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## Management and/or Program Analyst 11

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### GS-0343-11

NOTE: THE SENTENCE IN PART I DESCRIBING THE PURPOSE OF THE POSITION AND PARTS II AND III IN THEIR ENTIRETY ARE PERMANENT PARTS OF THE LIBRARY AND MAY NOT BE CHANGED OR EDITED IN ANY WAY.

#### I. INTRODUCTION:

This position is located in

This advanced developmental position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations.

#### II. MAJOR DUTIES AND RESPONSIBILITIES

Identifies procedural problems in program operations, using quantitative or qualitative methods.

Conducts studies on operating programs. Analyzes findings. Makes recommendations in reports.

Studies proposed legislation and/or regulations for impact on programs. Researches current or new management practices for application to programs or operations.

#### III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-7, 1250 pts.

Knowledge of Federal and agency regulations; knowledge of the specific organization's programs and missions; knowledge of pertinent laws, regulations, and policies related to program/operations area in order to analyze their impact on programs.

Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.

Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches to identify and resolve significant issues and problems.

Ability to communicate effectively to make recommendations to management and brief them.

Factor 2 - Supervisory Controls FL 2-4, 450 pts.

The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent is responsible for independently performing assignments and keeping the supervisor apprised of potentially controversial issues. Completed work is reviewed for effectiveness in meeting organizational goals and overall feasibility.

Factor 3 - Guidelines FL 3-3, 275 pts.

Guidelines consist of standard Federal regulations and organizational directives. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 - Complexity FL 4-4, 225 pts.

The work involves many different and unrelated work processes and methods including researching rules and regulations affecting the program, analyzing data gathered, and preparing reports with recommendations. The work may require frequent modification of qualitative and quantitative analytical techniques for conducting studies and establishing criteria for information collected. The incumbent utilizes existing policy and established methods to determine what needs to be done and develops method for collecting and assessing the information gathered.

Factor 5 - Scope and Effect FL 5-3, 150 pts.

The work involves studies of administrative and managerial processes and procedures to assess productivity, effectiveness, and efficiency of program operations. The studies may involve one or several organizations and may affect the administrative methods of the organization, managerial processes, or the operating unit within the organization. The incumbent analyzes results and makes recommendations regarding studies of work processes and procedures.

Factors 6/7 Personal Contacts/Purpose of Contacts FL 6/7-3b, 110 pts.

Contacts are with employees, supervisors, and managers throughout the organization. Some contacts are with consultants, contractors or managers at the agency level. Contacts are for the purpose of gathering information to facilitate studies being conducted or exchanging information and discussing issues and options available. There may be some degree of controversy involved in the process of influencing others to accept ideas.

Factor 8 - Physical Demands FL 8-1, 5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment FL 9-1, 5 pts.

Work is performed in a typical office setting.

TOTAL = 2470 pts.

This position is exempt from coverage under the Fair Labor Standards Act.

#### **IV. UNIQUE POSITION REQUIREMENTS**

(Last Updated: November 4, 1994)

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