

Job Title: **Staff Assistant**

Salary Range: 33,269.00 - 79,280.00 USD /year

Series & Grade: **GS-0301-05/11**

Promotion Potential: 11

Open Period: Friday, October 09, 2009 to Friday, October 23, 2009

Position Information: Full Time Career/Career Conditional

Duty Locations: 1 vacancy - Washington, DC

Who May Be Considered: Please see "Who May Apply" section of announcement.

Job Summary:

CBP: Securing America's Borders

Whether on the frontlines or serving behind the scenes supporting our mission, the men and women of CBP are dedicated to keeping America safe. CBP counts on them. Our Nation counts on them. Can we count on you?

CBP Mission Statement: We are the guardians of our nation's borders. We are America's frontline. We safeguard the American homeland at and beyond our borders. We protect the American public against terrorists and the instruments of terror. We steadfastly enforce the laws of the United States while fostering our nation's economic security through lawful international trade and travel. We serve the American public with vigilance, integrity, and professionalism.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. As part of our carefully selected, highly trained team, you'll leverage state-of-the art technology, innovative strategies and world-wide partnerships to protect our communities and defend our frontier.

At U.S. Customs and Border Protection, we:

- \* Screen passengers, vehicles, and shipments entering our country
- \* Seize illegal narcotics, vehicles, and agricultural products
- \* Prevent unauthorized entry into the country
- \* Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please visit our web site, <http://www.cbp.gov/>

Who May Apply: Current Federal employees with competitive status and former Federal employees with reinstatement eligibility who work within the local commuting area. (Note: unemployed reinstatement eligibles must reside in the local commuting area.)

Current and former Federal employees who meet the established criteria in an Office of Personnel Management Interchange Agreement and work within the local commuting area. (Note: unemployed Interchange Agreement eligibles must reside in the local commuting area.)

Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA).

Organizational Location: This position is located in the Department of Homeland Security, Customs & Border Protection, the Office of Field Operations, Planning,

Program Analysis & Evaluation, Washington, DC.

Relocation Expenses: Relocation expenses will not be paid.

NOTE: One or more positions may be filled using this vacancy announcement.

Key Requirements:

- \* U.S. Citizenship
- \* Background Security Investigation
- \* Residency Requirement

Major Duties:

You will serve as the primary point of administrative support for a high ranking official within the agency. You will oversee the administrative operations of the office including, but not limited to: budget, accounting and finance, procurement, human resources, information technology, property management, security, and health and safety. You will develop internal administrative policies and procedures, coordinate and monitor transactions, ensure that deadlines are met, prepare a variety of reports, analyze trends, and make recommendations for problem resolution.

You will also serve as the personal liaison officer for the official. This involves discussing a variety of matters with individuals who report to the official or who have business dealings with him/her. You will independently handle a wide range of issues and speak authoritatively based on an in-depth knowledge of the official's policies, commitments, and interests. You will also control the official's schedule, respond to and coordinate correspondence, track and follow-up on project deadlines, arrange for briefing materials, and organize meetings and conferences.

Qualifications:

Bevel: QUALIFICATION STATEMENT(S)

GS-5: You qualify at the GS-5 level if you possess three years of progressively responsible general experience, one year of which was equivalent to at least the GS-4 level. Examples include analyzing problems to identify significant factors, gathering pertinent data, and recognizing solutions; planning and organizing work; and community effectively orally and in writing.

GS-7: You qualify at the GS-7 level if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. This experience must have been equivalent to at least the GS-5 grade level. Examples include coordinating administrative activities, ensuring their timely completion; coordinating the assembly of briefing materials, ensuring that deadlines are met; answering factual questions from the organization's clients concerning its programs; and resolving a variety of routine clerical and/or administrative problems.

GS-9: You qualify at the GS-9 level if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. This experience must have been equivalent to at least the GS-7 grade level. Examples include ensuring that priorities and deadlines are met on a variety of administrative programs and/or projects; setting-up and monitoring deadlines; monitoring and obligating budget expenditures; evaluating supply needs and managing equipment service procurement actions; and coordinating administrative and quasi-technical

correspondence.

GS-11: You qualify at the GS-11 if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. This experience must have been equivalent to at least the GS-9 grade level. Examples include planning, organizing and coordinating administrative activities; conveying priorities of the Office director to employees and ensuring assignments are completed; preparing briefing materials; handling shifting priorities of a sensitive nature; and identifying, analyzing and resolving sensitive or technical problems without supervisory intervention using tact and diplomacy.

#### EDUCATION SUBSTITUTION:

GS-5: You may substitute successful completion of a Bachelor's degree or a full 4-year course of study leading to a bachelor's degree for the experience required at the GS-5 level. This education must have been obtained from an accredited college or university. One year of full-time undergraduate study is defined as 30 semester or 45 quarter hours. You are required to submit a copy of your transcripts.

GS-7: You may substitute superior academic achievement for the experience required at the GS-7 level. You must have completed the requirements for a Bachelor's degree from an accredited college or university with a grade point average of 3.0 or higher on a 4.0 scale, class standing in the upper third of a graduating class or major subdivision, or membership in a national scholastic honor society. Refer to [www.cbp.gov](http://www.cbp.gov) for additional information. You are required to submit a copy of your transcripts.

GS-7: You may also substitute completion of one year of full-time graduate education in any field for the experience required at the GS-7 grade level. This education must have been obtained from an accredited college or university. Check with your school to determine how many credit hours comprise a year of graduate education. If that information is not available, use 18 semester or 27 quarter hours. You are required to submit a copy of your transcripts.

GS-9: You may substitute successful completion of two full years of progressively higher level graduate education, a Master's or equivalent graduate degree, or an LL.B. or J.D. degree for the experience required at the GS-9 level. This education must have been obtained from an accredited college or university. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester hours or 54 quarter hours. You are required to submit a copy of your transcripts.

GS-11: You may substitute successful completion of three years of full-time graduate education, a Ph.D. or LL.M., or equivalent doctoral degree for the experience required at the GS-11 grade level. This education must have been obtained from an accredited college or university. Check with your school to determine how many credit hours comprise a year of graduate education. If that information is not available, use 54 semester or 81 quarter hours. You are required to submit a copy of your transcripts.

Combining Experience and Education: To combine your education and experience, you must convert each to a percentage, and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours,

convert the quarter hours into semester hours by multiplying the quarter hours by the fraction  $\frac{2}{3}$ . To calculate your percentage of graduate education, divide the number of graduate semester hours in excess of the amount required for the next lower grade level, by 18. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%. For further information on combining education and experience to meet qualifications see:

<https://www.opm.gov/qualifications/SEC-II/s2-e6.asp#e5> You are required to submit a copy of your transcripts.

**U.S. Citizenship:** Candidates must be United States citizens and present proof of citizenship, if selected.

**Residency:** If you are not currently a CBP employee, you must meet one or more of the following primary residence criteria for the last three years prior to submitting your application for employment:

- a) Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
- b) Worked for the United States government as an employee overseas in a federal or military capacity; or
- c) Been a dependent of a U.S. federal or military employee serving overseas.

Exceptions may be granted to applicants if they can provide complete state-side coverage information required to make a suitability/security determination. Examples of state-side coverage information include: the state-side address of the company headquarters where the applicant's personnel file is located, the state-side address of the Professor in charge of the applicant's "Study Abroad" program, the church records for the applicant's overseas church missions, and/or the state-side addresses of anyone who worked or studied with the applicant while overseas. Applicants must provide this information when filing their application for employment.

**Qualifications by Closing Date:** You must meet all qualification requirements by the closing date of the announcement. Please note that qualification claims will be subject to verification through a review of your work experience and/or education as provided in your resume, transcripts (as applicable), and narrative responses to assessment questions. This verification could occur at any stage of the application process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for rating you ineligible, not hiring you, or for firing you after you begin work.

**Background Security Investigation:** You will need to successfully complete a background investigation before you can be appointed into this position.

Time in grade requirements must be met by the closing date of the announcement. Applicants must have at least 52 weeks of service equivalent to the next lower grade level in the normal line of progression for the position to be filled.

**How You Will Be Evaluated:**

You will be evaluated based upon the resume/transcript (if applicable) and responses you provide on the job specific questionnaire that is required as part of the application process for this position. The automated system will assign you a self-assessment score based on your responses to the on-line questionnaire. You will be assigned a score ranging from 70 to 100 points.

#### Benefits:

The federal government offers a number of exceptional benefits to its employees. These benefits include, but are not limited to: health care, life insurance, flexible spending and dependent care accounts, annual and sick leave, long-term care insurance, and retirement savings plans, and transit subsidies. For more information about these benefits, please visit <http://www.usajobs.opm.gov/ei61.asp>

#### Other Information:

**Promotion Potential:** When promotion potential is shown, the agency is not making a commitment and is not obligated to provide future promotions to you if you are selected. Future promotions will be dependent on your ability to perform the duties at a higher level, the continuing need for an employee assigned to the higher level, and administrative approval.

You must submit all required information by the closing date. If materials are not received, your application will be evaluated solely on the information available and you may not receive full consideration or may not be considered eligible. Also, if you do not provide an email address, you will not be notified of the outcome of your application.

All agency employees are required to participate in Direct Deposit/Electronic Funds Transfer for salary payments.

**Equal Employment Opportunity:** The agency is an Equal Opportunity Employer. All candidates will be considered regardless of their race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (if not a job factor), membership or non-membership in an employee organization, or any other non-merit factor.

**Transcripts:** Education must be from an institution accredited by an accrediting agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable for qualifications requirements unless it has been evaluated and translated into English. For graduates of foreign universities, the applicant must submit an evaluation for all coursework from an organization recognized as specializing in interpretation of education credentials. For a listing of accredited agencies, please see [www.naces.org/members.htm](http://www.naces.org/members.htm)

#### How To Apply:

You must complete an application package that includes an assessment questionnaire, resume, and any applicable supporting documentation.

**Note:** Please ensure that your resume contains the basic information outlined under the Applying for a Federal Job link: [http://www.opm.gov/forms/pdf\\_fill.of612.pdf](http://www.opm.gov/forms/pdf_fill.of612.pdf) You will be required to complete the assessment questionnaire and upload your documentation in the newly created Application Manager. Initially, the Application Manager requires you to create an account. Once your account is created, Application Manager provides a site where you can track the status of jobs you have applied to at Customs and Border Protection; uploaded documentation; view/print copies of notification letters; or print a copy of your questionnaire.

Application Manager has a navigation box that appears on the left side of the screen whenever you are working on an Application Package. The items listed in the navigation box are pages you need to visit, and represent steps you need to complete, in order for your Application Package to reach the status of Complete. You can "Save" an incomplete application and return to finish the process at a later date provided the announcement has not closed. You must submit your application package (your assessment questionnaire and documentation) before the closing date posted on the vacancy announcement.

Note: If you start a questionnaire please complete it in its entirety before "Submitting." An incomplete questionnaire will affect your rating or may result in your application being rated ineligible. You may complete the assessment questionnaire more than once, but your rating will be based on the most recent submission.

Instructional guidance listed below:  
To Start A New Assessment Questionnaire:

Click the Apply Online button.

- \* Create an account and complete the Assessment Questionnaire.
- \* If you already have an account, log in with your User ID and Password to complete the Assessment Questionnaire.

To Save An Incomplete Assessment Questionnaire:

- \* Scroll to the top or bottom of the page
- \* Click the "Save" button. When the page refreshes, click the "Logout" button.

To Return To A Saved/Incomplete Assessment Questionnaire:

- \* Click this link to Return To Application Manager: <http://applicationmanager.gov/> >
- \* Log into your account and locate the vacancy on the "My Application Packages" page.
- \* Click on the six digit Vacancy ID number of the application that you want to complete. The page will refresh and display your Application Package Status.
- \* Select the "Complete Application Package" button, which will take you to the assessment questionnaire. As you complete each page of the questionnaire click the "Next" button.
- \* Once you have completed the assessment questionnaire the "Upload Documents" page will display. Follow the procedures outlined on the upload documents page. You will receive an "Upload Successful" acknowledgement each time you attach a document file. Once you have uploaded all of your documentation and the file is displayed in the table, select the "Next" button.
- \* Click the "Submit My Answers" button to complete the application package. You will receive a confirmation that your submission was successful. You have the option to view or print a copy of your assessment questionnaire and responses by clicking the View/Print My Answers link.

To Fax a Resume or Supporting Documents:

If you previously uploaded documents to this vacancy, please do not fax the same documents. If you need to fax a part of your documentation:

- \* Click on the link below to obtain the special application cover page.  
<http://staffing.opm.gov/pdf/usascover.pdf>

- \* Make sure that you include the 8-character vacancy identification number LN290475. Provide your SSN, name, and address in the blocks provided or we will

not be able to associate your document(s) with the rest of your application. Print your SSN and name neatly using the exact name as the one used when you filled out the assessment questionnaire. The fax number is 1-478-757-3144.

#### Required Documents:

To submit the documents requested follow the options listed above. Your resume, curriculum vitae, the Optional Application for Federal Employment (OF 612), or any other written format you choose to describe your job-related qualifications must be in English and can be submitted electronically using the document upload process or faxed to the number provided. (For instructions on faxing documents, please read the section "To Fax a Resume or Supporting Documents"). Please ensure that your resume contains your full name, address, phone and at least the last four digits of your social security number.

NOTE: Your resume must contain sufficient information which shows the skills and abilities you possess which qualify you for this position. You should provide a detailed description of your duties and the dates you performed them as well as your work schedule and salary (if applicable). Listing just your job title and series is not sufficient and will result in a determination that you do not meet the qualifications for the position.

With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST submit a copy of their SF-50B, Notification of Personnel Action, showing competitive status: Tenure 1 or 2 (block 24) and Position Occupied 1 (block 34). The SF-50B should also reflect the highest grade level held on a permanent basis for the full performance level of the current position, whichever is higher. If you are unable to provide this required documentation, you will not be given further consideration under this announcement.

Proof of Eligibility if applying for consideration under a priority selection program (e.g., CTAP/ICTAP) or a special appointing authority. Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. To be well-qualified and exercise selection priority for this vacancy, displaced federal employees must be rated at 85 or above on the rating criteria for this position. For those instances where the best-qualified lists include applicants with scores less than 85, the well-qualified score becomes the lowest score on the best qualified list. CTAP and ICTAP eligibles must submit one of the following as proof of eligibility for the special selection priority: a separation notice; a "Notice of Personnel Action" (SF-50) or equivalent that documents separation; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; OR a Military Department or National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

Proof of Eligibility if applying for consideration under the Office of Personnel Management Interchange Agreement. Individuals requesting consideration under the Office of Personnel Management Agreement must submit proof of eligibility, such as a Notice of Personnel Action, a separation notice, or other appropriate documentation.

Transcripts: Transcripts if basing your qualifications on education. Education must be from an institution accredited by an accrediting agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable for qualifications requirements unless it has been evaluated. For graduates of foreign universities, the applicant must submit an evaluation for all coursework from an organization recognized as specializing in interpretation of education credentials. For a listing of accredited agencies, please see [www.naces.org/members.htm](http://www.naces.org/members.htm)

If you are applying under a special Veteran Appointing Authority you MUST submit the following proof of eligibility:

- \* VRA: Please submit a DD 214 (Member Copy 4) and VA letter if eligibility is based on disability.
- \* VEOA: Please submit a DD 214 (Member Copy 4).
- \* If you are CURRENTLY serving on active duty, please submit a statement of service from your unit which states the date you entered on active duty, the date you are separating, and the campaign medals you have received. For those supplying the statement of service, preference will be verified by a DD-214 (Member Copy 4) upon separation from the military.
- \* For more information about these Veteran Appointing Authorities click this link: <http://www.opm.gov/employ/veterans/html/vetguide.asp> >

When submitting Veterans documents, please upload them under miscellaneous documents.

NOTE: Veterans' preference is not applicable to Merit Promotion announcements. This is a Merit Promotion announcement, therefore, Veteran's documentation is requested only to verify VEOA or VRA eligibility. The documentation is not used for the purpose of awarding preference.

Your application and all supporting documentation must be received by 12:00 midnight (Eastern Time) on the closing date. Note that you will be allowed to apply more than once but the last application is the only one that will be used.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. If you are unable to apply on-line, contact the Human Resources Office representative listed on this announcement at least one day prior to the closing date for further instructions.

It is the applicant's responsibility to verify that information entered, uploaded, or faxed (i.e., resume, veteran's documentation, assessment questions and answers, and SF 50's) is received and is accurate. Human Resources WILL NOT modify or change any answers submitted by an applicant. If a document is not in a legible format, an applicant will not be able to view it and must again upload or fax the documentation by the closing date of the announcement. An applicant can verify that the information has been received by following the instructions below.

**Contact Information:**

**Staffing Team B**  
**Phone: (612)467-7033**

**Fax: (478)757-3144**

**Email: [MHC-Staffing.TeamB@dhs.gov](mailto:MHC-Staffing.TeamB@dhs.gov)**

Or write:

Minneapolis Hiring Center

BHW Fed Bldg

1 Federal Drive

Fort Snelling, MN 55111-4055

USA

Fax: (478)757-3144

What To Expect Next:

Once the online questionnaire is received you will receive an acknowledgement email that your submission was successful. After a review of your complete application is made you will be notified of your rating and/or referral to the hiring official. If further evaluation or interviews are required you will be contacted.

**USAJOBS Control Number: 1702349**