

**POSITION DESCRIPTION**

**PROG ANAL, GS-0343-13**

SETID	HUD01	JOB CODE	HH0413	DATE	04/11/2007	OPM CERT #			
PAY PLAN	GS	SERIES	0343	GRADE	13	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	PROGRAM ANALYST								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	William S Fox								
CLASS STANDARD	ADMIN ANALYSIS GEG								
DATE CLASSIFIED	04/11/2007								

**MAJOR DUTIES**

**Program Analyst, GS-0343-13**

This position is located in the Office of Housing, Multifamily Housing Programs, Office of Housing Assistance and Contract Administration Oversight, Rental Assistance Quality Assurance Division. The incumbent serves as the lead project manager providing direction, leadership and oversight functions with responsibility for a range of project management and analysis activities that impact the efficiency and effectiveness of Housing's programs and operations. Assignments span the spectrum of projects in the Rental Assistance Quality Assurance Division from initial planning to managing projects and in-depth analysis, through describing procurement needs, market research, proposal evaluation, project and contract monitoring, risk assessments, performance assessment and problem resolution. The incumbent plays a pivotal role in implementing a quality management system throughout the organization. The incumbent is responsible for independently analyzing and reporting operational and performance trends and recommending appropriate resolutions to pending program situations. The incumbent provides guidance and technical assistance to assure that the Division is operating in an effective and timely manner that is responsive to the needs of HUD's customers.

Incumbent performs the following:

- The responsibilities include initial project planning and analysis encompassing feasibility studies, risk analysis, and economic analysis. Project management duties include planning, use of Microsoft Project software or comparable software applications, reporting, budgeting, securing contractors through procurement, cost benefit trade-offs, tracking project progress and expenditures, preparing solicitation documents, recovery of struggling projects, overseeing development of contract requirements and statement of works, monitoring contractor performance, performing quality assessments, formulating solutions to project problems, performing statistical analysis, and formulating new approaches to customer satisfaction.
- Serves as a project leader as appropriate to facilitate the provision of customer service with respect to program operation, policies and procedures, especially where complex or difficult issues are involved.
- Additionally, participation in conducting special studies, as assigned by the Division Director and Office Director, is required as well as responsibility for designing, managing, implementing and monitoring quality management system (OMS) for the purpose of continuous quality improvement as well as providing technical support, performance oversight, compliance assurance, technical assistance coordination and program implementation.
- Uses Department data systems such as HUDCAPS and MTCS to gather data, perform analysis and formulate recommendations. Works with professional, program and technical staff to ensure that all data systems support the work of the Division. Documents requirements for reports and system modifications and works with computer specialists technical staff to test and accept final products.
- Additional duties include responsibility for providing comprehensive management surveys and innovative analysis of all project data, assisting in the coordination of the budget projections for subsequent fiscal years to include working capital and non-working capital funds and assisting

the planning process for training and travel. The incumbent also is responsible for conducting special projects and in depth analyses; adapting management principles and techniques in carrying out studies. Initiates requests for new studies precipitated by findings or observations during surveys; makes oral and written presentations of reports of findings, conclusions and recommendations for change in the project management process and acts as consultant to program staff in analyzing, tracking and projecting project outcomes.

-The major duties involve the study, analysis and development of methods and procedures to assure maximum economy and efficiency of on-going projects. The incumbent reviews, compiles and tabulates data, and develops organization and management information concerning Housing staff and programs. Further responsibilities include preparing letters, reports, and memoranda for the supervisor's signature and attending meetings and conferences representing the Director with senior managers, contracting officers and contract staff.

#### FACTOR 1 - Knowledge Required by the Position

-Expert knowledge of project management principles and practices as well as comprehensive knowledge of HUD rules and regulations, statues and other controlling documents pertaining to all Section 8 programs administered by contract administrators, owners or managers and skill in applying evaluation methods to data concerning the effectiveness of the Section 8 program operations.

-Skill in using project and program management concepts and processes to facilitate organization wide initiatives and to meet specific organizational goals.

-Expert knowledge of and direct experience developing project plans in Microsoft Project or comparable software as well as current statistical analysis methodology. In addition, the incumbent must have skill in using complex spreadsheet and database systems to manage and analyze, both qualitatively and quantitatively, information from numerous reports and sources, which relate to many Section 8 programs.

-Knowledge of the state-of-the-art practices, techniques, and methodologies applicable to project planning, tracking, resource allocation and analysis to ensure project management quality and efficiency.

-Knowledge of Federal, Departmental and office procedures and regulations for contract procurement and administration.

#### FACTOR 2 - Supervisory Controls

Incumbent reports to the Director, Office of Housing Assistance and Contract Administration Oversight or designated staff member within the Rental Assistance Quality Assurance Division. Objectives are outlined in broad terms; the incumbent is expected to use initiative in defining, planning, and controlling projects and procedures to attain these objectives. Work is evaluated in terms of adherence to technical and non-technical regulations, policies, and procedures, and the accomplishment of established goals and objectives. Wide latitude and flexibility are afforded in carrying out the duties of the work and in resolving problems and issues within the office.

#### FACTOR 3 - Guidelines

Guidelines are Federal statutes, regulations and Departmental polices and procedures. Although guidelines are generally applicable, frequent adaptations are necessary in dealing with controversial issues. The employee uses judgment, initiative, and resourcefulness in deviating from established methods to modify, adapt, and or refine broader guidelines to resolve specific complex and or intricate issues, and problems.

#### FACTOR 4 - Complexity

Work consists of various project management and analysis activities that involve applying a series of difference and unrelated processes and methods and requires analysis of interrelated issues of effectiveness, efficiency and productivity for all programs. The employee decides what needs to be done based on analysis of the projects and issues related to the assignment, and selects appropriate courses of action from many acceptable alternatives. The employee identifies and analyzes important factors and conditions in order to recognize and apply an understanding of interrelationships among different projects. These findings are used by the incumbent and functional specialists when developing solutions to problems or methods to reverse negative trends.

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**FACTOR 5 - Scope and Effect**

The work contributes measurably to achieving the Office of Housing's vision and mission and increasing efficiency and effectiveness of operations while operating within the mandated goals, objectives, and priorities. Services and recommendations emitting from this position are comprehensive because of their effect on clients and customers. Approval or disapproval of actions, the restrictions on administrative processes, legal actions, and the success or failure of the organization's mission are involved. Customer organizations supported by the Office include Headquarters and field offices.

**FACTOR 6 - Personal Contacts**

Personal contacts include managers, supervisors, staff, and the general public and representatives of other agencies. The incumbent has extensive working relationships with people doing business with the Department. A high degree of tact and professional judgment must be exhibited.

**FACTOR 7 - Purpose of Contacts**

Contacts are for gathering information, providing administrative and technical supervision, and for providing advice, exchanging information, resolving differences, and serving to enhance office public relations. Recommendations, decisions or actions are based on data collected. Contacts may involve high-visibility, unique, or sensitive projects and long-range issues or problems.

**FACTOR 8 - Physical Demands**

The work is sedentary. No special demands are required to perform the work.

**FACTOR 9 - Work Environment**

The work is performed in a typical office setting.

**JOB COMPETENCIES** (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

**EVALUATION STATEMENT**

1-8	1550
2-4	450
3-4	450
4-5	325
5-4	225
6-3	60
7-3	120
8-1	5
9-1	5

Total 3190 = GS-13 (3155 - 3600)