Project Management Position Description Template Guidance

Contents

Introduction: Project Management in the Federal Government

This guidance supports Federal agencies in developing accurate, consistent, and effective position descriptions (PDs) for Project Manager roles. A clear understanding of what constitutes a project—and the unique responsibilities of a Project Manager—is essential to ensure alignment with organizational needs and governmentwide classification standards.

According to the Project Management Institute's *Project Management Body of Knowledge (PMBOK®)*:

"A project is a temporary endeavor undertaken to create a unique product, service, or result." *(ANSI/PMI 99-001-2000)*

Unlike ongoing programs, which are continuous and often tied to an agency's statutory mission, projects are finite in nature, with a defined beginning and end. They are undertaken to develop, modify, or enhance a specific product, service, or system. Projects are constrained by scope, time, and resources, and are not part of routine operations.

Project Managers lead these temporary efforts across a wide range of domains—including IT, engineering, finance, and operations. While the technical content may vary, the core responsibilities of Project Managers remain consistent: defining project scope, developing and executing plans, managing resources, mitigating risks, ensuring quality, and delivering results.

This guidance provides sample position description templates for various Project Manager roles across the Federal government. These templates are intended to help agencies tailor PDs to their specific mission needs while maintaining consistency with Federal classification and hiring practices.

Purpose and Use of This Guidance

This document is intended to complement other OPM tools and resources, including:
- OPM's Project Manager Competency Model
- OPM's Project Management Classification Policy
- OPM's Project and Program Management Career Policy Guide

Together, these resources provide a comprehensive framework for identifying, classifying, and hiring qualified project management professionals capable of leading complex initiatives and delivering mission-critical outcomes.

Overview of the Templates

This guidance includes sample PD templates for a variety of Project Manager roles commonly found across Federal agencies. These templates are designed to assist Human Resources (HR) specialists and hiring managers in developing position descriptions that are:

- Representative of work found in the private sector
- Aligned with Federal classification standards
- Reflective of agency-specific mission needs
- Structured to highlight core duties, competencies, and contextual factors

Note: These templates are not exhaustive. They are intended to be used in conjunction with other OPM resources and adapted to reflect the specific scope, complexity, and mission of the position being filled.

Position Classification for Project Management Roles

Project management work in the Federal government is classified based on the **nature of the work performed** and the **type of knowledge required** to carry it out. As part of a skills-based approach, it is essential to align the occupational series with the competencies and specialized skills necessary for successful job performance.

- **General Project Management Work**: When the work does not require specialized subject-matter knowledge, it is typically classified in the 0343 – Management and Program Analysis Series. This series is appropriate for positions that focus on planning, coordinating, and managing projects across a variety of functional areas without requiring deep technical expertise in a specific field.

- **Specialized Project Management Work**: If the project management duties require specialized experience or technical knowledge such as in information technology, engineering, or scientific disciplines, the position should be classified in the occupational series that best reflects the required subject-matter expertise. For example:
    - **2210 – Information Technology Management Series** for IT-related project management
    - **0340 – Program Management Series** for executive-level or agency-wide program oversight series, aligned with the competencies and skills commonly required for project management roles at the GS-13 through GS-15 levels

- **Series Selection and Skills Alignment**: Most project management work in the Federal government is performed in the 0343, 0340, and 2210 series. This guidance includes PD templates for each of these series, aligned with the

competencies and skills commonly required for project management roles at the GS-13 through GS-15 levels.

Agencies should use job analysis to determine the appropriate series and grade level, ensuring that the classification reflects the knowledge, skills, and abilities (KSAs) needed to perform the work. This approach supports compliance with the Merit System Principles, Executive Orders 13932 and 14170, and the Chance to Compete Act, all of which emphasize fair, transparent, and skills-based hiring practices.

Skills-Based Position Descriptions

The Federal government is advancing a skills-based hiring strategy that emphasizes what individuals can do—not just where they've worked or what credentials they hold. This approach supports the Merit System Principles, promotes top-talent, and aligns with recent Federal mandates including Executive Order 13932, Executive Order 14170, and the Chance to Compete Act of 2024.

A skills-based PD clearly articulates the competencies and skills required to perform the work, enabling agencies to:
- Identify and assess talent based on demonstrated capabilities
- Improve the quality and consistency of hiring decisions
- Expand access to qualified candidates with various skillsets

Defining Competencies and Skills
- **Competency**: A measurable pattern of knowledge, skills, abilities, behaviors, and other characteristics (KSAOs) that an individual needs to perform work roles or occupational functions successfully.

- **Skill**: A specific, observable capability that can be demonstrated through experience, training, or assessment (e.g., stakeholder engagement, data visualization, project scheduling).

Successful job performance requires a balance **of technical and non-technical competencies**, such as:

- Project planning and execution
- Risk management
- Communication and stakeholder engagement
- Analytical thinking and decision-making
- Leadership and collaboration

How to Use This Guidance

- **Align Before Adopting:** Use the templates as a starting point but confirm that the duties and responsibilities accurately reflect your agency's mission and operational context before applying them.

- **Ensure Classification Consistency:** Align the position's duties with the appropriate occupational series and grade level, following OPM's classification standards.

- **Integrate Relevant Competencies:** Reference OPM's Project Manager Competency Models to identify the knowledge, skills, and abilities (KSAs) required for the role.

- **Collaborate with Classification Experts:** Work closely with your agency's HR classification specialists to ensure the position description complies with Federal HR policies and practices.

Template Structure

Each PD template follows a standardized format to promote consistency and ease of use:

1. **Position Title**
   The official title of the position, reflecting the project domain (e.g., IT, construction, finance).

2. **Occupational Series and Grade Level**
   The Federal occupational series and grade level that best align with the duties and responsibilities.

3. **Position Summary**
   A concise overview of the position's purpose, scope, and contribution to the agency's mission.

4. **Major Duties and Responsibilities**
   A detailed list of the core functions performed by the Project Manager, typically including:
   - Defining project scope and deliverables
   - Developing and managing project plans
   - Coordinating cross-functional teams
   - Monitoring progress and mitigating risks
   - Ensuring quality and compliance
   - Communicating with stakeholders

5. **Knowledge, Skills, and Abilities (KSAs)**

   Key competencies required for successful performance, such as:
   - Project planning and execution
   - Risk management
   - Communication and stakeholder engagement
   - Technical expertise in the relevant domain

6. **Supervisory Controls**

   Description of the level of independence, oversight, and decision-making authority.

7. **Guidelines**

   Reference to applicable laws, regulations, policies, and technical standards used in the role.

8. **Complexity and Scope**

   Explanation of the nature of assignments, interdependencies, and the impact of the work.

9. **Personal Contacts and Purpose**

   Identification of key internal and external stakeholders and the purpose of interactions.

10. **Physical Demands and Work Environment**

    Description of any physical requirements or environmental conditions relevant to the position.

Terms of Use

This guidance and the included templates are provided by the U.S. Office of Personnel Management (OPM) as examples to support skills-based hiring and classification. They are technically sound and reflect the competencies typically required for project management roles at various grade levels.

While the templates include sample duties and factor levels associated with the described work, agencies are responsible for ensuring that the duties in their PDs accurately reflect the work performed within their organization. Final classification decisions must be based on a thorough evaluation of actual duties and responsibilities and must comply with OPM's classification standards. Justification and evaluation are required to confirm that the position aligns with agency-specific work and mission needs.

Important: Collaboration between hiring managers and HR classification specialists is

essential. Any modifications to duties, competencies, or classification-related content should be made carefully and in consultation with your HR Office.

Appendices

Appendix A: Sample Templates
The following templates are included in this guide:
1. Project Manager (GS-0343-13)
2. Project Manager (GS-0343-14)
3. Program and Project Manager (GS-0340-14)
4. Program and Project Manager (GS-0340-15)
5. IT Project Manager (GS-2210-13)
6. IT Project Manager (GS-2210-14)

Each template includes a fully developed position description using the structure outlined above.

Appendix B: Frequently Asked Questions (FAQs)
Answers to common questions about project management classification and hiring.

Appendix A – Project Manager Position Description Templates

Management and Program Analyst (Project Manager), GS-0343-13 Position Description – Skills-Based Format

Introduction

This position serves as a Management and Program Analyst (Project Manager), GS-0343-13, responsible for leading cross-functional projects that drive strategic outcomes and operational improvements across the organization. The incumbent applies advanced skills in project management, Lean Six Sigma, data analysis, stakeholder engagement, and performance evaluation to deliver mission-aligned results.

The Project Manager uses methods like Lean Six Sigma, Agile, and Waterfall to define scope, manage resources, reduce risks, and ensure quality in time-bound projects. Projects may involve developing new services, improving existing processes, or implementing enterprise-wide solutions. The role requires the ability to synthesize complex information, coordinate multi-functional teams, and translate insights into actionable strategies using tools such as Power BI for data visualization and decision support.

This template is part of a standardized position description framework developed by the U.S. Office of Personnel Management (OPM) to support skills-based hiring and classification practices across the federal government. The PD template includes major duties and factor levels aligned with competencies and skills associated with project management work.

Major Duties

Lifecycle Project Management

- Manages all phases of project execution, from initiation and planning through implementation and closeout.

- Coordinates resource planning, procurement, and integration of support functions to ensure timely and effective project delivery.

- Tracks project milestones, risks, and performance indicators; implements corrective actions as needed to maintain scope, schedule, and budget.

Strategic Project Leadership

- Leads the planning, execution, and delivery of complex, cross-functional projects that support organizational transformation and operational efficiency.

- Defines project scope, objectives, deliverables, and success metrics in

collaboration with stakeholders.

- Develops and manages project plans, timelines, and budgets; monitors progress and adjusts plans to ensure alignment with strategic goals.

- Applies project management methodologies (e.g., Agile, Waterfall) and Lean Six Sigma principles to manage risk, quality, and resource allocation.

Program and Process Evaluation

- Conducts comprehensive management and program analyses to evaluate the effectiveness of internal operations and program delivery.

- Designs and implements evaluation frameworks, performance metrics, and data collection methodologies.

- Uses Lean Six Sigma tools (e.g., Suppliers, Inputs, Process, Outputs, and Customers (SIPOC) diagrams, root cause analysis, control charts) to assess and improve processes.

Data-Driven Decision Support

- Applies qualitative and quantitative methods to analyze complex data sets, identify trends, and inform decision-making.

- Develops interactive dashboards and reports using Power BI to visualize performance and support executive decision-making.

- Aligns data analysis with agency performance goals and compliance requirements.

Stakeholder Engagement and Communication

- Collaborates with program managers, technical experts, and leadership to align project goals with organizational priorities.

- Leads project teams, facilitates meetings, and ensures clear communication of objectives and milestones.

- Prepares and delivers presentations, status updates, and evaluation findings to internal and external stakeholders.

Innovation and Continuous Improvement

- Identifies opportunities to streamline operations, enhance service delivery, and implement innovative solutions.

- Applies Lean Six Sigma methodologies to institutionalize continuous improvement practices.

- Conducts longitudinal studies and process reviews to anticipate future

challenges and recommend proactive strategies.

Team Leadership and Oversight

- Leads and mentors project teams, assigning tasks, monitoring progress, and ensuring quality standards are met.

- Evaluates team performance and fosters a collaborative, results-oriented work environment.

- Implements quality assurance processes and risk mitigation strategies to ensure successful project outcomes.

Organizational Alignment and Impact

- Aligns project and program objectives with broader agency goals and performance frameworks.

- Advises leadership on resource allocation, policy development, and strategic planning based on project outcomes and organizational capacity.

- Supports change management efforts by facilitating adoption of new processes, tools, and technologies.

Factor Level Descriptions

Factor 1: Knowledge Required by the Position - Level 1-8 (1550 Points)
This position requires mastery of advanced analytical, evaluative, and project management principles to lead complex, cross-functional initiatives that impact agency-wide operations and strategic outcomes. The incumbent applies expert-level knowledge in the following areas:

- Project and Program Management: Demonstrates expert knowledge of project management principles, practices, and tools across the full project lifecycle. Applies integrated disciplines including scope, schedule, cost, quality, risk, procurement, and stakeholder management. Leads the development of project charters, work breakdown structures, resource plans, and performance dashboards.

- Lean Six Sigma: Applies Lean Six Sigma methodologies to identify inefficiencies, reduce waste, and improve process quality. Uses tools such as DMAIC, value stream mapping, and control charts to drive continuous improvement.

- Analytical and Evaluative Expertise: Applies advanced qualitative and quantitative methodologies—including statistical modeling, regression analysis, and data visualization—to evaluate program performance and develop actionable insights. Uses Power BI to create dynamic dashboards and reports.

- Organizational and Policy Knowledge: Possesses deep understanding of the agency's mission, structure, and interrelated program areas. Interprets and evaluates the implications of legislation, regulations, and policies on operations and planning.

- Collaboration and Stakeholder Engagement: Leads cross-functional teams, facilitates consensus, and resolves complex or sensitive issues. Prepares and delivers high-impact briefings and recommendations to senior executives and external stakeholders.

- Leadership and Innovation: Designs and implements enterprise-wide initiatives that improve efficiency and mission outcomes. Mentors team members and fosters a culture of continuous improvement and accountability.

Factor 2: Supervisory Controls - Level 2-4 (450 Points)

Operates with a high degree of independence. Collaborates with supervisor to define strategic objectives. Exercises expert judgment in selecting methodologies and resolving issues. Work is reviewed for alignment with goals and policy compliance.

Factor 3: Guidelines - Level 3-4 (450 Points)

Interprets and adapts a wide range of regulations, policies, and directives. Develops new procedures and tools when existing guidance is insufficient. Recognized as a subject matter expert in operationalizing policy.

Factor 4: Complexity - Level 4-5 (325 Points)

Manages multifaceted projects involving interrelated issues and stakeholders. Requires innovative approaches to address unique challenges and deliver sustainable improvements.

Factor 5: Scope and Effect - Level 5-5 (325 Points)

Leads strategic projects and analyses that influence agency operations and policy. Work supports mission-critical services and informs executive decision-making.

Factors 6 & 7: Personal Contacts / Purpose of Contacts - Level 6/7-3c (180 Points)

Engages with senior executives, program managers, contractors, and interagency partners. Interactions involve resolving complex issues and influencing decisions through negotiation and consensus-building.

Factor 8: Physical Demands - Level 8-1 (5 Points)

Primarily sedentary work in an office or virtual setting. Occasional travel and extended hours may be required.

Factor 9: Work Environment - Level 9-1 (5 Points)

Typical office environment with standard safety precautions. Occasional travel for meetings or site visits.

Total Points: 3290

Here is an evaluation table summarizing the classification factors and total points for the Project Manager (GS-0343-13) position:

Position Evaluation Summary Table

Factor	Level	Points
1. Knowledge Required by the Position	Level 1-8	1550
2. Supervisory Controls	Level 2-4	450
3. Guidelines	Level 3-4	450
4. Complexity	Level 4-5	325
5. Scope and Effect	Level 5-5	325
6/7. Personal Contacts / Purpose	Level 6/7-3c	180
8. Physical Demands	Level 8-1	5
9. Work Environment	Level 9-1	5
Total Points		**3290**

The total support classification at the GS-13 grade level under the General Schedule (GS) Classification System.

References

1. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990
2. U.S. OPM Career Path for Federal Program and Project Management Guide
3. U.S. Competency Model for Project Management
4. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019
5. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009
6. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Management and Program Analyst (Project Manager), GS-0343-14 Position Description – Skills-Based Format

Introduction

This position serves as a Management and Program Analyst (Project Manager), GS-0343-14, responsible for leading high-impact, cross-functional projects that advance the strategic goals and operational effectiveness of the organization. The incumbent applies expert-level skills in project management, program evaluation, Lean Six Sigma, and organizational analysis to design and implement initiatives that improve service delivery, optimize resource use, and strengthen mission outcomes.

The Project Manager independently plans, coordinates, and executes complex projects involving multiple stakeholders, evolving requirements, and competing priorities. The work includes conducting advanced management and program analyses to assess performance, identify improvement opportunities, and inform data-driven decision-making. The incumbent ensures that project outcomes are aligned with agency priorities and that results are measurable, sustainable, and scalable. Tools such as Power BI are used to support data visualization and performance reporting.

This template is part of a standardized position description framework developed by the U.S. Office of Personnel Management (OPM) to support skills-based hiring and classification practices across the federal government. The PD template includes major duties and factor levels aligned with competencies and skills associated with project management work.

Major Duties

Strategic Project Leadership

- Leads the full lifecycle of complex, cross-functional projects from initiation through closeout, ensuring alignment with agency goals, timelines, and resource constraints.

- Defines project scope, objectives, deliverables, and success metrics in collaboration with stakeholders.

- Develops and manages integrated project plans, timelines, and budgets; monitors progress and adjusts plans to ensure successful execution.

Advanced Program and Process Analysis

- Conducts comprehensive evaluations of internal operations, administrative functions, and program performance to identify improvement opportunities.

- Designs and implements evaluation plans, performance metrics, and data

collection methodologies to assess program effectiveness and operational efficiency.

- Applies advanced qualitative and quantitative methods—including statistical analysis, forecasting, and modeling—to support evidence-based decision-making.

Innovation and Process Improvement

- Develops and implements innovative tools, methodologies, and frameworks—including Lean Six Sigma—to improve project execution, resource utilization, and service delivery.

- Leads the redesign of business processes and management systems to enhance productivity, reduce risk, and improve outcomes.

- Recommends and implements process enhancements based on analytical findings and stakeholder feedback.

Stakeholder Engagement and Communication

- Collaborates with program managers, technical experts, and senior leadership to align project and program objectives with organizational priorities.

- Leads and facilitates cross-functional teams, ensuring clarity of roles, responsibilities, and expectations.

- Prepares and delivers high-impact briefings, reports, and recommendations to internal and external stakeholders.

Lifecycle and Resource Management

- Plans and coordinates all support functions required for project success, including funding, staffing, facilities, and procurement.

- Assesses the impact of new initiatives on organizational capacity and develops strategies to mitigate resource constraints.

- Implements project management controls across integration, scope, time, cost, quality, communications, risk, and procurement.

Team Leadership and Oversight

- Leads project teams composed of technical specialists and support staff; assigns tasks, monitors progress, and ensures quality standards are met.

- Tracks key performance indicators (KPIs) such as schedule adherence, budget compliance, and stakeholder satisfaction.

- Identifies and mitigates risks through proactive monitoring, contingency

planning, and quality assurance processes.

Strategic Alignment and Organizational Impact

- Aligns project outcomes with agency-wide strategic goals and performance frameworks.
- Advises leadership on resource allocation, policy development, and program direction based on project findings and organizational needs.
- Supports change management efforts by facilitating the adoption of new tools, processes, and technologies.

Reporting and Evaluation

- Prepares project status reports, analytical assessments, and recommendations for senior leadership.
- Participates in executive-level meetings to present findings, discuss implementation strategies, and support continuous improvement.
- Conducts longitudinal studies and post-implementation reviews to assess long-term impact and sustainability of initiatives.

Other Duties

- Performs additional duties as assigned in support of agency mission and strategic priorities.

Factor Level Descriptions

Factor 1: Knowledge Required by the Position – Level 1-8 (1550 Points)
This position requires a mastery of advanced analytical, evaluative, and project management principles to lead complex, high-impact initiatives that influence agency-wide operations, policy, and performance. The incumbent demonstrates expert-level knowledge in project and program management, including full lifecycle execution, Lean Six Sigma methodologies, and the use of tools like Power BI for data visualization. The role demands the ability to apply advanced statistical modeling, forecasting, and evaluation frameworks to assess organizational effectiveness and inform strategic decisions.

Factor 2: Supervisory Controls – Level 2-5 (650 Points)
The incumbent functions with a high degree of autonomy and is recognized as an authority in project and program analysis. The supervisor provides only broad administrative and policy direction. The employee independently determines project scope, selects methodologies, and manages all phases of execution. Completed work is reviewed only for alignment with strategic goals and policy objectives, and technical decisions are accepted without substantive revision.

Factor 3: Guidelines – Level 3-5 (650 Points)

The incumbent interprets and applies high-level administrative policies, legislation, and strategic plans that often lack specificity. Expert discretion is required to adapt or develop new internal policies, procedures, and tools. The employee is recognized as a subject matter expert in operationalizing policy and may assess the impact of proposed legislation or regulatory changes on agency operations.

Factor 4: Complexity – Level 4-5 (325 Points)

Assignments are highly complex and involve initiatives of national scope and strategic significance. The incumbent must navigate conflicting priorities, overlapping mandates, and evolving stakeholder expectations. Projects often involve novel challenges requiring innovative, flexible, and adaptive approaches. The work demands advanced analytical reasoning and systems thinking.

Factor 5: Scope and Effect – Level 5-5 (325 Points)

The purpose of the position is to lead strategic projects and conduct high-level program and management analyses that directly influence agency operations, policy, and resource allocation. The incumbent's work supports the development and delivery of mission-critical services and informs executive decision-making. The impact of the work is broad, often resulting in significant changes to agency policies, processes, and performance frameworks.

Factors 6 & 7: Personal Contacts / Purpose of Contacts – Level 6/7-3c (180 Points)

The incumbent interacts with a wide range of internal and external stakeholders, including senior executives, program managers, technical experts, contractors, and interagency partners. These interactions are often unstructured and involve individuals with differing priorities and authority levels. The purpose is to exchange information, coordinate activities, resolve complex issues, and influence decision-making. The incumbent must negotiate solutions to sensitive matters with diplomacy and strategic foresight.

Factor 8: Physical Demands – Level 8-1 (5 Points)

The work is primarily sedentary and performed in an office or virtual environment. Occasional walking, standing, or carrying of light materials may be required. Travel and extended hours may occasionally be necessary to meet project deadlines or attend meetings.

Factor 9: Work Environment – Level 9-1 (5 Points)

The work is performed in a typical office setting with adequate lighting, ventilation, and temperature control. Normal safety precautions are observed. Occasional travel may be required for meetings, site visits, or conferences.

Total Classification Points: 3690

The total support classification at the GS-14 level under the GS Classification System.

Project Manager (GS-0343-14) – Factor Evaluation Table

Factor	Level	Points
1. Knowledge Required by the Position	1-8	1550
2. Supervisory Controls	2-5	650
3. Guidelines	3-5	650
4. Complexity	4-5	325
5. Scope and Effect	5-5	325
6/7. Personal Contacts / Purpose of Contacts	6/7-3c	180
8. Physical Demands	8-1	5
9. Work Environment	9-1	5
Total Points		**3690**

The total support classification at the GS-14 level under the GS Classification System.

References

1. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990
2. U.S. OPM Career Path for Federal Program and Project Management Guide
3. U.S. Competency Model for Project Management
4. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019
5. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009
6. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Comparison of Project Manager PDs: GS-13 vs. GS-14

Below is a side-by-side comparison highlighting the key differences between the GS-13 and GS-14 Project Manager position descriptions:

Category	GS-13	GS-14
Position Scope	Leads cross-functional projects focused on operational improvements and mission alignment.	Leads high-impact, cross-functional projects with national scope and strategic significance.
Analytical Depth	Applies advanced analytical and evaluative methods.	Applies expert-level analytical methods including forecasting, modeling, and longitudinal studies.
Innovation Tools	Uses Lean Six Sigma and Power BI to support process improvement and data visualization.	Develops and implements innovative tools and frameworks, including Lean Six Sigma, to redesign systems and improve service delivery.
Decision-Making Authority	Operates with a high degree of independence; work reviewed for alignment and effectiveness.	Operates with full autonomy; work reviewed only for strategic alignment. Recognized authority in project and program analysis.
Guidelines	Interprets and adapts a wide range of policies and regulations.	Interprets high-level policies and develops new internal procedures and tools. May assess legislative impacts.
Complexity	Manages multifaceted projects with overlapping requirements.	Leads initiatives with "one-of-a-kind" challenges requiring innovative, adaptive approaches.
Scope and Effect	Influences agency operations and policy through strategic projects.	Directly influences national-level operations, policy, and resource allocation.
Leadership Role	Leads and mentors project teams; fosters collaboration.	Leads enterprise-wide initiatives; mentors others and drives organizational change.
Evaluation Methods	Uses dashboards and performance metrics to assess outcomes.	Conducts post-implementation reviews and longitudinal studies to assess sustainability.

Competencies for Project Management PD

The position description templates for Project Manager GS-343-13 and GS-343-14 include competencies/skills aligned with project management functions. These templates as part of the standardized framework developed by OPM to support skills-based hiring and classification practices across the federal government serve as a guide for application by agencies. This guide also includes additional competencies and skills associated with these templates to assist agencies with developing project management position descriptions aligned with skills-based hiring practices.

Competencies and Examples of Duties for Project Manager (GS-343-13/14)

Competency	Examples of Duties
Business Process Reengineering	Leads process mapping workshops. Implements control charts and DMAIC cycles to improve efficiency and reduce cycle time. Uses Lean Six Sigma, Kaizen, and other tools to streamline workflows, eliminate waste, and enhance service delivery.
Change Management	Develops change readiness assessments, communication plans, and training materials. Supports transition to new systems or policies. Leads organizational change initiatives. Develops communication and training strategies to support adoption of new processes or technologies.
Communications and Media	Prepares executive briefings, status reports, and data visualizations. Delivers presentations to senior leadership and external partners. Communicates complex information clearly and persuasively through reports, briefings, and visualizations (e.g., Power BI dashboards).
Decision Making	Evaluates alternatives using cost-benefit analysis. Makes recommendations based on risk assessments and stakeholder input. Make timely, data-informed decisions. Balances competing priorities and adapts to evolving circumstances.
Leadership	Assigns tasks, monitors team performance, and ensures quality standards. Coaches team members and resolve conflicts. Guides cross-functional teams, mentors staff, and fosters a culture of accountability, innovation, and continuous improvement.

Organizational Performance Analysis	Conducts root cause analysis, regression modeling, and performance evaluations. Synthesizes findings into executive-level recommendations. Applies advanced qualitative and quantitative methods to evaluate data, identify patterns, and generate actionable insights.
Project Management	Develops project charters, work breakdown structures, and integrated master schedules. Tracks milestones and adjusts plans to meet deliverables. Plans, executes, and oversees projects using structured methodologies (e.g., Agile, Waterfall). Manages scope, schedule, cost, quality, and risk across the project lifecycle.
Stakeholder Management	Coordinates with program managers, contractors, and leadership. Leads stakeholder meetings and ensures alignment on goals and timelines. Builds and maintains productive relationships with internal and external stakeholders. Facilitates consensus and manages expectations.
Strategic Thinking	Facilitates strategic planning sessions. Translates agency goals into measurable project outcomes and success metrics. Aligns project objectives with agency mission and long-term goals. Anticipates future trends and positions the organization for success.
Technology Application	Leverages tools such as MS Project, Power BI, SharePoint, and collaboration platforms to manage projects and communicate progress. Builds dashboards in Power BI, manages project timelines in MS Project, and maintain documentation in SharePoint.

Appendix A (2) – Program and Project Manager Position Description Templates

Program and Project Manager (GS-0340-14) Position Description – Skills-Based Format

Introduction

This position serves as a Program and Project Manager, GS-0340-14, responsible for leading, coordinating, and overseeing one or more enterprise-level programs that support the agency's mission, strategic objectives, and statutory mandates. The incumbent applies advanced leadership, planning, and organizational management skills to direct the execution of ongoing programs and associated projects, ensuring alignment with agency priorities, resource constraints, and performance expectations.

Programs under this role encompass a broad scope of interrelated functions, operations, and services authorized and funded by statute. These programs are continuous in nature and require sustained oversight, evaluation, and coordination across multiple organizational units and stakeholder groups. The incumbent ensures that program activities comply with applicable laws, regulations, and policies, and that they deliver measurable outcomes to the public or internal customers.

In addition to managing programs, the incumbent also oversees discrete projects within those programs. Projects are time-bound efforts designed to develop, enhance, or implement specific products, services, or systems. While projects have defined start and end points, the programs they support are ongoing and strategic in nature.

The Program Manager serves as a key advisor to senior leadership, providing authoritative guidance on program direction, performance, and risk. The role requires the ability to lead cross-functional teams, manage complex stakeholder relationships, and drive continuous improvement across program and project portfolios.

This template is part of a standardized position description framework developed by the U.S. Office of Personnel Management (OPM) to support skills-based hiring and classification practices across the federal government. The PD template includes major duties and factor levels aligned with competencies and skills associated with project management work.

Major Duties

Program Leadership and Oversight
Leads the strategic planning, execution, and evaluation of major agency programs. Ensures that program goals are aligned with statutory mandates, agency priorities, and

Appendix A (2) – Program and Project Manager Position Description Templates

performance frameworks. Oversees the integration of program activities across multiple organizational units and ensures compliance with applicable laws and policies.

Project Management
Manages discrete projects within broader programs, ensuring timely delivery of defined outcomes. Develops project plans, allocates resources, monitors progress, and adjusts strategies to meet evolving requirements. Applies project management methodologies to ensure quality, accountability, and risk mitigation.

Strategic Planning and Performance Management
Develops long-range plans and strategic goals for assigned programs. Establishes performance metrics and evaluation frameworks to assess program effectiveness and inform decision-making. Leads efforts to improve program outcomes through data-driven analysis and continuous improvement.

Stakeholder Engagement and Communication
Serves as the primary liaison between program teams, agency leadership, external partners, and oversight bodies. Facilitates collaboration and alignment through briefings, reports, and strategic communications. Negotiates solutions to complex or sensitive issues and builds consensus among diverse stakeholders.

Policy Development and Compliance
Interprets and applies federal regulations, agency policies, and legislative mandates. Develops internal policies and procedures to guide program execution and ensure compliance. Provides authoritative recommendations to senior leadership on policy implications and operational impacts.

Risk Management and Change Leadership
Identifies and mitigates risks that could affect program success. Leads change management efforts to support the adoption of new systems, processes, or organizational structures. Anticipates future challenges and develops proactive strategies to address them.

Team Leadership and Collaboration
Leads cross-functional teams composed of analysts, specialists, and support staff. Assigns responsibilities, monitors performance, and fosters a collaborative, results-oriented work environment. Mentors staff and promotes professional development.

Other Duties
Performs additional duties as assigned in support of agency mission and strategic priorities.

Appendix A (2) – Program and Project Manager Position Description Templates

Factor Level Descriptions

Factor 1 – Knowledge Required by the Position - Level 1-8 (1550 points)
This position requires mastery of program and project management principles, strategic planning, and organizational leadership. The incumbent must demonstrate expert-level knowledge of federal policies, performance management frameworks, and cross-functional coordination. The role demands the ability to lead enterprise-level programs, manage complex stakeholder relationships, and develop innovative solutions to address evolving challenges. Strong analytical, communication, and leadership skills are essential.

- **Program Management** - Knowledge of the principles, methods, and tools for the coordinated management of a program to include providing oversight of multiple projects, integrating dependent schedules and deliverables, and related activities (for example, benefits management, life cycle management, program governance).

- **Project Management** - Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

- **Stakeholder Management** - Knowledge of the concepts, practices, and techniques used to identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort; including those actively involved, those who exert influence over the process and its results, and those who have a vested interest in the outcome (positive or negative).

Factor 2 – Supervisory Controls - Level 2-5 (650 points)
The supervisor provides administrative and policy direction in terms of broadly defined missions and functions. The incumbent independently defines objectives, interprets policies, and determines their impact on program requirements. The employee exercises wide latitude in planning, designing, and executing work and is recognized as a technical authority. Completed work is reviewed primarily for its impact on agency policy and program goals and is typically accepted as technically authoritative.

Factor 3 – Guidelines - Level 3-5 (650 points)
Guidelines are often ambiguous, incomplete, or conflicting. The incumbent exercises broad discretion in interpreting guidance and developing new policies and procedures. The employee is recognized as a subject matter expert and frequently formulates authoritative interpretations that may serve as precedent for future initiatives.

Factor 4 – Complexity - Level 4-5 (325 points)
The work involves addressing complex and interrelated issues in program and project planning, execution, and evaluation. Assignments require the development of detailed plans and the analysis of legislation, regulations, and data. The incumbent must

Appendix A (2) – Program and Project Manager Position Description Templates

anticipate challenges, identify future needs, and develop innovative strategies and methods to address them.

Factor 5 – Scope and Effect - Level 5-5 (325 points)

The purpose of the work is to plan, execute, and evaluate major administrative and programmatic functions that support mission-critical operations. The work directly influences the structure, direction, and success of national-level programs and may result in significant changes to service delivery or agency engagement with stakeholders.

Factors 6 & 7 – Personal Contacts / Purpose of Contacts - Level 6/7-3c (180 points)

The incumbent interacts with high-level officials, technical experts, project managers, contractors, and other stakeholders. These interactions often occur in unstructured settings and involve individuals with varying levels of authority. The purpose is to exchange information, coordinate activities, and resolve complex issues. The incumbent frequently negotiates to reconcile conflicting interests and secure agreement on sensitive matters.

Factor 8 – Physical Demands - Level 8-1 (5 points)

The work is primarily sedentary and performed in an office setting. Some walking, standing, or carrying of light items may be required. Occasional travel and extended hours may be necessary, but no special physical demands are typically involved.

Factor 9 – Work Environment - Level 9-1 (5 points)

The work is performed in a typical office environment with normal safety precautions. The workspace is adequately lighted, heated, and ventilated. Occasional travel may be required, but the work environment does not involve significant risks or discomforts.

Total Classification Points: 3690

This total support classification at the GS-14 level under the GS Classification System.

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Factor Evaluation Summary Table

Factor	Level	Points
Knowledge Required by the Position	1-8	1550
Supervisory Controls	2-5	650
Guidelines	3-5	650
Complexity	4-5	325
Scope and Effect	5-5	325
Personal Contacts / Purpose of Contacts	6/7-3c	180
Physical Demands	8-1	5
Work Environment	9-1	5
Total Points		**3690**

The total support classification at the GS-14 level under the GS Classification System.

References

1. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990;
2. U.S. OPM Career Path for Federal Program and Project Management Guide;
3. U.S. Competency Model for Project Management;
4. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019;
5. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009;
6. U.S. OPM Position Classification Flysheet for Program Management Series, 0340, May 2019;
7. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Appendix A (2) – Program and Project Manager Position Description Templates

Program and Project Manager (GS-0340-15) Position Description – Skills-Based Format

Introduction

This position serves as a Program and Project Manager, GS-0340-15, responsible for leading, coordinating, and directing one or more complex, mission-critical programs and their associated projects. The incumbent applies executive-level leadership, strategic planning, and program execution skills to manage initiatives that are national in scope, high in visibility, and central to the agency's mission.

The role requires mastery of program lifecycle management, including defining objectives, allocating resources, and evaluating outcomes across multiple initiatives. The incumbent ensures compliance with federal statutes, regulations, and agency policies while driving performance and innovation. Programs are continuous operations authorized and funded by statute, while projects are finite efforts designed to implement or improve specific services, systems, or operations.

The incumbent must demonstrate the ability to lead both domains—balancing long-term strategic oversight with short-term tactical execution—while fostering collaboration across internal and external stakeholders. The position requires expert judgment, political acumen, and the ability to influence high-level decision-making in complex, dynamic environments.

Major Duties

Strategic Program Leadership
Defines and aligns program goals with agency-wide strategic priorities. Develops short- and long-term plans to achieve measurable outcomes. Establishes and adjusts program policies, priorities, and operating guidelines to improve service delivery and ensure responsiveness to evolving mission needs. Leads comprehensive program evaluations and administer management reporting systems to support executive decision-making.

Quality and Performance Management
Designs and implements quality assurance frameworks to monitor compliance and performance. Leads corrective action planning and resolution of deficiencies. Evaluates performance across multiple worksites and applies advanced analytics to identify systemic issues and develop innovative solutions.

Stakeholder Engagement and External Relations
Builds and sustains collaborative relationships with internal stakeholders and external partners at all levels. Serves as a liaison to the public, advocacy groups, and the media. Represents the agency in professional associations and intergovernmental forums,

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contributing to policy discussions and knowledge exchange.

Resource and Financial Stewardship

Develops and manages annual financial plans aligned with program objectives. Applies cost-effective management techniques to optimize operations. Monitors resource utilization and ensures compliance with budgetary, classification, and position management regulations.

Project and Lifecycle Management

Leads the full lifecycle of projects within assigned programs, from planning through execution and closure. Develops project documentation and coordinates stakeholder approvals. Applies project management best practices to control scope, schedule, cost, quality, and risk. Tracks key performance indicators and implements quality assurance processes.

Team Leadership and Collaboration

Leads cross-functional teams, sets clear objectives, and ensures alignment with strategic goals. Provides guidance and oversight to ensure high-quality execution. Facilitate collaboration across departments and resolve conflicts to remove barriers to progress.

Communication and Reporting

Maintains open communication with all stakeholders. Prepares and presents findings, evaluations, and recommendations to senior leadership. Participate in executive-level meetings to discuss program performance and strategic adjustments.

Other Duties

Performs additional responsibilities as assigned in support of the agency's mission and operations.

Factor Level Descriptions

Factor 1 – Knowledge Required by the Position - Level 1-8 (1550 points)

This position requires mastery of program and project management principles, strategic planning, and executive leadership. The incumbent must demonstrate expert ability to lead complex, multi-dimensional programs and projects that are critical to the agency's mission. This includes knowledge of program lifecycle management, advanced analytical methods, earned value management, and organizational process improvement. The role also demands expertise in federal acquisition, financial management, change management, and stakeholder engagement. The incumbent must be capable of operating independently, exercising expert judgment in ambiguous situations, and delivering innovative solutions that advance the agency's mission.

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- **Change Management** - Knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.

- **Financial Management** - Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

- **Program Management** - Knowledge of the principles, methods, and tools for the coordinated management of a program to include providing oversight of multiple projects, integrating dependent schedules and deliverables, and related activities (for example, benefits management, life cycle management, program governance).

- **Project Management** - Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

- **Stakeholder Management** - Knowledge of the concepts, practices, and techniques used to identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort; including those actively involved, those who exert influence over the process and its results, and those who have a vested interest in the outcome (positive or negative).

Factor 2 – Supervisory Controls (Level 2-5, 650 points)

The supervisor provides broad administrative and policy direction. The incumbent independently defines objectives, interprets senior-level policy, and determines the impact on program and project execution. As a recognized technical authority, the incumbent plans, designs, and executes complex initiatives. Work is reviewed primarily for alignment with strategic goals and is typically accepted as technically sound and operationally effective.

Factor 3 – Guidelines - Level 3-5 (650 points)

The incumbent operates in an environment where guidelines are often incomplete, conflicting, or require significant interpretation. The role demands advanced analytical and conceptual skills to assess the intent of existing policies and develop new guidance. The incumbent formulates policy interpretations, drafts procedures, and establishes best practices that influence agency-wide operations.

Factor 4 – Complexity (Level 4-6, 450 points)

The work involves managing multifaceted programs and projects that span diverse subject areas and require integration of legislative, regulatory, financial, and

Appendix A (2) – Program and Project Manager Position Description Templates

operational considerations. Assignments are often unprecedented in scope and require the development of new objectives, legislative proposals, or regulatory frameworks. The incumbent must anticipate and address emerging challenges and lead cross-functional teams in dynamic environments.

Factor 5 – Scope and Effect - Level 5-6 (450 points)

The purpose of the work is to lead, evaluate, and improve major national programs and projects with broad public and governmental impact. The incumbent's work influences policy, resource allocation, and service delivery across multiple agencies and sectors. Recommendations often result in significant changes to agency operations, interagency coordination, or public policy.

Factors 6 & 7 – Personal Contacts / Purpose of Contacts - Level 6/7-4d (330 points)

The incumbent engages with senior agency officials, congressional staff, state and local government leaders, private sector executives, and technical experts. Contacts are made to negotiate, justify, and resolve complex and often controversial issues. The incumbent must influence high-level decision-makers, reconcile conflicting interests, and secure consensus on matters involving substantial resources or policy shifts.

Factor 8 – Physical Demands - Level 8-1 (5 points)

The work is primarily sedentary and performed in an office or virtual environment. Occasional walking, standing, or lifting of light materials may be required. Periodic travel and extended work hours may be necessary.

Factor 9 – Work Environment - Level 9-1 (5 points)

The work is conducted in a standard office setting with adequate lighting, ventilation, and safety precautions. Occasional travel may be required. The environment involves minimal risk and requires adherence to standard safety protocols.

Total Classification Points: 4090

The total support classification at the GS-15 level under the General Schedule classification system.

Factor Evaluation Summary Table

Factor	Level	Points
Knowledge Required by the Position	1-8	1550
Supervisory Controls	2-5	650
Guidelines	3-5	650

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Complexity	4-6	450
Scope and Effect	5-6	450
Personal Contacts / Purpose of Contacts	6/7-4d	330
Physical Demands	8-1	5
Work Environment	9-1	5
Total Points		**4090**

The total support classification at the GS-15 level under the GS Classification System.

References

1. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990;
2. U.S. OPM Career Path for Federal Program and Project Management Guide;
3. U.S. Competency Model for Project Management;
4. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019;
5. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009;
6. U.S. OPM Position Classification Flysheet for Program Management Series, 0340, May 2019;
7. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Appendix A (2) – Program and Project Manager Position Description Templates

Comparison of Program and Project Manager PDs: GS-14 vs. GS-15

Below is a summary of the key differences between the **GS-14** and **GS-15** Program and Project Manager positions.

Category	GS-14	GS-15
Scope of Responsibility	Manages enterprise-level programs and associated projects that support agency mission and strategic goals.	Leads national-level, mission-critical programs and high-visibility projects with broad public and governmental impact.
Strategic Role	Aligns program goals with agency priorities and ensures compliance with laws and policies.	Defines and drives strategic direction, policy development, and transformation across multiple agencies or sectors.
Decision-Making Authority	Exercises broad delegated authority; work reviewed for alignment with policy and effectiveness.	Operates with executive-level autonomy; work reviewed only for strategic alignment and policy implications.
Guideline Interpretation	Interprets and adapts ambiguous or conflicting guidance; develops internal policies and procedures.	Develops new policy frameworks and best practices; interpretations often serve as precedent for agency-wide operations.
Complexity	Manages complex, interrelated program and project issues; requires innovative approaches.	Leads unprecedented, multifaceted initiatives involving legislative, regulatory, and operational integration.
Scope and Effect	Influences national-level programs and agency service delivery.	Directly affects public policy, interagency coordination, and national service delivery models.

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Stakeholder Engagement	Coordinates with senior officials and external partners to resolve complex issues.	Negotiates with congressional staff, state/local leaders, and private sector executives on high-stakes matters.
Risk and Change Management	Leads change initiatives and mitigates program-level risks.	Anticipates systemic risks and leads organizational transformation across complex landscapes.

Competency Examples for Program and Project Managers

Description:

This table outlines key competencies relevant to program and project management roles. Each competency is paired with examples of duties that illustrate how it is applied in practice to support the work outlined in the position description templates.

Competency	Examples of Duties
Change Management	Leads organizational change initiatives; develops communication and training strategies; ensures adoption of new processes.
Financial Management	Develops and manages program budgets; ensures compliance with financial regulations; optimizes resource allocation.
Leadership	Leads cross-functional teams; mentors staff; fosters a collaborative and results-oriented work environment.
Performance Measurement	Establishes metrics and evaluation frameworks; conducts program reviews; reports on outcomes to leadership.
Policy Development	Drafts internal policies and procedures; interprets federal regulations; advises leadership on policy implications.
Program Management	Oversees multiple interrelated projects; integrates deliverables and timelines; ensures alignment with strategic goals.
Project Management	Develops integrated project plans and schedules; tracks milestones and deliverables; adjusts plans to meet evolving requirements.
Risk Management	Identifies program risks; develops mitigation strategies; monitors and adjusts plans to address emerging threats.

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Stakeholder Management	Builds consensus among internal and external partners; negotiates solutions to complex issues; maintains strategic relationships.
Strategic Thinking	Develops long-range plans; aligns program objectives with agency mission; anticipates future challenges and opportunities.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

IT Project Manager (GS-2210-13) Position Description – Skills-Based Format

Introduction

This position serves as an Information Technology (IT) Project Manager, GS-2210-13, responsible for leading the planning, execution, and delivery of complex IT initiatives that support the agency's mission and strategic objectives. The incumbent applies expert knowledge of IT systems, infrastructure, cybersecurity, and enterprise architecture to manage full lifecycle projects—from requirements gathering and solution design to implementation, testing, and sustainment.

This position aligns with the **IT Strategy and Planning** cluster as defined in the OPM IT 2210 Position Classification Standard. The cluster encompasses strategic planning, policy development, and enterprise architecture, and includes competencies such as IT program management, risk management, compliance, and systems life cycle management.

The IT Project Manager collaborates with stakeholders to define project scope, technical requirements, and success criteria. The role includes conducting cost-benefit analyses, risk assessments, and compliance reviews to ensure alignment with federal laws, regulations, and agency policies. The incumbent develops and implements project plans, integrates cross-functional activities, and manages resources to ensure timely and cost-effective delivery of IT solutions.

Key responsibilities include leading the development of system testing strategies, configuration management plans, and change control processes; overseeing the implementation of IT security protocols and ensuring compliance with cybersecurity standards; coordinating training, documentation, and user support to facilitate adoption and operational readiness; and monitoring project performance, identifying risks, and implementing corrective actions to ensure quality and stakeholder satisfaction.

The IT Project Manager serves as a technical advisor and strategic partner, ensuring that IT investments deliver measurable value, enhance operational efficiency, and support long-term modernization goals.

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This template is part of a standardized position description framework developed by the U.S. Office of Personnel Management (OPM) to support skills-based hiring and classification practices across the federal government. The PD template includes major duties and factor levels aligned with competencies and skills associated with project management work.

Major Duties

IT Project Leadership and Execution
Leads the planning, execution, and delivery of major IT projects, including software development, infrastructure upgrades, cloud migrations, cybersecurity enhancements, and enterprise system implementations. Defines project scope, objectives, deliverables, and success metrics in collaboration with stakeholders and technical teams. Develops and manages integrated project plans, timelines, and budgets; monitors progress and adjusts plans to ensure successful execution.

Lifecycle and Resource Management
Oversees cradle-to-grave project activities, from requirements gathering through implementation and sustainment. Coordinates funding, staffing, facilities, and procurement to ensure timely and cost-effective delivery. Maintains project documentation, including system requirements, architecture diagrams, and change control records.

Technical Oversight and Integration
Applies expert knowledge of IT systems, infrastructure, and cybersecurity to ensure technical feasibility and compliance. Integrates hardware, software, and network components into secure, scalable solutions. Leads system testing, configuration management, and quality assurance efforts.

Stakeholder Engagement and Communication
Serves as liaison between project teams, business units, vendors, and executive leadership. Facilitates alignment through briefings, updates, and decision-support materials. Prepares and presents reports, risk assessments, and dashboards.

Risk Management and Quality Assurance
Identifies and mitigates project risks through proactive planning and contingency strategies. Implements quality assurance processes to ensure

Appendix A (3) – IT 2210 Project Manager Position Description Templates

compliance with technical and security standards. Conducts post-implementation reviews and lessons-learned sessions.

Team Leadership and Collaboration

Leads and mentors multidisciplinary project teams. Assigns tasks, monitors progress, and ensures deliverables meet expectations. Fosters a collaborative, agile, and results-driven environment.

Strategic Alignment and Innovation

Aligns project outcomes with agency-wide IT strategies and modernization goals. Recommends and implements innovative tools and frameworks. Participates in enterprise architecture planning and IT governance.

Vendor and Contract Management

Coordinates with vendors to evaluate solutions and manage service delivery. Develops technical specifications and monitors contract compliance.

Other Duties

Participates in interagency working groups and strategic planning sessions. Performs other duties as assigned in support of the agency's IT mission.

Factor Level Descriptions

Factor 1 – Knowledge Required by the Position - Level 1-8 (1550 points)

This position requires mastery of IT project management, systems analysis, cybersecurity, and enterprise architecture. The incumbent must demonstrate expert-level knowledge of project management methodologies (e.g., PMBOK, Agile), federal cybersecurity standards (e.g., FISMA, NIST), and enterprise IT operations. The role demands the ability to lead full lifecycle IT projects, conduct risk assessments, manage vendor contracts, and align IT investments with strategic goals. The incumbent must also possess strong leadership, communication, and stakeholder engagement skills.

- **Information Technology Program Management**:Knowledge of the principles, methods, and tools for the coordinated management of an information technology program to include providing oversight of multiple information technology projects, integrating dependent schedules and deliverables, and related activities (e.g., benefits management, life cycle management, program governance).

- **Enterprise Architecture**:Knowledge of principles, concepts, and methods of enterprise architecture to align information technology (IT) strategy,

Appendix A (3) – IT 2210 Project Manager Position Description Templates

plans, and systems with the mission, goals, structure, and processes of the organization.

- **Project Management:** Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

- **Risk Management:** Knowledge of the principles, methods, and tools used for risk assessment.

- **Systems Life Cycle:** Knowledge of systems life cycle management concepts and frameworks used to plan, develop, implement, operate, maintain, and retire IT systems and mitigation, including assessment of failures and their consequences.

Factor 2 – Supervisory Controls - Level 2-4 (450 points)
The supervisor and incumbent collaborate to define high-level objectives and priorities. Once established, the incumbent exercises broad delegated authority to independently plan, manage, and execute complex IT projects. The incumbent applies expert judgment in adapting strategies, coordinating teams, and ensuring compliance. Work is reviewed for alignment with strategic goals and policy compliance, but is typically accepted as technically authoritative.

Factor 3 – Guidelines - Level 3-4 (450 points)
The incumbent interprets and applies a wide range of federal IT regulations, cybersecurity frameworks, and project management standards. These guidelines often require adaptation to address complex or novel challenges. The incumbent exercises discretion in modifying or developing internal procedures and implementation strategies, and is recognized as a subject matter expert in operationalizing IT policy.

Factor 4 – Complexity - Level 4-5 (325 points)
The work involves managing highly complex IT projects that span multiple phases of the systems development life cycle. Assignments require the integration of new technologies, modernization of legacy systems, and alignment with enterprise architecture. The incumbent must resolve issues involving conflicting priorities, resource constraints, and evolving business needs using advanced judgment and systems thinking.

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Factor 5 – Scope and Effect - Level 5-5 (325 points)

The purpose of the work is to lead the development and implementation of enterprise IT systems that support the agency's mission and strategic goals. The incumbent's work has agency-wide or interagency impact, influencing long-term IT strategy, resource allocation, and service delivery. The work ensures continuity of operations and mission readiness in response to emerging technologies and cybersecurity threats.

Factors 6 & 7 – Personal Contacts / Purpose of Contacts - Level 6/7-3c (180 points)

The incumbent interacts with a wide range of stakeholders, including senior executives, program managers, cybersecurity officers, contractors, and interagency partners. These interactions are often unstructured and involve individuals with differing priorities and technical backgrounds. The purpose is to exchange information, coordinate activities, resolve complex issues, and influence decisions.

The incumbent must negotiate solutions to sensitive matters with diplomacy and technical fluency.

Factor 8 – Physical Demands - Level 8-1 (5 points)

The work is primarily sedentary and performed in an office or virtual environment. Occasional walking, standing, or carrying of light materials may be required. Travel and extended hours may be necessary to meet deadlines or attend meetings.

Factor 9 – Work Environment - Level 9-1 (5 points)

The work is performed in a typical office setting with adequate lighting, ventilation, and temperature control. Normal safety precautions are observed. Occasional travel may be required.

Factor Evaluation Summary Table

Factor	Level	Points
Knowledge Required by the Position	1-8	1550
Supervisory Controls	2-4	450
Guidelines	3-4	450
Complexity	4-5	325
Scope and Effect	5-5	325
Personal Contacts / Purpose of Contacts	6/7-3c	180
Physical Demands	8-1	5

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Work Environment	9-1	5
Total Points		**3290**

The total support classification at the GS-13 grade level under the GS Classification System.

References:

1. U.S. OPM Administrative Work in the Information Technology Group, 2200 Issued: May 2001 Revised: 8/03, 9/08, 5/11, October 2018
2. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990
3. U.S. OPM Career Path for Federal Program and Project Management Guide
4. U.S. Competency Model for Project Management
5. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019
6. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009
7. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Appendix A (3) – IT 2210 Project Manager Position Description Templates

IT Project Manager (GS-2210-14) Position Description – Skills-Based Format

Introduction

This position serves as an Information Technology (IT) Project Manager, GS-2210-14, responsible for leading the planning, execution, and delivery of complex IT initiatives that support the agency's mission and enterprise modernization goals. The incumbent applies expert-level knowledge of systems analysis, IT architecture, cybersecurity, and project management to deliver secure, scalable, and mission-aligned technology solutions.

This position is aligned with the **IT Strategy and Planning** cluster from the FWCI Handbook. This cluster includes strategic IT leadership functions such as enterprise architecture, IT investment planning, policy development, and governance. The GS-14 role reflects senior-level responsibilities in these areas, including competencies like IT program management, change management, and strategic alignment of IT resources.

The IT Project Manager collaborates with stakeholders to define project scope, technical and functional requirements, and success criteria. The role includes conducting cost-benefit analyses, risk assessments, and compliance reviews to ensure alignment with federal laws, regulations, and agency policies. The incumbent develops and implements project plans, integrates cross-functional activities, and manages resources to ensure timely and cost-effective delivery of IT solutions.

Key responsibilities include leading the development and execution of system testing strategies, configuration management plans, and change control procedures; overseeing the implementation of IT security protocols and ensuring compliance with cybersecurity standards; coordinating training, documentation, and user support to facilitate adoption and operational readiness; monitoring project performance, identifying risks, and implementing corrective actions to ensure quality and stakeholder satisfaction; and providing authoritative briefings and updates to senior leadership.

The IT Project Manager serves as a technical advisor and strategic partner, ensuring that IT investments deliver measurable value, enhance

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operational efficiency, and support long-term digital transformation.

This template is part of a standardized position description framework developed by the U.S. Office of Personnel Management (OPM) to support skills-based hiring and classification practices across the federal government. The PD template includes major duties and factor levels aligned with competencies and skills associated with project management work.

Major Duties

IT Project Leadership and Execution

Leads the planning, coordination, and execution of major IT projects, including software development, infrastructure upgrades, cloud migrations, cybersecurity enhancements, and enterprise system implementations. Defines project scope, objectives, deliverables, and success metrics in collaboration with stakeholders and technical teams. Develops and manages integrated project plans, timelines, and budgets; monitors progress and adjusts plans to ensure successful execution and alignment with strategic goals.

Lifecycle and Resource Management

Oversees cradle-to-grave project activities, from requirements gathering and resource planning through implementation, testing, and sustainment. Coordinates funding, staffing, facilities, and procurement to ensure timely and cost-effective delivery of IT solutions. Develops and maintains project documentation, including system requirements, architecture diagrams, and change control records.

Technical Oversight and Integration

Applies expert knowledge of IT systems, infrastructure, and cybersecurity to ensure technical feasibility and compliance with federal standards. Leads the development and execution of system testing strategies, configuration management plans, and quality assurance protocols. Coordinates with cross-functional teams to integrate hardware, software, and network components into secure, scalable, and interoperable solutions.

Stakeholder Engagement and Communication

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Serves as the primary liaison between project teams, business units, vendors, and executive leadership. Facilitates stakeholder alignment through regular briefings, status updates, and decision-support materials. Prepares and presents project reports, risk assessments, and performance dashboards to ensure transparency and accountability.

Risk Management and Quality Assurance

Identifies, monitors, and mitigates project risks through proactive planning and contingency strategies. Implements and maintains quality assurance processes to ensure deliverables meet technical, security, and performance standards. Conducts post-implementation reviews and lessons-learned sessions to drive continuous improvement.

Team Leadership and Collaboration

Leads and mentors project teams composed of technical specialists, analysts, and support staff. Assigns tasks, monitors progress, and ensures deliverables meet quality expectations and stakeholder requirements. Fosters a collaborative, agile, and results-driven team environment.

Strategic Alignment and Innovation

Aligns project outcomes with agency-wide IT strategies, digital modernization goals, and mission priorities. Recommends and implements innovative tools, methodologies, and frameworks to improve project execution and service delivery. Participates in enterprise architecture planning, IT governance, and strategic investment reviews.

Vendor and Contract Management

Coordinates with hardware and software vendors to evaluate solutions, manage support agreements, and ensure timely delivery of services. Develops technical specifications and performance requirements for IT contracts and monitors vendor compliance.

Enterprise Collaboration and Change Management

Participates in interagency working groups, task forces, and strategic planning sessions to align IT initiatives with broader government priorities. Supports change management efforts by facilitating adoption of new

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systems, processes, and technologies across the organization.

Other Duties

Performs additional duties as assigned in support of the agency's IT mission and operational objectives.

Factor Level Descriptions

Factor 1 – Knowledge Required by the Position - Level 1-8 (1550 points)
This position requires mastery of advanced IT project management principles, systems analysis, and enterprise IT operations. The incumbent applies expert-level knowledge of systems architecture, cybersecurity, and project execution methodologies such as PMBOK, Agile, and Waterfall. The role demands the ability to lead full lifecycle IT projects, conduct risk assessments, manage vendor contracts, and align IT investments with strategic goals. The incumbent must also demonstrate strong leadership, communication, and stakeholder engagement skills, and apply enterprise-wide competencies such as configuration management, data governance, systems integration, and performance measurement.

- **Information Technology Program Management**: Knowledge of the principles, methods, and tools for the coordinated management of an information technology program to include providing oversight of multiple information technology projects, integrating dependent schedules and deliverables, and related activities (e.g., benefits management, life cycle management, program governance).

- **Enterprise Architecture:** Knowledge of principles, concepts, and methods of enterprise architecture to align information technology (IT) strategy, plans, and systems with the mission, goals, structure, and processes of the organization.

- **Project Management:** Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

- **Risk Management:** Knowledge of the principles, methods, and tools used for risk assessment

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- **Systems Life Cycle:** Knowledge of systems life cycle management concepts and frameworks used to plan, develop, implement, operate, maintain, and retire IT systems and mitigation, including assessment of failures and their consequences.

Factor 2 – Supervisory Controls - Level 2-5 (650 points)
The supervisor provides broad administrative and policy direction. The incumbent independently defines project objectives, interprets agency-wide IT policies, and determines their implications for execution. As a recognized technical authority, the incumbent exercises full responsibility for planning, designing, and executing complex, high-impact IT initiatives. Work is reviewed only for alignment with strategic outcomes and is typically accepted as technically authoritative.

Factor 3 – Guidelines - Level 3-5 (650 points)
The incumbent operates within a framework of high-level federal IT regulations, agency policies, cybersecurity standards (e.g., NIST, FISMA), and project management frameworks. These guidelines are often broad or ambiguous, requiring expert interpretation and adaptation. The incumbent develops internal policies and technical standards, formulates new procedures, and establishes implementation strategies that may serve as models for future initiatives.

Factor 4 – Complexity, Level 4-5 (325 points)
The work involves managing highly complex IT projects that span multiple phases of the systems development life cycle. Assignments require integration of emerging technologies, modernization of legacy systems, and alignment with enterprise architecture. The incumbent must resolve issues involving conflicting priorities, resource constraints, and evolving business needs using advanced judgment and systems thinking.

Factor 5 – Scope and Effect -Level 5-5 (325 points)
The purpose of the work is to lead the development and implementation of enterprise IT systems and services that directly support the agency's mission and strategic goals. The incumbent's work has agency-wide or interagency impact, influencing long-term IT strategy, resource allocation, and service delivery. The work ensures continuity of operations and mission readiness in response to emerging technologies and cybersecurity threats.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

Factors 6 & 7 – Personal Contacts / Purpose of Contacts - Level 6/7-3c (180 points)
The incumbent interacts with a wide range of stakeholders, including senior executives, program managers, cybersecurity officers, contractors, and interagency partners. These interactions are often unstructured and involve individuals with differing priorities and technical backgrounds. The purpose is to exchange information, coordinate activities, resolve complex issues, and influence decisions. The incumbent must negotiate solutions to sensitive matters with diplomacy and technical fluency.

Factor 8 – Physical Demands - Level 8-1 (5 points)
The work is primarily sedentary and performed in an office or virtual environment. Occasional walking, standing, or carrying of light materials may be required. Travel and extended hours may be necessary to meet deadlines or attend meetings.

Factor 9 – Work Environment - Level 9-1 (5 points)
The work is performed in a typical office setting with adequate lighting, ventilation, and temperature control. Normal safety precautions are observed. Occasional travel may be required.

Factor Evaluation Summary Table

Factor	Level	Points
Knowledge Required by the Position	1-8	1550
Supervisory Controls	2-5	650
Guidelines	3-5	650
Complexity	4-5	325
Scope and Effect	5-5	325
Personal Contacts / Purpose of Contacts	6/7-3c	180
Physical Demands	8-1	5
Work Environment	9-1	5
Total Points		**3690**

The total support classification at the GS-14 grade level under the GS Classification System.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

References:

1. U.S. OPM Administrative Work in the Information Technology Group, 2200 Issued: May 2001 Revised: 8/03, 9/08, 5/11, October 2018
2. U.S. OPM Administrative Analysis Grade Evaluation Guide, TS-98, August 1990
3. U.S. OPM Career Path for Federal Program and Project Management Guide
4. U.S. Competency Model for Project Management
5. U.S. OPM Interpretive Guidance for Project Manager Positions, May 2019
6. U.S. OPM Introduction to the Position Classification Standards, TS-134, July 1995, TS-107, August 1991 Revised August 2009
7. U.S. Office Personnel Management (OPM), Position Classification Flysheet for Management and Program Analysis Series, 0343, May 2024

Appendix A (3) – IT 2210 Project Manager Position Description Templates

Comparison of IT Project Manager PDs: GS-13 vs. GS-14

Category	GS-13	GS-14
Position Scope	Leads complex IT projects supporting mission and operational goals.	Leads high-impact, enterprise-wide IT initiatives aligned with digital transformation and modernization.
Technical Authority	Recognized as a senior-level project manager with expert knowledge.	Recognized as a technical authority with full responsibility for strategic IT project execution.
Supervisory Controls	Broad delegated authority; work reviewed for alignment and effectiveness.	Operates with full autonomy; work reviewed only for strategic alignment.
Guidelines	Interprets and adapts existing IT policies and standards.	Develops new internal policies and technical standards; interprets broad, ambiguous guidance.
Complexity	Manages multifaceted IT projects across SDLC phases.	Manages highly complex, high-visibility projects involving emerging technologies and enterprise integration.
Scope and Effect	Projects influence agency operations and service delivery.	Projects have agency-wide or interagency impact; influence long-term IT strategy and resource allocation.
Stakeholder Engagement	Coordinates with internal teams, vendors, and leadership.	Leads engagement with senior executives, interagency partners, and governance bodies.
Strategic Role	Aligns projects with agency performance goals.	Aligns projects with enterprise architecture, IT governance, and national digital priorities.
Innovation and Change Management	Implements process improvements and supports adoption of new tools.	Leads enterprise change initiatives and develops models for future IT implementations.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

Competencies for IT 2210 Project Management Positions

Below is a list of additional competencies and their definitions, sorted alphabetically by competency name aligned with the major duties and factor levels above available for agency application.

Competency	Definitions
Change Management	Knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.
Configuration Management	Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.
Contracting/Procurement	Knowledge of various types of contracts, techniques, or requirements (e.g., Federal Acquisitions Regulations) for contracting or procurement, and contract negotiation and administration.
Enterprise Architecture	Knowledge of principles, concepts, and methods of enterprise architecture to align information technology (IT) strategy, plans, and systems with the mission, goals, structure, and processes of the organization.
Information Systems/Network Security	Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.
Performance Measurement	Knowledge of the principles and methods for evaluating program or organizational performance using financial and nonfinancial measures, including identification of evaluation factors, metrics, and outcomes.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

Project Management	Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.
Stakeholder Management	Knowledge of the concepts, practices, and techniques used to identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort.
Systems Integration	Knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information systems components.
Technology Awareness	Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

Appendix A (3) – IT 2210 Project Manager Position Description Templates

IT 2210 Project Management Competencies and Examples of Duties

Description:

This table outlines key competencies relevant to program and project management roles. Each competency is paired with examples of duties that illustrate how it is applied in practice to support the work outlined in the position description templates.

Competency	Example of Duties
Change Management	Develops change readiness assessments and communication plans; supports adoption of new systems or policies.
Configuration Management	Maintains system baselines; manages change requests; ensures traceability and documentation of changes.
Contracting/Procurement	Drafts technical requirements; evaluates vendor proposals; monitors service delivery and contract performance.
Enterprise Architecture	Aligns project outcomes with enterprise IT strategy; contributes to architecture reviews and modernization roadmaps.
Information Systems/Network Security	Implements security controls; conducts risk assessments; ensures compliance with NIST, FISMA, and agency-specific policies.
Performance Measurement	Develops dashboards and metrics to track project and program outcomes; conducts evaluations to inform continuous improvement.
Project Management	Develops integrated project plans and schedules; tracks milestones and deliverables; adjusts plans to meet evolving requirements.
Stakeholder Management	Facilitates project briefings; prepares decision-support materials; manages expectations across diverse stakeholder groups.
Systems Integration	Designs system architectures; integrates hardware, software, and network components; ensures interoperability and scalability.

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Technology Awareness	Recommends and implements innovative tools and frameworks; evaluates emerging technologies for mission alignment.

Appendix B - Position Description Template Guidance
Frequently Asked Questions (FAQs)

1. What is the purpose of this guidance?

This guidance helps federal agencies develop accurate, consistent, and skills-based position descriptions (PDs) for Project Manager roles. It supports alignment with OPM classification standards and promotes effective hiring, workforce planning, and performance management.

2. How does OPM define a "project"?

According to the Project Management Institute's PMBOK® Guide, a project is "a temporary endeavor undertaken to create a unique product, service, or result." Projects differ from programs in that they have a defined beginning and end, are not part of routine operations, and are constrained by scope, time, and resources.

3. What distinguishes a Project Manager from a Program Manager?

A **Project Manager** leads time-bound efforts with specific deliverables, while a **Program Manager** oversees ongoing, strategic initiatives that may include multiple projects. This guidance focuses on the former—those managing discrete, outcome-driven efforts.

4. Are these templates mandatory for agencies to use?

No. The templates are optional tools provided by OPM. While these position descriptions are intended to serve as the standard for project management roles governmentwide, agencies may adapt them to meet their specific mission needs and specialized project management functions.

The duties and responsibilities covered by these PDs—and the occupational series selected—do not represent the full variety of project management work aligned with agency missions across government. Therefore, agencies are encouraged to develop position descriptions based on job analysis and aligned with OPM's project management policy.

These templates are designed to support a cross-government hiring initiative and may also serve as a foundation for agencies to tailor organization-specific PDs, with modifications as needed to reflect their unique operating environments. Adaptations should maintain consistency with federal classification and hiring practices.

5. Can these templates be used across different occupational series?

Yes. While the templates are aligned with common series such as GS-0343 (Management and Program Analysis), GS-0340 (Program Management), and GS-2210 (IT Management), they can be adapted for other series (e.g., GS-0801 for engineering) if the duties and classification criteria are met.

6. Do these templates guarantee a specific grade level?

No. The templates include sample factor level descriptions and point totals associated with the major duties described in the position description templates. However, agencies must ensure that the description of work accurately reflects the duties performed within their specific organizational context.

While these templates provide illustrative factor levels aligned with the described duties, they do not guarantee a specific grade level. Final classification decisions must be based on a thorough evaluation of the actual duties and responsibilities of the position and must follow OPM's classification standards. Agencies are responsible for conducting appropriate job analysis to ensure alignment with their mission and operational needs.

7. How should agencies use the templates?

Agencies should use the templates as a foundational resource, but not as a one-size-fits-all solution. While these templates include factor levels associated with the major duties described, agencies must confirm that the work outlined in the templates aligns with the actual work performed within their organization. Justification and evaluation are required to ensure the position descriptions reflect agency-specific roles and responsibilities.

Agencies should:
- Align and confirm that the work described in the PD templates is applicable to their
  agency's mission and operational context prior to use.
- Justify and evaluate the use of the templates to ensure alignment with actual duties and classification standards.
- Adapt, rather than copy, the templates to reflect the scope and complexity of the position.
- Align duties with the appropriate occupational series and grade level.
- Incorporate relevant competencies from OPM's Project Manager Competency Models.

- Consult with classification specialists to ensure compliance with federal HR policies and classification standards.

8. What is the structure of each template?

Each template includes:
1. Position Title
2. Occupational Series and Grade Level
3. Position Summary
4. Major Duties and Responsibilities
5. Knowledge, Skills, and Abilities (KSAs)
6. Supervisory Controls
7. Guidelines
8. Complexity and Scope
9. Personal Contacts and Purpose
10. Physical Demands and Work Environment

9. How do these templates support skills-based hiring?

The templates emphasize core competencies and measurable outcomes, helping agencies focus on what candidates can do—not just where they've worked. This supports better hiring outcomes and aligns with OPM's broader skills-based hiring initiatives.

In addition, these templates align competencies and skills with the classification criteria associated with each position. This linkage helps hiring managers and human resources professionals identify key skills and conduct effective job analyses to assess and hire the right talent. By clearly connecting duties, competencies, and classification standards, the templates provide a structured foundation for implementing skills-based hiring practices across government.

10. What is the difference between 'major duties' and 'competencies' in the templates?

- Major duties describe the tasks and responsibilities of the position.
- Competencies describe the knowledge, skills, and abilities (KSAs) required to perform those duties effectively.

Both are aligned to support skills-based hiring and performance management.

11. Are these templates aligned with OPM's competency models?

Yes. The templates are aligned with the OPM Project Manager Competency Models and include crosswalks to relevant KSAs and performance expectations.

12.   How should agencies handle evolving technologies and/or emerging project management practices?

Agencies are encouraged to update or supplement the templates and other position descriptions to reflect current tools, methodologies (e.g., Agile, DevSecOps), and technologies (e.g., AI, cloud computing) while maintaining alignment with classification standards. Sound classification practice depends on interpreting the standards' intent and context, not just aligning duties with specific terminology.

13. What are some best practices for tailoring these templates?

- Start with the closest-fit template based on series and grade
- Adjust the major duties to reflect the actual work performed
- Adjust factor levels to reflect the actual operating environment
- Consult with HR classification specialists to ensure compliance
- Use the competency crosswalk to align with OPM models

14. Who should I contact if I have questions about using these templates?

Agencies should consult their internal Human Resources Office and/or Classification Specialist. For broader government-wide policy questions, contact OPM's Classification Policy team at fedclass@opm.gov. Agencies needing classification support services from OPM should contact OPM's Federal Classification Center at FCCInfo@opm.gov.

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Workforce Policy & Innovation

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