

POSITION DESCRIPTION
Human Resources Assistant
GS-0343-13

I. INTRODUCTION

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This position 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. FACTORS

FACTOR 1 KNOWLEDGE REQUIRED Level 1-7 1250 points

- 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 Level 2-4 450 points

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.

FACTOR 3 GUIDELINES Level 3-5 650 points

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 POC programs, the way the POC conducts its business with the public or with the private sector.

FACTOR 4 COMPLEXITY Level 4-5 325 points

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 Level 5-5 325 points

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 AND PURPOSE OF CONTACTS Level 3c 180 points

Contacts are with persons outside the POC 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 Level 8-1 5 points

No unusual physical exertion is required.

FACTOR 9 WORK ENVIRONMENT Level 9-1 5 points

The work is performed in an office setting.

TOTAL= 3190 points

IV. UNIQUE POSITION REQUIREMENTS

- Human Resources Support is responsible for managing Human Resources (HR) within the Students Channel. It is responsible for interfacing with appropriate HR entities within SFA and the Department to provide dedicated services to the Students Channel in the areas of:
 - Performance Appraisal policies/reviews/appeals
 - Rewards and recognition
 - Position management
 - Compensation
 - Personnel recruitment support
 - Personnel policy
 - Administrative services
- Reports to the Director of Administrative Services within the Students Channel
- Analyze and advise management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management, or both.
- Considers and reviews all Student Channel employee appeals and grievances concerning the General Performance Appraisal System
- Manage relationships with the labor union representing Students Channel bargaining unit employees
- Manage Learning Contracts
- Coordinate proper training with SFA University
- Oversee staffing and requirements within the Students Channel
- Coordinate PD/KSA documentation
- Oversee communications to the Students Channel
- Knowledgeable of HR processes and procedures
- Knowledge of database management and step increase management
- Coordinate with SFA/HR, DoE/HR, and EDC
- Manage Students Channel HR functions and requirements