

UNEMPLOYMENT INSURANCE PROGRAM SPECIALIST
GS-0106-14

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 specialized 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 the workforce legislation. The incumbent analyzes legislation and develops program requirements, establishes and revises program policy and operating procedures, reviews plans and operations for conformity and compliance with program requirements, procedures and policies, and provides technical assistance.

II. MAJOR DUTIES AND RESPONSIBILITIES

The principal responsibilities of the incumbent may involve one or more of the following:

a) developing interpretations of Federal legislation for the Federal and State unemployment insurance (UI) programs b) reviewing State legislation for conformity with Federal requirements concerning the UI programs; c) providing authoritative direction and advice on the UI program requirements to officials of State agencies; d) developing operating procedures and policy guidance for State officials; e) developing UI policy and guidance for State officials' use in establishing and operating State and Federal UI, programs, systems and procedures consistent with Federal legislative requirements and policy issuances; f) reviewing the administration and operation of Federal and State UI programs and systems, with a primary focus on agency internal operations including the planning and development of automated systems; g) establishing and maintaining systems for the assessment of UI program accuracy and quality; h) reviewing State UI program budget plans (State Quality Service Plans); i) serving as liaison with Regional Offices and State Agencies as well as other government agencies and other coordinating groups to foster an understanding of programmatic concerns; j) directing and/or participating in special studies, reviews, and evaluations of benefit functions, systems, and/or activities designed to enhance program integrity, performance, or quality and to improve service to claimants and employers.

Serves as an agency program expert in workforce security. Directs and develops plans for project teams or other groups in accomplishing/producing projects/studies. Provides authoritative advice and consultation to ETA officials and customers. Develops and 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.

Conducts on-site reviews of the administration and internal operations of the funded programs. Reviews and analyzes State law, regulations and administrative procedures to determine compliance with legal requirements or the review and analysis of project plans and proposals to determine compliance with legal requirements and/or responsiveness to the needs of the customers. Encourages and negotiates acceptable changes where weaknesses are observed. Conducts follow-up to determine if changes/improvements have been implemented. Contacts customers to determine their requirements and expectations.

III. FACTOR LEVELS

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

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

Knowledge at a level to serve as an expert in the application of a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems.

Expert knowledge of program objectives and requirements, the sequence and timing of key program events and milestones, and methods of evaluating the worth of program accomplishments sufficient to resolve controversial disputes, address problems not susceptible to resolution by existing methods, and develop alternative approaches.

Knowledge of relationships with other programs and key administrative support functions within the employing organization or other agencies.

Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations, where the proposals involve substantial organization resources, require extensive changes in established procedures, or may be in conflict with the desires of the activity studied.

Factor 2 - Supervisory Controls FL 2-5 650 pts.

The incumbent, as a recognized authority in the area of the assignment, independently plans, organizes and conducts all phases of the project, determining scope of assignment. This involves definitive interpretation of regulations and study procedures, and the application of new methods. Analyses, evaluations, recommendations and activity involving major changes or new policy or programs developed by the incumbent are normally reviewed by management officials only for potential influence on overall agency priorities, budget limitations, and consistency with organization objectives and policies. Findings and recommendations are generally accepted as authoritative. 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 incumbent uses judgment and discretion in interpreting and revising existing policy/regulatory guidance for use by others. The incumbent may review proposed regulations which would significantly change the basic character of ETA programs and/or the way ETA conducts its business with State agencies, the public or with the private sector. The incumbent develops study formats for use by others on a project team or at subordinate echelons in the organization.

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. The incumbent 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. The incumbent handles negotiations involving the more serious questions of nonconformity (*i.e.*, refusal of State agency director to comply with mandatory Federal requirements). Options, recommendations, and conclusions developed by the incumbent 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 program aspects of substantive, workforce security 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. Work products are complete decision packages and staff studies, and typically contain findings/recommendations of major significance which serve as the basis for new administrative systems, legislation, regulations, or programs.

Factor 6 & 7 - Personal Contacts and Purpose of Contacts

Level 3.c.

180 pts.

Contacts are extensive and with persons outside the organization including 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 organizational improvement or program effectiveness. The incumbent may encounter resistance due to organizational conflict, competing objectives, or resource problems.

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 an office setting. Involves moderate to extensive travel by any means of government or public transportation as required.

TOTAL = 3690 pts.

IV. UNIQUE POSITION RESPONSIBILITIES

*(The immediate supervisor is to mark the descriptive paragraph below **only** if appropriate.)*

___ Serves as a CSRA supervisor supervising a team of employees less than 25% of the time. Assigns and reviews work of subordinates to ensure completeness, sound judgement, and compliance with established policies, practices and procedures of the Department and in conformance with negotiated contracts. Monitors work assigned to subordinates. Approves promotions, reassignments, and other personnel actions; develops position descriptions, approves or disapproves leave; makes selections for vacancies; develops performance standards and appraises employees on their performance; provides on-the-job formal training opportunities. Ensures that employees work in a safe environment, and that employees receive equitable opportunities in accord with the EEO program.