

STANDARDIZED POSITION DESCRIPTION

U.S. Customs Service Master Record Number(s):

S0046a = GS S0047a = GM

Official Title: MANAGEMENT AND PROGRAM ANALYST (PROGRAM
ADVISOR)

Optional Working or Organizational Title: Program Advisor

Pay plan(s) - Series - Grade: GS and GM - 0343 - 13

SUPERVISORY CERTIFICATION: By using this electronic position description (EPD) for my employee, I am certifying that this is an accurate statement of the major duties and responsibilities of this 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 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 statutes or implementing regulations.

Immediate Supervisor's Signature (optional)

(Signature)

(Date)

Higher Manager: S- Robert M. Smith, Assistant Commissioner, 08-03-2000

CLASSIFICATION CERTIFICATION: I certify this EPD has been classified and graded as required by Title 5 U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management (OPM) or, if no published standards apply directly, consistently with the most applicable published standards. -S- Michael B. Mintzer, Personnel Management Specl, 08-03-2000

REMARKS: Supervisory Coding: 5; English is the default Language Code; contact HRM for other options; Fair Labor Standards Act (FLSA): EXEMPT
Refer to Notice of Personnel Action or SF-50, for information specific to an employee (e.g., name, duty station, bargaining unit status, sensitivity code, etc.)

POSITION CLASSIFICATION STANDARDS USED TO CLASSIFY and GRADE

POSITION: U.S. OPM PCS: GS - AAGEG, 8-90; IFES, 8-91; GS-343, 8-90

NOTICE TO EMPLOYEE: Original signed copy of Optional Form 8 for this EPD is on file in the U.S. Customs Service Human Resources Management Office (HRM). This EPD has been formatted for an electronic medium. Classification standards and information on appeals of title, series, grade, or FLSA status are available from HRM or OPM. Classification of this position may be reviewed and corrected by the agency or by OPM.

MANAGEMENT and PROGRAM ANALYST (Program Advisor)
GS-GM - 343 - 13
PD No. S0046a and S0047a

INTRODUCTION

Serves as a senior analyst and-or advisor to management on a range of complex program activities requiring application of a wide range of qualitative and-or quantitative methods for assessment of complex management processes, systems and mission support programs. Those may include, but are not limited to: budget methodology and control; statistical research and performance measurement; information systems; management techniques and theories; organizational structure; planning and control systems; and-or public and congressional liaison, policy and other programs, impacting the total Customs Service. This is a generic position description, designed to cover positions located in the U.S. Customs Service headquarters.

MAJOR DUTIES

1. Responsible for directing, implementing, coordinating, and-or overseeing a variety of management programs impacting Customs. Plans and conducts special studies, personally or through team members, provides advice to managers of headquarters functions, and develops and evaluates policies in assigned areas of responsibility. Plans, conducts or participates in special studies on task forces, provides assistance to headquarters and field offices. Develops and evaluates policies in assigned program areas, takes or recommends actions to achieve organizational objectives, and recommends future program objectives and improvements.
2. Provides technical assistance and direct support to headquarters management staff in a variety of matters relating to the application of planning systems and management programs to meet mission requirements. Coordinates activities of sub-office support staff, advises and provides analytical support on problem definitions, planning methodologies, policies, and procedures. Responsible for evaluating the content of new or modified legislation for projected impact upon agency programs.
3. Responsible for developing, implementing, and monitoring sophisticated management information systems that focus on long and short range plans, policies and programs in the direction of goals, objectives and priorities established by statutes, executive orders, the Department, the Commissioner and-or Assistant Commissioners. Plans, organizes and directs team study or work, as well as persuades or negotiates effectively with management to accept and implement recommendations, where the proposals involve substantial agency resources, require extensive changes in established procedures, or may be in conflict with the desires of the activities under study.

4. Plans, develops and coordinates planning management through briefings, presentations and conferences for executive management. Ensures that accurate, appropriately concise and timely information is available to executive management and policy officials. Designs and administers planning and controls for submission of data, including forming the basis of budget and program resource requests and decisions. Directs the review of all submissions for substance, conformance with instructions, completeness and authorizations. Responsible for issuance, maintenance and control of final planning and controls documents and their amendments.

5. Develops policies, issuances and directives. Responsible for providing oversight and coordinating the identification, analysis and issuance of policies with managers and top level officials of the Customs Service. Serves as the focal point for issues affecting and impacting the mission of headquarters and field offices. Determines the applicability and effect of new or proposed legislation, executive orders, Treasury and-or Customs directives and other agency decisions on respective headquarters and field office operations, managerial programs and requirements. Prepares comments and impact statements and recommendations on these issuances for executive and managerial considerations.

6. Incumbent represent Customs at meetings and conferences as directed by supervisor and-or Assistant Commissioner. Maintains liaison with members of the executive staffs of the Commissioner, Deputy Commissioner and other Assistant Commissioners, as well as with Treasury, OMB, GAO, and Congressional Committee staffs.

Performs other duties as assigned.

EVALUATION FACTORS

Factor 1, Knowledge Required by the Position, Level 1 - 7, 1250 points

- Thorough and in-depth knowledge of analytical tools and methodology to provide a comprehensive knowledge of management issues and programs for: the development and-or implementation of Customs laws, policies and regulations; resolving broad and-or complex planning, evaluation, control, and resource allocation problems; and an ability to provide authoritative advice to parties dealing with various management levels throughout the agency.

- Demonstrated interpersonal and administrative skills, sufficient to organize and coordinate thorough, systematic, professional efforts to meet the more complex planning needs and unanticipated requirements, and to provide written and oral reports with conclusions, alternatives and recommendations on national policies, projects, or studies for the Customs Service.

- Ability to plan, organize and direct team-task force efforts across organizational lines, including the ability to monitor progress to ensure that realistic objectives and milestones are established, to clearly assign responsibilities, and to get mission requirements accomplished in a timely manner.

- Ability to effectively communicate, both orally and in writing, and an ability to grasp conceptual ideas and exercise original thought where there is an established time limit for deliberation, consultation and evaluation, and to present well-considered and sound suggestions.

Factor 2, Supervisory Controls, Level 2 - 5, 650 points

Works under broad administrative direction of designated supervisor, who makes assignments in terms of broadly defined functions and in accordance with mission objectives. Responsible for independently planning, designing, scheduling, and carrying out programs, major projects and-or studies in support of effective organizational effectiveness. The incumbent exercises significant discretion and judgment in determining whether to broaden or narrow the scope of assignments. Results of work are considered technically authoritative and are normally accepted without significant change. When work is reviewed, the review is concerned with such matters as fulfillment of assignment objectives, effect of advice and influence on the overall program, agency policy and political constraints and for responsiveness to the needs of the supervisor and upper level management.

Factor 3, Guidelines, Level 3 - 5, 650 points

Guidelines are only sketchy or broadly stated, and may consist of broad policy statements, basic legislation, regulations and state-of-the-art information relative to the area of involvement and-or study. Incumbent uses initiative, judgment, and ingenuity in developing guidelines or interpreting the intent of guides that do exist, and in the development of applications to specific areas of work. They must also exercise considerable judgment in interpreting, adapting and-or deviating from existing procedures and guides, in developing new or improved approaches for analyzing, developing and presenting authoritative information or analyses on complicated matters of national or international importance, to persons with conflicting views. Incumbent is recognized as a technical authority in the development and interpretation of guidelines.

Factor 4, Complexity, Level 4 - 5, 325 points

Work consists of a wide-range of projects and-or studies involving broad and-or in-depth analysis and evaluation of not always clearly related facts, practices and issues, to enhance operational effectiveness, efficiency, and productivity for substantive mission-oriented programs. Assignments require developing detailed plans, goals, and objectives for the short and long-range implementation of programs, and-or developing criteria for evaluating the effectiveness of same. It also requires analyzing and formulating agency

requirements for resource management of information, and resource management to support allocation targets for national, as well as international mission requirements.

Decisions are complicated by conflicting program goals and objectives which may derive from changes in legislation or regulatory guidelines, and-or variations in the demand for program services. Assignments are further complicated by the need to deal with subjective concepts, such as value judgments and findings, and conclusions of higher level officials who may not be desirous of changes.

Factor 5, Scope and Effect, Level 5 - 5, 325 points

Purpose of the work is to assist policy makers in developing, evaluating, analyzing and interpreting policies to resolve complex problems of national and international significance and impact; also to analyze major administrative aspects of substantive, mission-oriented programs, and to generate and apply new hypotheses and concepts to improve effectiveness and efficiency of operations, to resolve complex policy questions, and to provide a basis for major decisions that affect activities and operations of Customs, servicewide.

Factors 6 & 7, Personal Contacts and Purpose, Level 3c, 180 points

Contacts are with high level managers, supervisors and program staff throughout Customs, representatives of the trade community and-or members of the public; and with representatives of Department of Treasury and other Government agencies, Congressional staff, etc.

The purpose of contacts is to gather and analyze information; to develop hypothesis; present information and resulting analysis to policy makers, other Customs staff and officials; to influence these individuals to accept the analysis and findings for implementation; to participate in conferences, meetings and presentations involving policy issues that have local, national and-or international consequences; to facilitate and coordinate office projects and policy-procedural changes; establish and maintain liaison with other program-administrative support staffs; to persuade policy makers on the type, nature and time of new policy initiatives; and to evaluate and critique new or revised policies or procedures.

Factor 8, Physical Demands, Level 8 - 1, 5 points

Work is primarily sedentary.

Factor 9, Work Environment, Level 9 - 1, 5 points

Work is normally performed in an office environment; may require some travel to meet mission requirements.

TOTAL POINTS: 3390
POINT RANGE: 3155 - 3600 = GS - 13
GRADE CONVERSION: GS - 13

SUPERVISORY CERTIFICATION

(NOTE: May be entered on comment screen of PARTS action, or returned to HRM by eMail or fax)

I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, that the position is necessary to carry out Government functions for which I am responsible, and that there is sufficient money in my budget to pay for this action. 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 statutes or their implementing regulations.

(Signature required only for faxed document)

(Date required only for faxed document)

(Printed Name required only for faxed document)

(Title required only for faxed document)

**Office of Human Resources Management
CLASSIFICATION BYPASS CHECKLIST**

PARTS ACTION NUMBER _____ - _____ - _____
POSITION TITLE _____ PP/SERIES/GRD _____
ORGANIZATION _____ MR/PD# _____

“PLEASE INITIAL THE APPROPRIATE ITEM IN EACH STEP OF THE PROCESS BELOW”

1. Did the PARTS action BYPASS PM&C?

_____ NO, a classifier signed off screen 4 of the PARTS action. Go to Item 6, below, then complete DEU/MPP Checklist.

_____ YES, the action bypassed PM&C, so no classifier signed-off on screen 4 of the action. Go to Item 2, below.

2. Does the nature of the action require PM&C review? Does the action involve :

_____ PA (Accretion of Duties)? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ ES (Establishment of a New Position)? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ GS/GM/GG/GH-15 position? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ Supervisory position? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ An administrative position from the Admin Study List? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ A Management &/or Program Analyst, GS-343-14? If yes, send the PARTS action to the appropriate PM&C classifier.

_____ NO, none of the above situations apply to this action. Go to Item 3, below.

3. Does the PARTS action show an MR/PD # on screen 1?

_____ YES, there is a PD # which is on the latest version of the SPD List, dated _____. . Go to Item 4, below.

_____ NO, the PD # is not on the latest SPD list, or is “999999”. Send the PARTS action to the appropriate PM&C classifier.

4. Does the action exceed the full performance level (FPL) established by past personnel actions for this employee?

_____ YES. Send the PARTS action to the appropriate PM&C classifier.

_____ NO. Continue to Item 5.

5. Does the action have a Supervisor’s Certification?

_____ The certification is on a PARTS comment screen or PM&C has annotated that certification was received.

_____ The certification is by an e-Mail message, which has been printed out for the case file.

_____ The certification is by fax, which has been placed in the case file.

_____ The certification is by a printed copy, which has been placed in the case file.

_____ There is no supervisory certification, and the action is being sent to the appropriate PM&C classifier.

6. Do you have a copy of the PD?

_____ YES. A copy of the PD was gotten from the PM&C Branch. Go on to Item 7.

_____ YES. You can go on to Item 7, since the PD # begins with an “S” and was obtained electronically from:

_____ H:\pm&c\SPD _____ The Customs Intranet _____ Infobase

_____ USCSBBS

_____ NO. Send the PARTS action to the appropriate PM&C classifier.

7. Complete the action using the appropriate DEU/MPP Checklist.

INITIALS and CERTIFICATION:

_____ I certify that this action has been completed in accordance with the BYPASS procedures, above

_____ I certify that this action has been completed as an exception to the BYPASS procedures, and that screen 4 of the PARTS action was signed off by a classifier.

Staffing Specialist _____

Date _____

Assistant _____

Date _____

Auditor/Reviewer _____

Date _____

HRM_NEW_ALL
Ronelle Rotterman
PERM

STREAMLINED and STANDARDIZED POSITION DESCRIPTIONS (SPD)

FOR USE CUSTOMS-WIDE
March 10, 1998

FORWARD

This reference manual contains copies of position descriptions which have been standardized for use throughout the U.S. Customs Service. They are included in this CD-ROM to make them readily available to all personnel in the Customs community, and may be printed out for use as needed. This reference manual supercedes and updates the listing previously published on the USCS Bulletin Board, and is significantly more user-friendly.

While this list of streamlined standardized position descriptions (SPD's) covers only about 12,000 Customs employees at this time (and replaces approximately 2600 previous position descriptions), we plan to continue expanding this reference manual in the future to cover more employees and to reduce the numbers of and simplify the position descriptions we use.

While these SPD have a different appearance than the position descriptions used previously in the Customs Service, they serve the same purpose and meet the same legal requirements (5 USC Chapter 51), but have been shortened and standardized to enhance their use with our automated and electronic systems. While position descriptions can be used for a variety of administrative and personnel-related purposes (such as recruiting, identifying training needs, justifying award and disciplinary actions, etc.), their primary purpose is to serve as a pay document.

To this end, a position description is considered adequate if it provides a statement of major duties, responsibilities, and supervisory and organizational relationships, sufficient to classify positions, that is, to assign an appropriate title, pay plan, series and grade, so that employees may be correctly paid. It does not have to be an all-inclusive list of activities or the steps required to carry out the work required, nor should it contain "jargon" or phrases that convey no meaning outside of the immediate office (e.g., form or report numbers, acronyms, etc.). Because minor duties normally do not affect the classification of the position, and change frequently, it is generally not necessary to mention them in a position description. A statement, such as "Performs other duties as assigned," covers such situations adequately.

THE SPD ON THIS LIST SHOULD BE USED BY SUPERVISORS AND ADMINISTRATIVE PERSONNEL TO OBTAIN THE QUICKEST PROCESSING OF PARTS REQUESTS. HOWEVER, IF YOU NEED A DESCRIPTION FOR A POSITION OR JOB NOT FOUND BELOW, OR IF THE WORK TO BE PERFORMED DOESN'T SUBSTANTIALLY MATCH THE DUTIES AND RESPONSIBILITIES WHEN YOU READ THE SPD, THEN YOU SHOULD CONSULT YOUR HRM CLASSIFIER OR CALL (202) 927-3705 FOR ASSISTANCE.

NOTES and TIPS FOR USERS

The following tips and information apply to all SPD in this reference:

GG and GH are pay plans used in Puerto Rico and the Virgin Islands, and require separate position description numbers due to the requirements of our current HR computer system (CIPPS).

While GM (and GH) is no longer appropriate, since Merit Pay and the PMRS programs have expired, the Office of Personnel Management allows employees previously under the program to remain in it until certain specified personnel actions occur. We therefore, continue to require separate SPD numbers for this category, due to CIPPS requirements.

OA - Office Automation, a title suffix for clerical employees who perform typing or keyboarding work which requires a qualified typist (at least 45 words per minute). In certain designated locations this qualifies for a special pay rate.

DT - Data Transcription, a parenthetical title for clerical employees who perform typing or keyboarding work which doesn't require a qualified typist, but only 25 words per minute. In certain designated locations this qualifies for a special pay rate.

These SPD show their Full Performance Level (FPL) in PARTS as being at the same grade as the SPD; the field should advise HRM of desired FPL, preferably on the PARTS comment screen (accessible through Shift-F7 keys). BUT, if you desire an FPL different from the existing career ladder for the position (e.g., an Entry Specialist that only goes to the GS-9; a Customs Inspector that goes GS - 5-7-9-11; etc.) there may be labor relations implications which will require consultation or negotiation with the union, and delay the action.

Bargaining Unit Status is IN the unit (PARTS coding 0081), unless clearly titled as SUPERVISOR or otherwise marked as OUT of unit. Certain positions (coded in PARTS and this list with 4 POUND SIGNS) can be either in or out of the unit, depending upon geographical location or the employee's or supervisor's assigned responsibilities. Consult your servicing labor relations specialist for information, and advise HRM using the PARTS comment screen (accessible through Shift-F7 keys).

Language specializations other than English which are required to accomplish the work may be requested on the PARTS comment screen (accessible through Shift-F7 keys). We no longer use separate position descriptions when the duties are the same. Consult your servicing classifier for more information.

The S in front of the PD number identifies the position as a STREAMLINED standardized position description. The letter at the end of the SPD number designates an amendment to the SPD (e.g., S0001a is the first version of S0001; S0001b amends and replaces S0001a).

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OCCUPATIONAL GROUPINGS, TITLE, SERIES and GRADE (Grouped and by series)	POSITION DESCRIPTION No. NUMBERS for GS and GG Pay Plans (and GM, GH, WG)	REMARKS

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GS-1890-13

(S0174a)(S0173a)

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DIRECTOR) GS-1890-09

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OCCUPATIONAL GROUPINGS, POSITION DESCRIPTION No.
TITLE, SERIES and GRADE NUMBERS for GS and GG Pay
(Grouped and by series) Plans (and GM, GH, WG) REMARKS

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OCCUPATIONAL GROUPINGS, TITLE, SERIES and GRADE (Grouped and by series)	POSITION DESCRIPTION No. NUMBERS for GS and GG Pay Plans (and GM, GH, WG)	REMARKS
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SUPERVISOR LIQUIDATION SPECIALIST GS-1894-13	S0076a (S0085a)	8888
SUPERVISORY LIQUIDATION SPECIALIST GS-1894-14	S0077a (S0086a)	8888
OCCUPATIONAL GROUPINGS, TITLE, SERIES and GRADE (Grouped and by series)	POSITION DESCRIPTION No. NUMBERS for GS and GG Pay Plans (and GM, GH, WG)	REMARKS

TECHNICAL POSITIONS

CUSTOMS AID (Data Transcription) S0261a S0262a

GS-1897-02

CUSTOMS AID (Data Transcription) S0251a S0256a
GS-1897-03

CUSTOMS AID (Data Transcription) S0252a S0257a
GS-1897-04

CUSTOMS TECHNICIAN (Data Transcription) S0253a S0258a
GS-1897-05

CUSTOMS TECHNICIAN(Senior)(Data Transcription) S0254a S0259a
GS-1897-06

CUSTOMS TECHNICIAN (Senior or Leader) S0255a S0260a POUND
(Data Transcription) GS-1897-07

CLERICAL POSITIONS

MANAGEMENT PROGRAM CLERK S0471a S0475a Not for CMC's; (Office Automation)
GS-0303-04 POUND

MANAGEMENT PROGRAM CLERK S0472a S0476a Not for CMC's;
(Office Automation) GS-0303-05 POUND

MANAGEMENT PROGRAM CLERK S0473a S0477a Not for CMC's;
(Office Automation) GS-0303-06 POUND

MANAGEMENT PROGRAM CLERK S0474a S0478a Not for CMC's;
(Office Automation) GS-0303-07 POUND

CLERK, GS-0303-01 S0001a S0006a

CLERK, GS-0303-02 S0002a S0007a

CLERK, GS-0303-03 S0003a S0008a

OCCUPATIONAL GROUPINGS, POSITION DESCRIPTION No.
TITLE, SERIES and GRADE NUMBERS for GS and GG Pay
(Grouped and by series) Plans (and GM, GH, WG) REMARKS

CLERK, GS-0303-04 S0004a S0009a

CLERK, GS-0303-05 S0005a S0010a

SECRETARY (Office Automation) S0271a S0279a
GS-0318-04

SECRETARY (Office Automation) S0272a S0280a POUND
GS-0318-05

SECRETARY (Office Automation) S0273a S0281a POUND

GS-0318-06

SECRETARY (Office Automation) S0274a S0282a POUND
GS-0318-07

SECRETARY (Office Automation) S0276a S0284a POUND
GS-0318-08

SECRETARY (Executive) (Office S0275a S0283a Staff Asst;
Automation) GS-0318-07 POUND

SECRETARY (Executive)(Office S0277a S0285a Staff Asst;
Automation) GS-0318-08 POUND

SECRETARY (Executive)(Office S0278a S0286a Staff Asst;
Automation) GS-0318-09 POUND

CLK-TYPIST, GS-0322-02 S0541a S0544a When ONLY typewriter
is used.

CLK-TYPIST, GS-0322-03 S0542a S0545a When ONLY typewriter
is used.

CLK-TYPIST, GS-0322-04 S0543a S0546a When ONLY typewriter
is used.

OFFICE AUTOMATION CLERK, GS-0326-02 S0211a S0217a

OFFICE AUTOMATION CLERK, GS-0326-03 S0212a S0218a

OCCUPATIONAL GROUPINGS, TITLE, SERIES and GRADE (Grouped and by series)	POSITION DESCRIPTION No. NUMBERS for GS and GG Pay Plans (and GM, GH, WG)	REMARKS
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OFFICE AUTOMATION CLERK, GS-0326-04	S0213a	S0219a
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OFFICE AUTOMATION ASSISTANT, GS-0326-05	S0214a	S0220a
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OFFICE AUTOMATION ASSISTANT, GS-0326-06	S0215a	S0221a
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OFFICE AUTOMATION ASSISTANT, GS-0326-07	S0216a	S0222a
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OTHER POSITIONS

MOTOR VEHICLE OPERATOR, WG-5703-05	(S0551a)
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MOTOR VEHICLE OPERATOR, WG-5703-06	(S0552a)
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MOTOR VEHICLE OPERATOR, WG-5703-07	(S0553a)
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