

**POSITION DESCRIPTION**  
**Management and Program Analyst**  
**GS-0343-15**  
**Manager, HR Service Center**  
**Human Resources**

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**I. INTRODUCTION**

This position is located in the U.S. Department of Education, Office of Student Financial Assistance, Human Resources. The incumbent will supervise HR Service Center staff in the administration of Human Resource programs based on business need and best practices for Headquarters and regional personnel. The incumbent will guide Service Center services consisting of: systems integration, recruiting and placement, employee and labor relations administration, performance management administration and human resource administration activities.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

As a recognized expert, provides leadership in the evaluation, assessment and improvement of programs and management systems by applying a wide range of qualitative and quantitative techniques.

Formulates new program management standards and analytical approaches. Plans and directs the architecture for evaluation and measurement efforts which have broad and long-range impact.

Advises senior staff on proposals and issues which involve exceptional controversy, intensive outside interest, or significant long-range effects on the program or on other organizations.

Devises tools and measures to provide information to management on project status, timetables, and achievement of objectives.

Plans and directs the development of policies, standards, systems, and procedures to insure the total integration of program evaluation and measurement concepts within the organization.

Plans and directs requirements analysis, assesses future needs for the program elements, and develops and maintains program plans. Works closely with senior staff on all long-range and program planning needs.

Serves as advisor to senior staff on alternative means of meeting program requirements, assessing life cycle costs, economic impact and timing of alternative program efforts. Serves as a liaison with other agencies, state agencies, and other organizational entities. Represents the program at seminars, symposia and conferences. Presents papers and findings in the area of program management evaluation and management planning systems.

Insures the use of the latest "state-of-the-art" total systems design to meet operational and long-range program requirements. Develops and directs technical studies, either performed "in-house" or by outside consultants.

Participates in the review, analysis and development of policy governing the program. Makes authoritative recommendations for change or improvements as necessary.

### III. FACTORS

#### Factor 1 - Knowledge Required

FL 1-9 1850 POINTS

Mastery of program management and evaluation principles, concepts and techniques is required sufficient to provide leadership in the evaluation, assessment and improvement of programs and management systems.

Mastery of a wide range of qualitative and quantitative techniques for measuring effectiveness, efficiency and productivity of assigned programs. Utilizes this knowledge to formulate new program management standards and analytical approaches, and plan and direct the architecture for evaluation and measurement efforts.

Knowledge of organization and systems processes sufficient to resolve long-standing problems, balance conflicting program interests, and depart from previous approaches.

Knowledge of data systems development and usage with special emphasis on scheduling, integration, reporting and control is required sufficient to generate and analyze new evaluation and measurement approaches.

#### Factor 2 - Supervisory Controls

FL 2-5 650 POINTS

The supervisor provides administrative direction and makes assignments in terms of broadly defined objectives. Incumbent determines the scope, plans, coordinates and carries out the assignment. Findings and recommendations are considered as authoritative and are normally accepted without significant change. Review is in terms of compliance with broad policies and objectives.

#### Factor 3 - Guidelines

FL 3-5 650 POINTS

Guidelines include legislation, broad department policies and directives. Exercises considerable latitude in interpreting, modifying and developing guidelines for use by others. When no precedents exist, legislative intent must be discerned and translated into guidelines.

#### Factor 4 - Complexity

FL 4-5 325 POINTS

As the focal point for program-wide analyses and reviews, the incumbent performs a range of assignments characterized by substantial depth and breadth, numerous interrelationships, complex variables, and conflicting goals. Assignments typically require developing detailed plans, goals and objectives for the long-range implementation and improvement of the program or developing criteria for evaluating program effectiveness. Work products and

recommendations take into account uncertainties about the data used and interpretations of that data. The work may require the incumbent to coordinate the efforts of other officials, specialists and staff.

Factor 5 - Scope and Effect

FL 5-6 450 POINTS

The purpose of this position is plan, develop and execute a broad range of assignments involving the evaluation, assessment and improvement of programs and management systems. Assignments typically involve extensive problems of coordination and have a substantial effect outside the organization. Recommendations and work products provide long-range plans, forecast program requirements, develop measurement concepts, and resolve critical problems concerning the objectives of the program. Results of the work are critical to the success of the program in meeting its goals and objectives.

Factor 6 - Personal Contacts  
and

Factor 7 - Purpose of Contacts Levels 3 and d = 280 POINTS

Contacts include a variety of program and management officials within the organization and the Department, senior officials in other agencies and outside the government, and contractor organizations.

Justifies, defends, negotiates, and settles matters involving significant or controversial program and management issues. The contacts usually involve active participation in conferences, meetings or presentations involving problems or issues of considerable program consequence or importance. Persons involved frequently have different viewpoints, goals, or objectives which require convincing them, arriving at a compromise solution or considering suitable alternatives.

Factor 8 - Physical Demands

FL 8-1 5 POINTS

Work is sedentary with occasional travel.

Factor 9 - Work Environment

FL 9-1 5 POINTS

Work is typically performed in an office setting.

TOTAL = 4215 POINTS

#### **IV. UNIQUE POSITION REQUIREMENTS**

- Reports directly to the Director of Human Resources
- Ability to oversee systems integration efforts for all Human Resource functions
- Experience and ability to supervise, mentor and direct the work effort of cumulative HR Service Center staff
- Ability to administer strategies developed by HR Program Development

- Proven experience and ability to coordinate records management, reporting and employee services (compensation, benefits, etc)
- Ability to oversee all recruiting & placement functions including promoting positions, application processing, tracking and hiring
- Ability to oversee the administration of employee assignments/reassignments
- Deep knowledge of relevant Human Resources regulation and legislation to ensure program, policy and procedure compliance
- Expert ability in the administration of employee and labor relation functions including: processing and completing appropriate documentation for employee grievances, EEO complaint handling, performance and conduct-based actions, and supporting relationships with the Union.
- Ability to supervise performance management functions including supporting and tracking employee performance systems and employee recognition and rewards programs.
- Work with HRG and/or other parties providing services via service level agreements
- Oversee the tracking and management of HR Service Center services to ensure business needs are met
- Provide consultation and advice on day-to-day HR personnel matters
- Gather feedback through formal and informal methods on Service Center quality and satisfaction and communicate to Director