more thorough analysis, d) coordinate work efforts, e) provide factual and analytical information in response to questions or inquiries, f) present alternative approaches to policy or guidance questions, g) apprise other activities of the organization's capabilities, and h) influence or persuade contacts who question or resist information communicated to a view or course of action. Incumbent works alone, in groups, and extensively in teams of many kinds-both "actual" and "virtual" to accomplish various tasks.

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

The work is primarily sedentary.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in an adequately lighted and climate controlled office. Frequent travel by any means of government or public transportation may be required.

TOTAL = 2540 pts.

#### IV. UNIQUE POSITION RESPONSIBILITIES

The assignment will be to one of the following organizations or their subdivisions, including:

- Office of Youth Services (OYS)
- Office of Adult Services (OAS)
- Office of Apprenticeship Training, Employer and Labor Services (ATELS)
- Office of Workforce Security (OWS)