

**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 OPERATIONS SPECIALIST	5. PAY PLAN (2) GS	6. SERIES (4) 0301	7. GRADE (2) 13
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

**OFFICIAL**

10. TITLE OPERATIONS SPECIALIST						
11. PP (2) GS	12. SERIES (4) 0301	13. FUNC.(2)	14. GRADE(2) 13	15. DATE (mm/dd/yyyy) 11-07-2001	16. VA <input checked="" type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) William A. Boykins

**18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)**

1st U.S. Department 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	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy)
21. SUPERVISOR'S NAME	24. SECOND LEVEL SUPERVISOR'S NAME Pamela M. Dethman		
21a. SUPERVISOR'S TITLE	24a. SECOND LEVEL SUPERVISOR'S TITLE Assistant Deputy Secretary for Field Policy and Management		

**FACTOR EVALUATION SYSTEM**

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-8	1550	6. Personal Contacts	6-3	60	
2. Supervisory Controls	2-5	650	7. Purpose of Contacts	7-3	120	
3. Guidelines	3-4	450	8. Physical Demands	9-1	5	
4. Complexity	4-5	325	9. Work Environment	9-1	5	
5. Scope and Effect	5-4	225	<b>TOTAL POINTS</b>		<b>3390</b>	
					<b>GRADE</b>	<b>13</b>

**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 William A. Boykins	30. DATE (mm/dd/yyyy) 11-7-2001
31. NAME William A. Boykins	31a. TITLE Personnel Management Specialist
32. REMARKS FPL = GS-13; EXEMPT from FLSA and in Bargaining Unit	33. OPM CERTIFICATION NUMBER

# MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

### A. KEY DATA

1. FUNCTION (1) A	2. DEPT. CD./AGCY-BUR-CD. (4) A/C/D/I/R 4400	3. SON (4)	4. MR. No. (6)	5. GRADE (2) 13	6. IP NUMBER (8)
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### B. MASTER RECORD

6. HQ. FLD. CD (1) 1 = HQ 2 = FLD	7. SUP. CD. (1) 8	3. OCC. FUNC. CD (2) 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA 5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) SPECIALIST OPERATIONS	9. INTERDIS. CD (1) N = No Y = Interdis. N	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)
17. INTERDIS. TITLE CD. (50)						
(5)	(5)	(5)	(5)	(5)	(5)	(5)

### C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt E	2. FIN. DIS. REQ. (2) 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 SPECIALIST											
8. ORG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)													
1st	2nd	3rd	4th	5th	6th	7th	8th	9. VAC. REV. CD. (1) E 0 = Position Action A = No Change B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE					
10. TARGET GC. (2) 13	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) 0015	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		4 = Sup./Program 5 = RGEG 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		5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos. 9 = Other						
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.	1 = No Action Req.	2 = Minor PD Change	3 = New PD Req.	4 = Title Change		
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													

**Operations Specialist  
GS-301-13**

## **INTRODUCTION**

**This position is located in the immediate office of the Regional Director (RD) and or the Field Office Director (FOD). The FOD is responsible for the overall administration of the HUD office in the geographic area and for ensuring the effective delivery of the Department's services to customers within an assigned area. The RD/FOD 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/FOD advocates, supports and defends the Administration's and Department's policies and programs and provides advice on resolving cross-program issues in the geographic area.**

## **DUTIES AND RESPONSIBILITIES**

**Represents the RD/FOD in communication and liaison activities with HUD clients, local leaders, state legislators, representatives of industry, foundations, universities, public and private interest groups and the media.**

**Develops and maintains constructive relations with local congressional offices and local elected officials. Coordinates and arranges as directed by the RD/FOD briefings for these officials on HUD programs and activities. Maintains liaison with appropriate: regional or headquarters officials to provide verbal and written responses to congressional inquiries.**

**Serves as the central point of contact for consumer and industry groups. Refers or investigates queries as required and ensures timely response. Resolves problems whenever possible and keeps the RD/FOD informed of controversial issues. Analyzes and tracks customer service complaints.**

**Assists in preparing and conducting informational and technical assistance meetings on HUD programs for prospective customers including trade and professional groups, business and financial institutions and the public.**

**Assists in convening cross-progress teams and other significant meetings. Assembles background material for agenda items and information on participants and topics to be discussed.**

**Assists with the development and coordination of the office-wide Management Plan.**

**Coordinates HUD programs with other federal, state and local agencies planning organizations to assure effective linkages.**

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**Develops and coordinates customer service oriented informational activities, inform and educate the general public about the Department's programs and services, Establishes and maintains current customer service desktop database.**

**Direct or coordinate special events, seminars, ceremonies, and other activities intended to develop interest and supports for agency program. Coordinates Departmental initiatives and cross-program efforts, e.g., Faith and Community Based Initiatives.**

**Handles special assignments of a varied nature for the RD/FOD. May be called on, as necessary or delegated responsibility to perform highly sensitive and difficult assignments of a substantives and urgent nature.**

**Prepares briefing papers and Hot Issues reports related to coordination and visits to the area. from high level headquarters and regional staff.**

**Reports the Small and Disadvantages Business Utilization efforts for the area covered by the office.**

*Assist and provide support to the public affairs functions and, in the absence of the public affairs specialists, responds to questions and resolves issues from the media and congressional staffs regarding a range of program areas.*

## **SUPERVISION**

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

## **FACTOR LEVEL DEFINITIONS**

### **Factor 1. Knowledge Required By the Position**

**Requires expert knowledge of a wide variety of HUD programs, policies and initiatives, as well as HUD organizational principles**

**Requires comprehensive knowledge of business and industry practices, policies and concepts to assist in providing quality advisory service and HUD customers, as well as other program officials.**

**Requires the ability to assist in a variety of program/policy processes which have a wide scale effect on federal, state and local agencies implementing HUD programs also requires the ability to develop viable solutions to community outreach problems.**

**Requires effective communication, both oral and written.**

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## **Factor 2. Supervisor Controls**

**The Regional Director or the Field Office Director, make assignments directly or through the Supervisory Operations Officer. The incumbent plans own work assignment. Informs the supervisor of controversial community issues and consults on how to resolve the situation. Completed work is reviewed for soundness of overall approach in dealing with issues, and conformance with controlling management policies and practices.**

## **Factor 3. Guidelines**

**Guidelines are basic HUD administrative policy statement, regulations, instructions, as well as Departmental memoranda and HUD housing guidelines and regulations. Other guidelines may include federal, state and local directives, legislative proposal, ordinances and amendments. Often these guidelines lack of specificity to complex community issues, thus requiring the incumbent to develop relevant data and exercise a high degree of 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.**

## **Faction 4. Complexity**

**The work of the position is concerned with projects, community housing and development resources issues that require in-depth analysis of related issues regarding the effectiveness, efficiency, and productivity of substantive management and housing and community development functions. Prepares detailed plans, goals and objectives regarding the difficulty in identifying decisions and solutions as to what needs to be accomplished in controlling controversial community outreach situations which are sensitive and complex in nature.**

## **Faction 5. Scope and Effect**

**The purpose of the work is to ensure that all objectives of the Regional Director or the Field Office Director and the Department are being met within community outreach program guidelines. Also the purpose of the work is to provide a level of expertise in identifying and providing innovative solutions to critical, problems affecting communities or issues related to a variety of associated program applications.**

## **Factor 6. Personal Contacts**

**Personal contacts include significant groups of management and elected officials who are empowered to make decisions. This category includes mayors, local officials, federal officials, banking groups, community action groups, tenant groups, and savings and loan entities. Other personal contacts include members of a variety of professional groups and associations involved in a number of housing and community development programs or initiatives.**

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**Factor 7. Purpose of Contacts**

**The purpose of the contacts is to carry assigned projects and work. Also, the purpose of the contacts is to provide audiences of opinion leaders and decision makers to whom HUD programs and policies can be presented. The incumbent may provide information at professional conferences, summits, forums, standing committees, and meetings convened to deal with a variety of issues of considerable consequence or importance. An incumbent with public affairs duties may have personal contact with the media, with the guidelines provided by the Department's Office of Public Affairs.**

**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 meetings with local community groups in non-traditional office environments. Travel required.**