

Operations Specialist
GS-301-15

INCUMBENCY ONLY

INTRODUCTION

This position is located in the immediate office of the Regional Director (RD) or the Field Office Director (FD). The Regional Director is responsible for ensuring the effective delivery of the Department's services to customers within an assigned geographical area. The RD/FD 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/FD advocates, supports and defends the Administration's and 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 principal advisor and senior assistant to the Regional Director or Field Office Director. Responsibilities include: assisting the RD/FD in carrying out the full range of responsibilities; assisting the effective operation of the immediate office of RD/FD; and acting for the RD/FD on delegated issues or in the absence of the RD/FD.

DUTIES AND RESPONSIBILITIES

In the absence of the RD/FD, serves as the acting official in managing office administrative, operational and resource functions, as requested.

Assists the RD/FD 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.

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.

Advises and assists the RD/FD in the resolution of cross cutting policy and program problems. Performs assignments involving high-level sensitive and controversial matters that come to the attention of the RD/FD. Resolves most problems independently. On matters, which require the personal attention of the RD/FD, secure key

information, develops viable alternatives, and makes recommendations on available avenues for resolution of such matters.

Advises the RD/FD on the allocation of administrative and operational resource needs to achieve Departmental goals and objective.

At the discretion of the RD/FD, represents the office and serves as a spokesperson at public forums, functions, meetings and interagency initiatives.

Assists the RD/FD in developing and maintaining effective relationships with local congressional offices, state offices and local officials; and in supporting Headquarters Congressional and Intergovernmental Relations.

Assists the RD/FD in the overall regional management of Quality Management Reviews (QMRs) and respond to findings and concerns.

Assists the RD/FD in maintaining on-going contact with the field office directors to ensure the delivery of effective customer service. Evaluations on the operations of the individual offices are provided to the RD/FD as needed from information gathered indirectly or from on-site visits.

Assists the RD/FD in establishing and maintaining effective communication links, both written and verbal, between the RD/FD office and the Program Directors.

Reviews and assimilates available information on local, state and national issues related to the Department's programs, policies or specific actions of interest to the RD/FD. Presents the RD/FD with the evaluations and recommendations as well as the views and reactions of interested parties in the geographic area covered by the office. Keeps informed all key activities in the assigned geographic area and advises the RD/FD on emerging problems or issues.

Assists the RD/FD in managing effective customer service and industry/community client partner relationships within the geographic area assigned to the RD/FD.

Assists in the RD/FD in managing HUD's response to disaster relief efforts, and in maintaining contact with Field Office Directors to ensure management of the field's disaster relief efforts; coordinates with other Federal, state and local agencies in providing disaster assistance.

May be called on, as necessary or delegated responsibility for a variety of other assignments of a substantive and urgent nature.

SUPERVISION

Receives general policy direction from the RD/FD and is accountable for the initiative, judgment, and general competence exhibited in conducting assigned functions. The incumbent's responsibilities require a high degree of skill, tact, judgment, and independence to effectively perform the range of duties assigned.

FACTOR LEVEL DEFINITIONS

Factor 1. Knowledge Required by the Position

A mastery of knowledge of the operations and management, processes, technologies and direction of service to the public by government agencies on a national, state and local level. An expert knowledge of and skill in planning, organizing and managing projects. Ability to identify and perform analysis of issues, develop options and alternatives.

Requires a substantive working knowledge of federal, state, and local agencies in order to execute innovative strategies in implementing HUD programs and establishing viable solutions to community outreach problems.

Factor 2. Supervisory Controls

The incumbent works under the broad supervision of the Regional Director, Supervisory Operations Officer, or the Field Office Director, who assign work in general terms of overall objectives and results desired. The incumbent has the latitude to provide exploratory concepts to unique situations in attaining Departmental goals and objectives.

Factor 3. Guidelines

The guidelines are basic legislation, regulations, program handbooks, agency notices, and broad agency policy statements, both written and oral. The incumbent uses seasoned judgment and discretion in interpreting and recommending actions to the supervisor.

Factor 4. Complexity

The breadth and intensity regarding the difficulty in identifying decisions and solutions as to what needs to be accomplished in controlling controversial community outreach situation are sensitive and complex in nature. The work calls for the application of public policy issues in areas of national, regional or local interest. The issues are often characterized by unusual demands due to extraordinary public interest considerations. The incumbent evaluates and interprets policies and develops projects. He/she develops a range of alternatives for the solution of policy problems or recommendations. Problems are often unidentified at the outset.

Factor 5. Scope and Effect

The purpose of the work is to ensure that the objective of the Regional Director or Field Office Director and the Department are being met realistically within the Department's guidelines. In addition, 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 program or issues related to the mission of the Department. The incumbent, plans, organizes and leads large-scale, complex and cross program teams that are established to promote, education, train, or assist HUD customers.

Factor 6 . Personal Contacts

Personal contacts include a significant group of government, business, and community officials. This category includes mayor, 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.

Factor 7. 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, Field Office Director'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. The establishment of contacts is frequently an important aspect of the work at this level and requires tact and negotiating skills.

Factor 8. Physical Demands

The work of the position is principally sedentary. No special physical demands are required.

Factor 9. Work Environment

The work involves frequent exposure to moderate discomforts, risks, or unpleasantness associated with an office environment. The work also requires meeting with local community groups in non-traditional office environments. Some travel may be required.