

REASON FOR THIS POSITION

1. NEW 2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) 3. REPLACES PD NUMBER (8)

**POSITION DESCRIPTION
COVERSHEET**

RECOMMENDED

4. TITLE: Operations Analyst
 5. PAY PLAN (2): GS
 6. SERIES (4): 1101
 7. GRADE (2): 07
 8. WORKING TITLE (Optional):
 9. INCUMBENT (Optional):

OFFICIAL

10. TITLE: *Operations Analyst*

11. PP (2): *GS* 12. SERIES (4): *301* 13. FUNC. (2):
 14. GRADE (2): *07* 15. DATE (mm/dd/yyyy): *3/22/02* 16. I/A: yes No
 17. CLASSIFIER (Name): *Donna H. Richardson*

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st	U.S. Dept. of Housing and 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: *Pamela H. Patenaude* 20. DATE (mm/dd/yyyy):
 21. SUPERVISOR'S NAME: Pamela H. Patenaude
 22. SECOND LEVEL SUPERVISOR'S SIGNATURE: *Pamela H. Patenaude* 23. DATE (mm/dd/yyyy):
 24. SECOND LEVEL SUPERVISOR'S NAME: Pamela H. Patenaude
 21a. SUPERVISOR'S TITLE: Assistant Deputy Secretary for Field Policy & Management
 24a. SECOND LEVEL SUPERVISOR'S TITLE: Assistant Deputy Secretary for Field Policy & Management

FACTOREVALUATIONSYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	<i>1-5</i>	<i>750</i>	6. Personal Contacts	<i>6-3</i>	<i>60</i>	
2. Supervisory Controls	<i>2-2</i>	<i>125</i>	7. Purpose of Contacts	<i>7-2</i>	<i>50</i>	
3. Guidelines	<i>3-2</i>	<i>125</i>	8. Physical Demands	<i>8-1</i>	<i>5</i>	
4. Complexity	<i>4-3</i>	<i>150</i>	9. Work Environment	<i>9-1</i>	<i>5</i>	
5. Scope and Effect	<i>5-3</i>	<i>150</i>	TOTAL POINTS		<i>1420</i>	
					GRADE	<i>07</i>

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: *Donna H. Richardson* 30. DATE (mm/dd/yyyy): *3/22/02*
 31. NAME: *Donna H. Richardson* 31a. TITLE: *PERSONNEL MGT SPEC.*

32. REMARKS: *FPL-GS-7 Nonexempt FLSA; in bar training unit*

33. OPM CERTIFICATION NUMBER:

MASTERRECORD/INDIVIDUALPOSITIONDATA

THIS SIDETO BE COMPLETED BY THE CLASSIFIER

A. KEYDATA

1. FUNCTION(1) A/C/D/I/R	2. DEPT. CD./AGCY-BUR-CD.(4)	3. SON(4)	4. MR.No.(6)	5. GRADE(2)	6. IPNUMBER(8) 07
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B. MASTERRECORD

1. PAYPLAN(2) GS	2. OCC.SER.(4) 0301	3. OCC.FUNC.CD(2)	4. OFF.TITLECD(6)	5. OFF.TITLE(38) Operations Analyst
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6. HQ.FLD.CD(1) 2	7. SUP.CD.(1) 8	8. CLASS.STD.CD.(1)	9. INTERDIS.CD(1) N	10. DATECLASS(mm/dd/yyyy)
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11. EARLYRET.CD.(1) 1 = Primary 2 = Secondary	12. INACT/ACT(1) Blank = Inactive A = Active	13. DATEABOL. (mm/dd/yyyy)	14. DATEINACT/REACT (mm/dd/yyyy)	15. AGCY.USE(10)
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16. INTERDIS.SER.(40)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)
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17. INTERDIS.TITLECD.(50)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)
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C. INDIVIDUAL POSITION

1. FLSACD.(1) N	2. FIN.DIS.REQ.(2) 0	3. POS.SCHED.(1) A = SchedA B = SchedB C = SchedC	4. POS.SENS(3) IN	5. COMFLVL(4) 2750
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6. WK.TITLECD.(4)	7. WK.TITLE(38)
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8. ORG.STR.CD.(18)(example "83-07-01-0200-08-19-00-00")	9. VAC.REV.CD.(1)	0 = Position Action NoVacancy A = NoChange B = LowerGrade C = HigherGrade D = Different title and/or Series E = New Position/NewFTE
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10. TARGETGC. (2) 07	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) 001	15. DATE LAST AUDIT. (mm/dd/yyyy)	16. PAS.IND.(1) Blank = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy)
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18. GD.BASIS.IND.(1) 1 = Rev.whervacant 2 = Impact of Person 3 = Sup/SGEG 4 = Sup./Program 5 = RGE 6 = Policy Analysis 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 = Perm N = Other P
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22. MAINT.REV./CLASS.ACT.CD.(2)(1st Digit=Activity and 2nd Digit=Results)		
Normal Act 1 = Desk Audit 2 = Sup.Audit 3 = Paper Rev. 4 = PME/Activity Rev.	Maintenance Review Act 5 = Desk Audit 6 = Sup.Audit 7 = Paper Rev. 8 = Panel Rev.	Results 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)	28. INT.ASGN.SER.(4)	29. AGCY.USE(8)
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30. CLASSIFIER'S SIGNATURE	31. DATE(mm/dd/yyyy)
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32. REMARKS

**Operations Analyst
GS-301-7**

INTRODUCTION

This position is located within the Office of the Regional Director (RD) or the Field Office Director (FD). The incumbent performs a variety of duties in direct support of the responsibilities and activities of the RD/FD and other professional staff. The incumbent functions as a generalist.

DUTIES AND RESPONSIBILITIES

Assists the RD/FD and Supervisory Operations Officer in the resolution of complaints and inquiries reported to the RD/FD office. Serves as an initial point of contact for the office on a myriad of complaints and issues. Resolves routine complaints/issues, whenever possible and keeps the immediate supervisor informed of unresolved issues.

Assists in providing support to the Public Affairs function. As instructed facilitates setting up media events, conferences, forums, etc. Prepares the daily and weekly compilation of important press and news items.

Assists the RD/FD in analyzing and identifying areas of customer service in need of improvement. Research materials relevant to customer service and recommends ways to improve customer service and disseminates information of interest to customers.

As directed participates in meetings with HUD clients, elected officials or their key aids to trouble shoot and assist in resolving problems of a controversial nature. Provides assistance in developing solutions and in making recommendations to the RD/FD and or immediate supervisor. The incumbent deals with issues that involve a wide spectrum of HUD programs.

Assists in the coordination of HUD programs with other Federal, state and local agencies and planning organizations to assure effective program linkages.

Assists in providing assistance with cross-program coordination as necessary, to properly integrate and focus HUD program efforts on issues at hand or problems of concern to the RD/FD.

Provides a range of administrative and technical support functions.

Tracks controlled correspondence to ensure deadlines are met.

Tracks FOIA requests to ensure that deadlines are adhered to; notifies appropriate officials of slippage of deadlines; collects fees as necessary from public requesters.

FACTOR LEVEL DEFINITIONS

Factor 1. Knowledge Required By The Position

Requires knowledge of a variety of HUD programs and community outreach initiatives sufficient to plan and conduct an analysis of situations that have been identified as problematic requiring a reasonable solution within appropriate timeframes.

Requires knowledge of business and industry practices, policies and concepts to assist in providing quality advisory services to HUD current and potential customers and clients.

Requires skill in collecting and analyzing data to prepare reports that address inadequacies in customer service and program outreach efforts, and to assist in developing solutions to resolves the problems or issues.

Factor 2. Supervisory Controls

The Supervisory Operations Officer, or Field Office Director, provides continuing or individual assignments indicating what is to be done, limitations, quality expected, deadlines, and priorities. Incumbent informs the supervisor of community issues and consults on how to resolve the situation. Completed work is reviewed for soundness of overall approach in dealing with issues. Review of work increases with ore difficult assignments if employee has not previously performed similar assignments.

Factor 3. Guidelines

Guidelines are basic HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda. Other guidelines include federal, state and local directives and legislative proposals. Often these guidelines lack specificity to complex community and customer issues, thus requiring the incumbent to develop relevant data, prudent judgment and creativity in the selection, interpretation and adaptation of these guidelines as a source of reference in resolving complex community problems, issues and initiatives.

Factor 4. Complexity

The work of the position is concerned with projects, community resource issues that require analysis of related issues regarding the effectiveness, efficient and productivity of substantive management and community operations functions. The incumbent assists in evaluating the effectiveness, overall adequacy and economic soundness of community program issues.

Factor 5. Scope and Effect

The purpose of the work is to ensure that the objectives of the Regional Director, or Field Office Director, and the Department are being met within community outreach program guidelines. Also, the purpose of the work is to assist in identifying and providing solutions to problems affecting community outreach programs or issues related to a range of associated program applications.

Factor 6. Personal Contacts

Personal contacts are primarily with staff members and other Federal agencies and staffs of community service organizations or agencies.

Factor 7. Purpose of Contacts

The purpose of the contacts is to exchange information in order to provide assistance in recommending effective solutions to problems to achieve organizational effectiveness in dealing with community outreach issues. consequence or importance.

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.