

KSA WEIGHTING SHEET

MPP#

Position Title, Series, and Grade Manager, HR Service Center Manager, GS-0343-15

Organizational Location ED/SFA/Human Resources

Weights will be established by Calvin Thomas

Date July 14, 2000

<u>KSA</u>	<u>Weight</u>
1. Knowledge and thorough understanding of human resources operations, policies, programs, administrative procedures, and their interrelationships in order to identify and prioritize needs of HR Service Center staff and associated functions	
2. Ability to schedule, coordinate and supervise the participation of staff in the administration of HR Service Center	
3. Skill in interpersonal communication and tact to maintain relationships between Human Resources, SFA organizations, the union and other outside parties	

Note: Weights must total 10. The weight for any one item can range from 1.0 to 4.0 in increments of 0.5.

Name of Selecting Official Calvin Thomas

Building and Room # ROB 3 Room 3008 Telephone 202-260-0708

KSA #1 Title: Knowledge and thorough understanding of human resources operations, policies, programs, administrative procedures, and their interrelationships in order to identify and prioritize needs of HR Service Center Staff and associated functions.

Points

Points: 4 SUPERIOR knowledge is indicated by: Candidate must demonstrate extensive experience in multiple aspects of human resources operations. Such experience could have been gained in government agencies (local, state or Federal) or private firms. Applicant's work history must reflect a thorough understanding of the laws, regulations, policies, and procedures related to human resources. Highly developed skills in supervision and administration of such functions as recruiting and placement, employee and labor relations administration, and performance management are required. Work history must also reflect high proficiency in HR administration services such as employee record management and tracking, employee compensation and benefits, and HR program automation.

Points: 3 HIGHLY SATISFACTORY

Points: 2 SATISFACTORY knowledge is indicated by: Candidate must demonstrate considerable experience in multiple aspects of human resources operations. Such experience could have been gained in government agencies (local, state or Federal) or private firms. Applicant's work history must reflect substantive understanding of the laws, regulations, policies, and procedures related to human resources. Mature skills in supervision and administration of such functions as recruiting and placement, employee and labor relations administration, and performance management are required. Work history must also reflect proficiency in HR administration services such as employee record management and tracking, employee compensation and benefits, and HR program automation.

Signature: _____ Date: _____

KSA #2 Title: Ability to schedule, coordinate and supervise the participation of staff in the administration of HR Service Center functions.

Points

Points: 4 SUPERIOR ability is indicated by: Candidate must have extensive experience in a position that required defining, acquiring, and assigning resources to manage human resources administration. Applicant must possess extensive experience in assigning resources to various specialized sub-units in order to provide a consistent high quality level of service. High proficiency in adjusting schedules and plans in response to workload fluctuations and in managing the progress of ongoing projects and budgeting are required. Extensive skills in identifying and resolving issues should be exhibited in past work history. In addition, prior work experience must include ensuring the proficiency and productivity of staff and the quality of services provided.

Points: 3 HIGHLY SATISFACTORY

Points: 2 SATISFACTORY ability is indicated by: Candidate must have considerable experience in a position that required defining, acquiring, and assigning resources manage human resources administration. Applicant must possess experience in assigning resources to various specialized sub-units in order to provide a consistent high quality level of service. Proficient in adjusting schedules and plans in response to workload fluctuations and in managing the progress of ongoing projects and budgeting are required. Fully developed skills in identifying and resolving issues should be exhibited in past work history. In addition, prior work experience must include ensuring the proficiency and productivity of staff and the consistent quality of services provided.

Signature: _____ Date: _____

KSA #3 Title: Skill in interpersonal communication and tact to maintain relationships between Human Resources, SFA organizations, the Union and other outside parties.

Points

Points: 4 SUPERIOR skill is indicated by: Candidate must have experience in a position(s) where a major responsibility of the work was communication. Applicant's work history must reflect considerable ability to develop and maintain relationships with customer groups. Candidate must have previous experience in establishing rapport and credibility with different groups. Ability to positively represent HR Service with internal/external contacts on human resources policies, procedures and mission of SFA Human Resources should be exhibited. Highly developed communication skills, both verbal and written, possession of high verbal acuity and confidence in both one-on-one and group settings are required. Work history must demonstrate an ability to write in different styles, for different purposes, and for different audiences addressing a variety of both complex and elementary topics. This experience must include successfully delivering sensitive messages. Candidate must possess extensive experience in identifying and resolving issues through relationship management and providing efficient human resources management.

Points: 3 HIGHLY SATISFACTORY

Points: 2 SATISFACTORY skill is indicated by: Candidate must have experience in a position(s) where a significant responsibility of the work was communication. Applicant's work history must reflect the ability to develop and maintain relationships with customer groups. Candidate must have experience in establishing rapport and credibility with different groups. Ability to positively represent HR Service with internal/external contacts on human resources policies, procedures and mission of SFA Human Resources should be exhibited. Fully developed communication skills, both verbal and written, possession of verbal acuity and relative comfort in both one-on-one and group settings are required. Work history must demonstrate an ability to write in different styles, for different purposes, and for different audiences addressing a of both complex and elementary topics. Candidate must possess experience in identifying and resolving issues through relationship management and providing efficient human resources management.

Signature: _____ Date: _____