

WORKFORCE DEVELOPMENT SPECIALIST  
GS-0301-05

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 levels who provide workforce development services to various adult and youth populations. This entry-level position performs rotational workforce development assignments to increase exposure to, and knowledge and understanding of related and interrelated programs as preparation for a front-line position in an ETA core occupational specialty.

II. MAJOR DUTIES AND RESPONSIBILITIES

Duties include a combination of assignments from 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 with portions of parts of the contract or grant cycle (*e.g.*, assisting with requests for proposals, review of proposals, awarding of contracts or grants, contract or grant modifications, monitoring, closeout).

Technical Assistance/Consultative Services

Assists in developing or providing training to partners; helps to identify and communicate best practices; assists in the development of technical manuals, handbooks, desk aids, and other guidance; responds to inquiries from customers, partners, Congressional offices, etc.; participates in issue-focused meetings and conferences; helps team members to ensure compliance with Federal law, regulations and policy.

Investigation and Audit

Assists with investigations and evaluations of complaints; helps team members audit costs and payments; assists with recovery of disallowances; assists with closeout activities to ensure accountability for organizational resources.

Coordination, Facilitation and Marketing

Interacts with people and organizations within and outside ETA to learn 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 as requested; assists with arranging and participating in roundtables, fora, and peer-to-peer meetings.

Research and Analysis

Collects, organizes, analyzes, and reports data or findings to assist in improving the agency and the operation of its programs. Assignments may relate to monitoring, best practices, pilot and

demonstration projects, program performance data, and other specific areas of ETA program operations.

#### Policy Development

Assists with identification of issues to be addressed by policy; assists with drafts of position papers; helps to formulate budget information and requests.

#### Infrastructure and Support Systems

Assists with the design, maintenance, and/or use of various information, communication and support systems both within and outside ETA: electronic mail, Internet home pages, data bases, reporting systems, electronic bulletin boards, financial and personnel management systems, administrative services, profiling systems, labor market information systems, and one-stop service delivery system.

#### Performance Management and Accountability

Supports ETA's mission to ensure that grantees meet program performance requirements and provide the highest level of service to customers. Assists with the identification, development and maintenance of performance standards and supports program improvement by helping to identify and refine program outcomes.

### III. FACTOR LEVELS

Factor 1 – Knowledge Required by the Position

FL 1-5

750 pts.

Knowledge of the basic principles, concepts, and methodologies of a professional or administrative area (*e.g.*, sociology, psychology, economics, law, accounting, human resources).

Ability to communicate effectively verbally and in writing to convey information in a clear, succinct, and organized manner in order to make clear and convincing oral and written presentations. Ability to relate well to people inside and outside the organization and to operate in a team environment. Ability to adapt and work effectively with a variety of situations, individuals, or groups; to understand and appreciate different and opposing perspectives; to rise to the challenge of unfamiliar tasks; and to adapt approaches to the requirements of a situation change.

Ability to assess and weigh information in a logical and analytical manner to identify trends and relationships among issues, to weigh options critically through use of a variety of information sources and to provide written or verbal rationale and results of analysis.

Skill in using a personal computer, and associated software and hardware in a LAN environment to produce documents, charts, and graphics, to send and receive electronic mail, to use database applications, and to research and communicate via Internet.

Factor 2 – Supervisory Controls

FL 2-1

25 pts.

The supervisor, team leader, or a senior specialist identifies specific projects outlines and the work results desired, determines the methods and procedures to be employed, and provides specific instructions for new, difficult, and unusual assignments. The incumbent performs work as instructed and seeks guidance from the supervisor when specific guidelines or instructions do not exist. Work is reviewed in progress for the rate and degree of progress in developing a basic understanding of program concepts and objectives, exercise of initiative, judgement and resourcefulness, analytical ability, ability to organize ideas and work materials, ability in written and verbal expression, and effectiveness in interpersonal work relationships. Completed work is closely monitored for technical accuracy and conformance with instructions. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 – Guidelines

FL 3-1

25 pts.

Specific guidelines, precedents and other instructions are used to complete assignments. Deviations from these instructions must be authorized by the supervisor.

Factor 4 – Complexity

FL 4-2

75 pts.

The work is a variety of related tasks with some limited divergence from set methodology, and is intended to provide developmental experiences for an entry-level employee to learn the organization, its basic processes, techniques, governing legislation, policies and other guidance. Actions taken, or recommendations made fall within areas with fairly well-defined choices, and are generally straightforward and factual. The work affords a foundation for more responsible assignments.

Factor 5 – Scope and Effect

FL 5-1

25 pts.

Tasks and assignments are basically developmental providing opportunity for routine and specific input to broader projects. This facilitates the work of others in the immediate unit or may provide limited services to customers, but has little impact beyond the unit.

Factors 6/7 – Personal Contacts/Purpose of Contacts Level 2.a.

45 pts.

Contacts are with employees, supervisors, and managers in the agency but outside the immediate organization, including representatives from regional or field offices, other DOL offices, and customers served by the ETA organizational component. Contacts are to obtain, clarify or give facts or information. The information may range from easily understood to highly technical.

Factor 8 – Physical Demands

FL 8-1

5 pts.

The work is sedentary, although some slight physical effort may be required.

Factor 9 – Work Environment

FL 9-1

5 pts.

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

TOTAL = 955 pts.

#### IV. UNIQUE POSITION RESPONSIBILITIES

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

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