

**POSITION DESCRIPTION
COVER SHEET**

REASON FOR THIS POSITION		
1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>

RECOMMENDED

4. TITLE Supervisory Operations Officer	5. PAY PLAN (2) GS	6. SERIES (4) 301	7. GRADE (2) 15
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

OFFICIAL

10. TITLE Supervisory Operations Officer						
11. PP (2) GS	12. SERIES (4) 301	13. FUNC.(2)	14. GRADE(2) 15	15. DATE (mm/dd/yyyy) 11/07/2001	16. I/A <input checked="" type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) Teresa N. Russell

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U. S. Department of Housing & Urban Development	5th
2nd Office of Field Policy and Management	6th
3rd	7th
4th	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy) NOV - 7 2001
21. SUPERVISOR'S NAME	24. SECOND LEVEL SUPERVISOR'S NAME Pamela H. Patenaude		
21a. SUPERVISOR'S TITLE	24a. SECOND LEVEL SUPERVISOR'S TITLE Assistant Deputy Secretary for Field Policy & Management		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Program Scope and Effect	FL 1-4	775	6. Other Conditions	FL 6-5	1225
2. Organizational Setting	FL 2-3	350			
3. Supv & Mgr Auth Exercised	FL 3-3	775			
4. Personal Contacts	FL 4A3/B-4	175			
5. Difficulty of Work	FL 5-7	930			
TOTAL POINTS					4230
GRADE					GS-15

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>Teresa N. Russell</i>	30. DATE (mm/dd/yyyy) 11/07/2001
31. NAME Teresa N. Russell	31a. TITLE Human Resources Specialist (Classification)

32. REMARKS OPM General Schedule Supervisory Guide, TS-52, Jan 1999, HRC-6	33. OPM CERTIFICATION NUMBER
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MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

A. KEY DATA

1. FUNCTION (1) A A/C/D/R	2. DEPT. CD./AGCY-BUR-CD. (4) 4400	3. SON (4)	4. MR. No. (6)	5. GRADE (2) 15	6. IP NUMBER (8)
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B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 0301	3. OCC. FUNC. CD (2)	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) <i>supv.</i> OPERATIONS OFFICER	
6. HQ. FLD. CD (1) <i>2</i> 1 = HQ 2 = FLD		7. SUP. CD. (1) 5 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA		8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA	
		5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others		9. INTERDIS. CD (1) N N = No Y = Interdis.	
10. DATE CLASS (mm/dd/yyyy) 11/07/2001					
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary		3 = Foreign Svc. Blank = NA		12. INACT/ACT (1) 1 = Inactive A = Active	
				13. DATE ABOL. (mm/dd/yyyy)	
				14. DATE INACT/REACT (mm/dd/yyyy)	
15. AGCY. USE (10)					
16. INTERDIS. SER. (40)					
(4) (4) (4) (4) (4) (4) (4) (4) (4) (4)					
17. INTERDIS. TITLE CD. (50)					
(5) (5) (5) (5) (5) (5) (5) (5) (5) (5)					

C. INDIVIDUAL POSITION

1. FLSA CD. (1) E E = Exempt N = Nonexempt		2. FIN. DIS. REQ. (2) 6 0 = None 1 = CD219 2 = CD220		3 = SF278 4 = AD392 5 = SF849		3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C		O = Excepted but not A, B, C		4. POS. SENS (3) 1N 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive		5. COMP. LVL. (4) 2750							
6. WK. TITLE CD. (4)		7. WK. TITLE (38) OPERATIONS OFFICER																	
8. ORG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)								9. VAC. REV. CD. (1) E 0 = Position Action No Vacancy A = No Change						B = Lower Grade C = Higher Grade		D = Different title and/or Series E = New Position/New FTE			
1st		2nd		3rd		4th		5th		6th		7th		8th					
10. TARGET GC. (2) 15		11. LANG. REQ. (2)		12. PROJ. DTY IND. (1) Blank = NA Y = Yes		13. DUTY STATION (9) State (2) City (4) County (3)		14. BUS. CD. (4) 8888		15. DATE LAST AUDIT. (mm/dd/yyyy)		16. PAS. IND. (1) Blank = NA 1 = PAS		17. DATE EST. (mm/dd/yyyy)					
18. GD. BASIS. IND. (1) 1 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG						4 = Sup./Program 5 = RGEN 6 = Policy Analysis GEG						7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use		19. DATE REQ. REC. (mm/dd/yyyy)		20. NTE. DATE (mm/dd/yyyy)		21. POS. ST. BUD (1) Y Y = Perm N = Other	
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)																			
Normal Act				Maintenance Review Act				Results											
1 = Desk Audit 2 = Sup. Audit 3 = Paper Rev. 4 = PME/Activity Rev.				5 = Desk Audit 6 = Sup. Audit 7 = Paper Rev. 8 = Panel Rev.				8 1 = No Action Req. 2 = Minor PD Change 3 = New PD Req. 4 = Title Change				5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos.				9 = Other			
23. DATE EMP. ASGN. (mm/dd/yyyy)		24. DATE ABOL. (mm/dd/yyyy)		25. INACT/ACT (1) 1 = Inact. 2 = Act.		26. DATE INACT/ACT (mm/dd/yyyy)		27. ACCTG. STAT. (4) 0001		28. INT. ASGN. SER. (4)		29. AGCY USE (8)							
30. CLASSIFIER'S SIGNATURE											31. DATE (mm/dd/yyyy)								
32. REMARKS																			

**SUPERVISORY OPERATIONS OFFICER
GS-0301-15**

INTRODUCTION

This position exists in the immediate office of the Regional Director (RD), Office of Field Policy and Management, in one of the largest multi-state jurisdictions. The Regional Director is responsible for ensuring the effective delivery of the Department's services to customers within an assigned geographical area. The RD is also responsible for representing and speaking for the Secretary with Congressional delegations, governors, mayors, local leaders, state legislators, representatives of industry, and public and private interest groups. Through such contacts, the RD advocates, supports and defends the Department's policies and programs and provides advice to the Secretary on the development of programs and policies having national impact.

The incumbent serves as Supervisory Operations Officer to the Regional Director. Responsibilities include: supervising the immediate office staff. Coordinates community and customer service issues, Secretarial Initiatives and helps resolve program delivery problems for the office jurisdiction in which they are located.

DUTIES AND RESPONSIBILITIES

Specifically, the Supervisory Operations Officer performs the following duties:

1. Assigns, directs and reviews the work of subordinate employees; plans schedules and coordinates work operations of the Division; resolves problems related to the work of the Division; develops the subordinate staff's performance standards; approves/disapproves employee requests for leave and rates performance; recommends awards and takes disciplinary action when necessary.
2. In the absence of the Director, serves as the acting official in managing regionwide functions of the office, including office administrative, operational and resource functions; supervises office staff; and signs official correspondence.
3. Assists the RD/Deputy Director in ensuring the operational functions of the office are carried out in an efficient and effective manner, and that HUD programs are administered in a manner so as to (a) provide a coordinated approach to customer needs; (b) ensure that program delivery is effectively integrated, coordinated and leveraged to the maximum benefit of the Department; and (c) ensure that cross-program delivery is executed to meet Department goals and commitments.
4. Assists in the coordination, development and reporting of the office-wide management plan. Recommends appropriate actions to resolve/remove bottlenecks, problems and assure goal accomplishment.

necessary, to ensure maximum positive impact on communities. Ensures that limited staff and other resources

SUPERVISORY OPERATIONS OFFICER, GS-0301-15 (CONT'D)

are used to maximum effect to ensure that the objectives of the Department are being met realistically within community outreach program guidelines. Also, the purpose of the work is to provide a comprehensive level of expertise in identifying and proving innovative solutions to critical problems affecting community outreach programs or issues related to a variety of associated program applications.

The results of the work directed by the incumbent, involving Field Program Management, directly impacts the lives of millions of low-income people nationwide.

FACTOR 2 - ORGANIZATIONAL SETTING

The incumbent of this position reports to the Deputy/Regional Director, an SES position. This position is accountable to a position which directs a substantial GS/GM-15 or equivalent level workload; and directs work through GS-15 subordinate supervisors.

FACTOR 3 - SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISED

The incumbent of this position serves as a manager and first-level supervisor, exercising delegated authority to manage office administrative, operational and resource functions; and supervise front office staff. Advises the Regional Director on the allocation of administrative and operational resource needs to achieve Departmental goals and objectives.

FACTOR 4 - PERSONAL CONTACTS

4A - NATURE OF CONTACTS

Personal contacts include a significant group of government, business, and community officials. This category includes mayors, governors, state legislators, Federal officials, banking groups, community action leaders, savings and loan entities and tenant groups. Other personal contacts include members of the media.

4B - PURPOSE OF CONTACTS

The purpose of the contacts is to have dialogue with the range of audience and to provide persuasion in influencing local groups to accept the Regional Director's, Supervisory Operations Officer's or the Department's point of view or policy position regarding local or statewide housing, community and economic development issues. The purpose of the contacts also involves presenting HUD's goals and viewpoints on behalf of the

Department at professional conferences, summits, forums, and meetings convened to deal with a variety of issues of considerable consequence or importance to the Department.

SUPERVISORY OPERATIONS OFFICER, GS-0301-15 (CONT'D)

The establishment of contacts is frequently an important aspect of the work at this level and requires tact and negotiating skills. The incumbent must have expert skills in this area in order to effectively manage the office when acting for the RD or the Deputy RD.

FACTOR 5 - DIFFICULTY OF TYPICAL WORK DIRECTED

At least 25% of the non-supervisory duty hours of subordinates and others (i.e., contractor employees) is expended on work at the GS-13 level or above.

FACTOR 6 - OTHER CONDITIONS

This position requires significant and extensive coordination and integration of program segments and projects of administrative work comparable to the GS-13 level. Incumbent makes recommendations having direct and substantial impact on the organization and projects managed in the following areas:

- identifying and integrating internal and external program issues affecting the Field Policy and Management program.
- managing through a subordinate supervisor who directs substantial workloads comparable to the GS-13 level.
- a substantial portion of the workload for which the supervisor is responsible is regularly carried out at one or more locations which are physically removed from the main unit.

Position Classification Evaluation Statement

Position Number: _____

Replaces

Organizational Location: This position is located in either the immediate offices of the Regional Director (RD) or the Field Office Director (FD), Office of Field Policy Management, U.S. Department of Housing and Urban Development, Washington, D.C.

References: (1) Miscellaneous Administration and Program Series, TS-34, 01/79; (2) Administrative Analysis Grade Evaluation Guide, TS-98, 08/90; and (3) the Primary Standard.

Background: The Office of Field Policy Management submitted new position descriptions to the Office of Human Resources to be classified as a result of their pending deployment of a significant number of personnel to other program offices within the agency. This position is very similar to the existing classified position description with the exception of duties related to "Community Builder". This position will remain with the Office of Field Policy Management.

Pay Plan Determination: This position is below the 16-grade level in the competitive service. Thus, the appropriate pay plan determination is GS.

Title and Series Determination: This position primarily serves as an advisor to the Regional Director or Field Office Director on the evaluation of the effectiveness of government programs and operations or the productivity and efficiency of agency programs. This position requires a substantial knowledge of agency programs and activities; agency mission, policies and objectives; management principles and processes; and the analytical and evaluative methods and techniques for assessing program development as they related to long range planning of programs and objectives. This work requires skill in fact-finding and investigative techniques; oral and written communications; and development of presentations and reports.

The work performed by this position is administrative in nature and does not require specialized subject matter knowledge, skill, and ability. Though work performed by this position does not require a positive education requirement, it does require a high degree of qualitative and/or quantitative analytical skills, the ability to research problems and issues, written and oral communication skills, and the application of mature judgment in problem solving.

Grade Determination: A nine-factor analysis using the Primary Standard reveals:

Factor 5. Scope and Effect **5-6** **450 points**

The purpose of the work is to perform very broad and extensive assignments related to HUD programs that are of significant interests to public and to Congress. Studies frequently involve extensive problems of coordination between other agencies in fact-finding and in reviewing and testing recommendations in interested agencies or with outside groups.

Factor 6. Personal Contacts **6-4** **110 points**

The personal contacts are with individuals or groups from outside the employing agency at national or international levels in highly unstructured settings, e.g., contacts are characterized by problems such as, the officials may be relatively inaccessible; arrangements may have to be made for accompanying staff members; appointments may have to be made well in advance; each party may be made for accompanying staff members; appointments may have to be made well in advance. Typical of contacts at this level are those with Members of Congress, nationally recognized representatives of the news media.

Factor 7. Purpose of Contacts **7-4** **220 points**

Contacts are to provide advice to managers and other officials on program related issues and concerns. Contacts typically involve such matters as recommending solutions to administrative problems and provide guidance to subordinate activities, to coordinate and persuade/influence managers on the implementation of policy or procedural changes, and to determine their potential effect at the operational level. The employee's assure consistent interpretation and implementation of new policy issues throughout the department.

Factor 8. Physical Demands **8-1** **5 points**

The work is sedentary in nature and does not require any special physical demands to perform the work.

Factor 9. Work Environment **9-1** **5 points**

The work is performed in a typical office setting.

TOTAL POINTS = 4,090

GS-15 Point Range = 4055-

Final Classification: Based on the above evaluation, the final classification determination of this position is GS-0301-15, Operations Officer

Competitive Level Determination: 2750

Position Sensitivity Determination: INU

Bus Code Determination:

FLSA Determination: Exempt

Factors	Level	Points
<p>Factor 1. Knowledge Required by the Position</p> <p>This position requires mastery of analytical application of a wide range of qualitative and/or qualitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems. This position requires comprehensive knowledge of the range of administrative laws, policies, regulations and precedents applicable to the administrative of one or more agency programs. Typically, this includes knowledge of agency program goals and objectives. Work performed requires knowledge of relationships with other programs and key administrative support functions within HUD or in other agencies.</p>	1-8	1550 points
<p>Factor 2. Supervisory Controls</p> <p>The employee is a recognized consultant in the analysis and evaluation of program activities and is subject only to the administrative and policy direction of the overall project priorities and objectives. The employee is delegated complete authority to plan, schedule and carryout program activities and exercises discretion and judgment in determining whether to broaden or narrow the scope of projects. Analyses, evaluations, and recommendations developed by the employee are reviewed only for potential influence on broad agency policy objectives and program goals. Findings and recommendations are normally accepted without little change.</p>	2-5	450 points
<p>Factor 3. Guidelines</p> <p>Guidelines are broadly stated and nonspecific such as policy statements and basic legislation that requires extensive interpretation (Executive Orders, Public Laws, Directives, Congressional Bills, etc.). The incumbent must use judgment in interpreting the intent or the guides that do exist and in developing applications to specific areas of work. Frequently the employee is recognized as a technical authority in the development and interpretation of such guidelines.</p>	3-5	650 points
<p>Factor 4. Complexity</p> <p>The work consists of broad functions and processes of an administrative field. Assignments are characterized by intensity of effort and involve several phases pursued concurrently or sequentially with the support of others within or outside the organization. Decisions of what needs to be done include largely undefined issues</p>	4-6	450 points