

ANALYST TEAM LEADER  
GS-0343-14

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to analyze and advise management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management, or both.

II. MAJOR DUTIES AND RESPONSIBILITIES

Analyzes and evaluates on a quantitative/qualitative basis the effectiveness of line program operations in meeting established goals and objectives.

Evaluates and advises on organization structures, methods, and procedures.

Analyzes management information requirements.

Develops, analyzes, and evaluates new or modified program/management policies, regulations, goals, or objectives.

Develops procedures and systems for assessing the effectiveness of programs/management processes.

III. FACTOR LEVELS

Factor 1 – Knowledge Required by the Position	FL 1-7	1250 pts.
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Knowledge of the application of analytical and evaluative methods and techniques to issues or studies concerning the efficiency/effectiveness of program operations or substantive administrative support functions and organization structures.

Knowledge of pertinent laws, policies, regulations, and precedents applicable to the program and related resources in the area being studied.

Knowledge of the major issues, program goals, and objectives, work processes, and administrative operations of the organization.

Skill in adapting analytical techniques and evaluation criteria to measure/improve program effectiveness/organizational productivity.

Skill to plan, schedule, and conduct projects and studies to evaluate and recommend ways to improve work operations in a program or support setting.

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

The employee is responsible for planning and organizing the study and conducting 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 – Guidelines FL 3-5 650 pts.

Guidelines consist of basic administrative policy statements concerning the issue or problem being studied. The employee uses judgment and discretion in interpreting and revising existing policy/regulatory guidance. Some employees review proposed regulations which would significantly change the basic character of ETA's programs, the way ETA conducts its business with the public or with the private sector.

Factor 4 – Complexity FL 4-5 325 pts.

The work consists of projects and studies which require analysis of interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Decisions about how to proceed in planning, organizing and conducting studies are complicated by conflicting program goals and objectives. Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

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

The purpose of the work is to analyze and evaluate major management/program aspects of substantive, mission-oriented programs. The work involves identifying and developing ways to resolve problems or cope with issues which directly affect the accomplishment of principal program goals and objectives. Study reports typically contain findings of major significance which serve as the basis for new administrative systems, legislation, regulations, or programs.

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

Contacts are with persons outside ETA and with high level program officials in a moderately structured setting. The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness.

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

TOTAL = 3190 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the **one** description below which describes the position)*

\_\_\_ The principal responsibilities of the incumbent are primarily concerned with analyzing, evaluating, and/or improving the efficiency of internal administrative operations, organizations, or management. *(Management Analyst)*

\_\_\_ The principal responsibilities of the incumbent are primarily involved in planning, analyzing and/ or evaluating the effectiveness of line or operating programs. *(Program Analyst)*

\_\_\_ The principal responsibilities of the incumbent involve a mix of the two functions referenced above, where neither is predominant. *(Management and Program Analyst)*

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.