

**REASON FOR THIS POSITION**

1. NEW  2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8)  3. REPLACES PD NUMBER (8)

**POSITION DESCRIPTION COVER SHEET**

**RECOMMENDED**

4. TITLE: Program Analyst

5. PAY PLAN (2): GS

6. SERIES (4): 343

7. GRADE (2): 14

8. WORKING TITLE (Optional):

9. INCUMBENT (Optional): Wilson

**OFFICIAL**

10. TITLE: Program Analyst

11. PP (2): GS	12. SERIES (4): 343	13. FUNC. (2):	14. GRADE (2): 14	15. DATE (mm/dd/yyyy): 06/16/2004	16. I/A: <input type="checkbox"/> yes <input checked="" type="checkbox"/> No	17. CLASSIFIER (Name): M.D. Thrash
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**18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)**

1st U.S. Department of Housing & Urban Development	5th
2nd Office of the AS for Fair Housing and Equal Opportunity	6th
3rd General Deputy Assistant Secretary	7th
4th Office of Field Oversight	8th

**SUPERVISOR'S CERTIFICATION**

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE: <i>Waite H. Madison</i>	20. DATE (mm/dd/yyyy):	22. SECOND LEVEL SUPERVISOR'S SIGNATURE:	23. DATE (mm/dd/yyyy):
21. SUPERVISOR'S NAME: Waite H. Madison		24. SECOND LEVEL SUPERVISOR'S NAME: Floyd O. May	
21a. SUPERVISOR'S TITLE: Director, Office of Field Oversight		24a. SECOND LEVEL SUPERVISOR'S TITLE: General Deputy Assistant Secretary for FHEO	

**FACTOR EVALUATION SYSTEM**

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-8	1550	6. Personal Contacts			
2. Supervisory Controls	2-5	650	7. Purpose of Contacts	3D	280	
3. Guidelines	3-5	650	8. Physical Demands	8-1	5	
4. Complexity	4-5	325	9. Work Environment	9-1	5	
5. Scope and Effect	5-5	325	TOTAL POINTS		3790	
					GRADE	GS-14

**CLASSIFICATION CERTIFICATION**

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE: <i>Marlene Thrash</i>	30. DATE (mm/dd/yyyy): 8/30/2004
31. NAME: Marlene Thrash	31a. TITLE: Human Resources Specialist
32. REMARKS: FLSA (Exempt) FPL (GS-14) Ref: OPM PCS for 343 dtd 8/90; Admin. Anal. Grade Eval Guide	33. OPM CERTIFICATION NUMBER:

# MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

### A. KEY DATA

1. FUNCTION (1) A AC/D/IR	2. DEPT. CD./AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 14	6. IP NUMBER (8)
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### B. MASTER RECORD

1. PAY PLAN (2) GS		2. OCC. SER. (4) 343		3. OCC. FUNC. CD (2)		4. OFF. TITLE CD (6)		5. OFF. TITLE (38) Program Analyst			
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD 1		7. SUP. CD. (1) 8 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA 5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others				8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA		9. INTERDIS. CD (1) N = No Y = Interdis.		10. DATE CLASS (mm/dd/yyyy) 06/16/2004	
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary			12. INACT/ACT (1) 3 = Foreign Svc. Blank = NA 1 = Inactive A = Active			13. DATE ABOL. (mm/dd/yyyy)		14. DATE INACT/REACT (mm/dd/yyyy)		15. AGCY. USE (10)	
16. INTERDIS. SER. (40)											
17. INTERDIS. TITLE CD. (50)											

### C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt E		2. FIN. DIS. REQ. (2) 0 = None 1 = CD219 2 = CD220 3 = SF278 4 = AD392 5 = SF849		3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C		4. POS. SENS (3) O = Excepted but not A, B, C IN 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive		5. COMP. LVL. (4) 9999							
6. WK. TITLE CD. (4)		7. WK. TITLE (38)													
8. ORG. STR. CD. (18) (example "83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00")								9. VAC. REV. CD. (1) 0 = Position Action No Vacancy A = No Change B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE							
10. TARGET GC. (2)		11. LANG. REQ. (2)		12. PROJ. DTY IND. (1) Blank = NA Y = Yes		13. DUTY STATION (9) State (2) City (4) County (3)		14. BUS. CD. (4)		15. DATE LAST AUDIT. (mm/dd/yyyy)		16. PAS. IND. (1) Blank = NA 1 = PAS		17. DATE EST. (mm/dd/yyyy) 06/16/2004	
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG 4 = Sup./Program 5 = RGEG 6 = Policy Analysis GEG 7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use								19. DATE REQ. REC. (mm/dd/yyyy)		20. NTE. DATE (mm/dd/yyyy)		21. POS. ST. BUD (1) Y Y = Perm N = Other			
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)															
Normal Act				Maintenance Review Act				Results							
1 = Desk Audit		2 = Sup. Audit		3 = Paper Rev.		4 = PME/Activity Rev.		5 = Desk Audit		6 = Sup. Audit		7 = Paper Rev.		8 = Panel Rev.	
1 = No Action Req.		2 = Minor PD Change		3 = New PD Req.		4 = Title Change		5 = Series Change		6 = Pos. Upgrade		7 = Pos. Downgrade		8 = New Pos.	
9 = Other															
23. DATE EMP. ASGN. (mm/dd/yyyy)		24. DATE ABOL. (mm/dd/yyyy)		25. INACT/ACT (1) 1 = Inact. 2 = Act.		26. DATE INACT/ACT (mm/dd/yyyy)		27. ACCTG. STAT. (4)		28. INT. ASGN. SER. (4)		29. AGCY USE (8)			
30. CLASSIFIER'S SIGNATURE											31. DATE (mm/dd/yyyy)				
32. REMARKS															

**PROGRAM ANALYST  
GS-343-14**

**I. INTRODUCTION**

This position is located in the Office of the Assistant Secretary for Fair Housing and Equal Opportunity, General Deputy Assistant Secretary (GDAS), Office of Field Oversight. The Office is the primary point of contact between the field and FHEO Headquarters. The Office is responsible for advising and assisting the GDAS on all matters relative to the implementation of FHEO programs and activities in the Regional and Field Office, including coordinating Regional and Field requests and responses, analyzing performance data, and providing input to assist in the evaluation of the performance of Regional FHEO Directors. The Office is also responsible for communicating to the field FHEO policies that are developed by the Headquarters program offices.

The incumbent serves as a Program Analyst responsible for advising the Office Director on all matters relating to the implementation of FHEO programs and activities and coordinating provision of technical assistance and cross training for staff development related to enforcement program operations and compliance matters in consultation with the Office of Programs and the office of Enforcement.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

Participates in the performance evaluation review process, including assisting in coordinating the Quality Management Review and Quality Assurance Review (QMR/QAR) processes.

The QMR is a broad management and operational review program that sets standards, assesses performance, determines efficiencies and deficiencies, and makes changes and improvements within FHEO's Field offices. The incumbent reviews and evaluates performance and results of field operations; provides on-site technical assistance, as needed; establishes quality management controls for more effective program operations; identifies and develops corrective solutions for each field office; identifies and shares exemplary management/operational practices throughout the organization and assesses customer satisfaction. The incumbent prepares written reports after each QMR. The incumbent prepares a summary report of all the findings, observations and exemplary practices at the end of the fiscal year.

The incumbent conducts limited on-site QARs of FHEO field offices. The incumbent determines the effectiveness of field operations; reviews and evaluates performance. The incumbent performs case reviews and conducts interviews with the FHEO staff, other program Directors, customers and clients. The incumbent prepares written reports after each QAR for the Assistant Secretary, General Deputy Assistant Secretary and the Deputy Assistant Secretaries.

Evaluates and monitors field operating policies and procedures to ensure that they are responsive to the broad objectives of FHEO. This includes the conduct of studies, research, and analysis of reports relative to the impact and effective implementation of FHEO programs in the field.

Identifies and recommends for development new information systems to facilitate storage and retrieval of data to reduce the burden on field and duplicative efforts of retrieving data. Creates, operates and maintains data analysis tools for reporting and monitoring activities.

Maintains performance records and monitors progress against compliance with FHEO objectives, policies, and procedures.

Participates in the negotiation of performance goals with regional and field staff. Exercises independent judgment in approving acceptable levels of performance.

Evaluates national work measure standards for FHEO based on studies and research conducted in the field offices utilizing knowledge of program regulations and field implementation of program requirements.

Makes recommendations of acceptable workload accomplishments in field offices based on knowledge of the operation of FHEO programs.

Attends meetings of Directors of FHEO regional offices. Presents findings of close-out sessions of regional FHEO performance reviews and QMR/QAR processes.

Evaluates Field Office performance, reports and analysis of FHIP/FHAP monitoring activities.

### **FACTOR 1: KNOWLEDGE REQUIRED BY THE POSITION**

Mastery of advanced management and organizational functions, processes, principles, methods and procedures used to gather, analyze and evaluate information concerning FHEO management/program organizational operations.

Comprehensive knowledge of all FHEO programs and the operation of FHEO programs at the regional and field office level.

Expert knowledge of analytical and evaluative methods in order to recognize and define complex problems.

Ability to plan integrated analytical evaluations of varied control systems and operating FHEO programs, select and develop coverage areas, and plan and coordinate team efforts at several sites.

Experience in analyzing procedures, organizations, and other subjects of management that are characteristically unstable, wide in scope, and composed of many important complex tasks.

Ability to represent the organization, as an analytical expert, within and outside FHEO, and to resolve different and entrenched viewpoints.

Persuasiveness in gaining acceptance of new methods, work procedures, organizational relationships, etc., that affect the basic content and character of operations, relationships with other groups, and overall FHEO mission objectives.

Skill in oral and written communication.

## **FACTOR 2: SUPERVISORY CONTROLS**

The supervisor provides administrative and policy direction concerning overall project priorities and FHEO objectives. Incumbent independently plans, schedules, and carries out major projects concerned with analysis and evaluation of programs or organizational effectiveness-. Exercises discretion and judgment in determining whether to broaden or narrow the scope of projects or studies. Develops authoritative analyses, evaluations, and recommendations that are reviewed only for potential influence on broad FHEO policy objectives and program goals, including those with Department-wide, and nationwide impact. Findings and recommendations are normally accepted without significant change.

## **FACTOR 3: GUIDELINES**

Guidelines are basic Departmental and FHEO administrative policy statements, regulations and instructions covering a wide spectrum of organizational activities. Incumbent uses discretion and judgment in determining intent, and in interpreting and revising existing policy and regulatory guidance for use by others within or outside the employing FHEO organization, other analysts, managers, contractors. Serves as an expert in developing or interpreting guidance on program planning and evaluation.

## **FACTOR 4: COMPLEXITY**

The work of the position requires the incumbent to interact with Key HUD officials concerning key projects or studies that require in-depth analysis of related issues of effectiveness, efficiency, and productivity of substantive management and operating functions. In many instances, the problems involve a unique combination of facts, conditions, and issues. The incumbent is called upon to determine the nature and scope of the problem, its cause and the appropriate Departmental response or remedy.

## **FACTOR 5: SCOPE AND EFFECT**

The work of the position results in improvements in the overall implementation of FHEO programs in the field. This may involve developing long-range program plans, goals, objectives, and milestones. The incumbent would evaluate the effectiveness of field programs conducted throughout the FHEO organization. Identifies and develops ways to resolve programs or cope with issues which directly affect the accomplishment of FHEO program goals and objectives. Provides authoritative technical advice to top FHEO managers.

## **FACTOR 6: PERSONAL CONTACT**

Personal contacts are with high-level HUD officials, i.e.; Regional Administrators, Assistant to the Secretary for Field Management, members of the Secretary's staff and, in some instances, the Deputy Secretary of HUD. There are no set rules for these contacts and each is different based upon the issue to be addressed.

**FACTOR 7: PURPOSE OF CONTACTS**

The purpose of contacts is to insure increased activity efficiency and effectiveness. The incumbent gathers and exchanges data, explores and resolves complex issues and controversial problems, and coordinates varied programs. Discusses and interprets major policies, defends-FHEO positions, influences and persuades others concerning high - priority FHEO objectives, and provides varied advice and guidance. The purpose of the contacts is to also negotiate performance goals for acceptable levels of performance for each region. The purpose is also to present findings of evaluations and to recommend solutions to existing problems.

**FACTOR 8: PHYSICAL DEMAND**

Work frequently requires participation in meetings for long periods of time.

**FACTOR 9: WORK ENVIRONMENT**

Work is generally performed in safe and comfortable work conditions. Frequent travel is required.