

REASON FOR THIS POSITION

1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>
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POSITION DESCRIPTION COVER SHEET

RECOMMENDED

4. TITLE OPERATIONS ANALYST	5. PAY PLAN (2) GS	6. SERIES (4) 1101	7. GRADE (2) 12
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

OFFICIAL

10. TITLE OPERATIONS ANALYST						
11. PP (2) GS	12. SERIES (4) 0301	13. FUNC.(2)	14. GRADE(2) 12	15. DATE (mm/dd/yyyy) 11-09-2001	16. I/A <input checked="" type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) William A. Boykins

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th
2nd Office of Field Policy and Management	6th
3rd	7th
4th	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	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy)
21. SUPERVISOR'S NAME	24. SECOND LEVEL SUPERVISOR'S NAME Pamela H. Patenaude		
21a. SUPERVISOR'S TITLE	24a. SECOND LEVEL SUPERVISOR'S TITLE Assistant Deputy Secretary for Field Policy and Management		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-7	1250	6. Personal Contacts	6-4	110	
2. Supervisory Controls	2-4	450	7. Purpose of Contacts	7-4	220	
3. Guidelines	3-3	275	8. Physical Demands	8-1	5	
4. Complexity	4-5	325	9. Work Environment	9-1	5	
5. Scope and Effect	5-4	225	TOTAL POINTS		2865	
					GRADE	12

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>William A. Boykins</i>	30. DATE (mm/dd/yyyy) 11-9-01
31. NAME William A. Boykins	31a. TITLE Human Resources Specialist
32. REMARKS Position is Non-Exempt from Bargaining Unit FPL=GS-12	33. OPM CERTIFICATION NUMBER

Exempt FLSA

MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

A. KEY DATA

1. FUNCTION (1) A A/C/D/I/R	2. DEPT. CD./AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 12	6. IP NUMBER (8)
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B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 0301	3. OCC. FUNC. CD (2)	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) OPERATIONS , SPECIALIST			
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD		7. SUP. CD. (1) 2 8 1 = Sup. SGEg 5 = Mgmt. CSRA 3 = Mgr. SGEg 6 = Leader LGEG 4 = Sup. CSRA 8 = All Others		8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA		9. INTERDIS. CD (1) N N = No Y = Interdis.	10. DATE CLASS (mm/dd/yyyy) 11/09/2001
11. EARLY RET. CD. (1) 1 = Primary 3 = Foreign Svc. 2 = Secondary Blank = NA		12. INACT/ACT (1) 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)							
(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)
17. INTERDIS. TITLE CD. (50)							
(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)

C. INDIVIDUAL POSITION

1. FLSA CD. (1) N E = Exempt N = Nonexempt		2. FIN. DIS. REQ. (2) 0 = None 3 = SF278 1 = CD219 4 = AD392 2 = CD220 5 = SF849		3. POS. SCHED. (1) A = Sched A O = Excepted but not A, B, C B = Sched B C = Sched C		4. POS. SENS (3) 1N 0 = Nonsensitive N 1 = Noncritical N 2 = Critical Sensitive		5. COMP. LVL. (4) 2750	
6. WK. TITLE CD. (4)		7. WK. TITLE (38) OPERATIONS PROGRAM SPECIALIST							
8. ORG. STR. CD. (18) (example "83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00")									
1st	2nd	3rd	4th	5th	6th	7th	8th		
							0		
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) 12	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) 0015	15. DATE LAST AUDIT. (mm/dd/yyyy)	16. PAS. IND. (1) Blkx = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy)
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 4 = Sup./Program 7 = Equipment Development Guide 2 = Impact of Person 5 = RGEg 8 = Agency Use 3 = Sup/SGEG 6 = Policy Analysis GEG 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 N = Other		
22. MAINT.REV./CLASS.ACT.CD. (2) (1st Digit = Activity and 2nd Digit = Results)									
Normal Act		Maintenance Review Act		Results		9 = Other			
7 1 = Desk Audit	5 = Desk Audit	1 = No Action Req.		5 = Series Change					
2 = Sup. Audit	6 = Sup. Audit	2 = Minor PD Change		6 = Pos. Upgrade					
3 = Paper Rev.	7 = Paper Rev.	3 = New PD Req.		7 = Pos. Downgrade					
4 = PME/Activity Rev.	8 = Panel Rev.	4 = Title Change		8 = New Pos.					
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) 0001	28. INT. ASGN.SER. (4)		29. AGCY USE (8)	
30. CLASSIFIER'S SIGNATURE							31. DATE (mm/dd/yyyy)		
32. REMARKS									

**Operations Analyst
GS-301-12**

INTRODUCTION

This position is located within the Office of the Regional Director (RD) or the Field Office Director (FD). The incumbent performs a variety of duties in direct support of the responsibilities and activities of the RD/FD and other professional staff. The incumbent functions as a generalist.

DUTIES AND RESPONSIBILITIES

Assists the RD/FD and Supervisory Operations Officer in the resolution of complaints and inquiries reported to the RD/FD office. Serves as an initial point of contact for the office on a myriad of complaints and issues. Resolves routine complaints/issues, whenever possible and keeps the immediate supervisor informed of unresolved issues.

Assists in providing support to the Public Affairs function. As instructed facilitates setting up media events, conferences, forums, etc. Prepares the daily and weekly compilation of important press and news items.

Assists the RD/FD in analyzing and identifying areas of customer service in need of improvement. Research materials relevant to customer service and recommends ways to improve customer service and disseminates information of interest to customers.

As directed participates in meetings with HUD clients, elected officials or their key aids to trouble shoot and assist in resolving problems of a controversial nature. Provides assistance in developing solutions and in making recommendations to the RD/FD and or immediate supervisor. The incumbent deals with issues that involve a wide spectrum of HUD programs.

The incumbent provides assigned program assistance to the RD/FD or designated management official in monitoring and evaluating the effectiveness of integrated service delivery for the geographic area.

Assists in the coordination of HUD programs with other Federal, state and local agencies and planning organizations to assure effective program linkages. Participates in meetings with grantees, and representatives of federal agencies, banking executives, industry clients and other customer groups to explain HUD program requirements.

Responsible for providing assistance with cross-program coordination as necessary, to properly integrate and focus HUD program efforts on issues at hand or problems of concern to the RD/FD.

Provides a range of administrative and technical support functions.

Tracks controlled correspondence to ensure deadlines are met.

Tracks FOIA requests to ensure that deadlines are adhered to; notifies appropriate officials of slippage of deadlines; collects fees as necessary from public requesters.

FACTOR LEVEL DEFINITIONS

Factor 1. Knowledge Required By The Position

Requires knowledge of a variety of HUD programs and community outreach initiatives sufficient to plan and conduct an analysis of situations that have been identified as problematic requiring a reasonable solution within appropriate timeframes.

Requires knowledge of business and industry practices, policies and concepts to assist in providing quality advisory services to HUD current and potential customers and clients.

Requires skill in collecting and analyzing data to prepare reports that address inadequacies in customer service and program outreach efforts, and to develop solutions to resolve complex or sensitive problems or issues.

Factor 2. Supervisory Controls

The Supervisory Operations Officer, or Field Office Director, makes assignments in terms of a general outline of objectives to be achieved and their priority. The incumbent independently plans and carries out assignments, conferring with the supervisor to establish deadlines and resolve policy questions. Informs the supervisor of controversial community issues and consults on how to resolve the situation. Completed work is reviewed for soundness of overall approach in dealing with issues, and conformance with controlling management policies.

Factor 3. Guidelines

Guidelines are basic HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda. Other guidelines include federal, state and local directives and legislative proposals. Often these guidelines lack specificity to complex community and customer issues, thus requiring the incumbent to develop relevant data, prudent judgment and creativity in the selection, interpretation and adaptation of these guidelines as a source of reference in resolving complex community problems, issues and initiatives.

Factor 4. Complexity

The work of the position is concerned with projects, community resource issues that require analysis of related issues regarding the effectiveness, efficient and productivity of substantive management and community operations functions. The incumbent evaluates the effectiveness, overall adequacy and economic soundness of community program issues.

Factor 5. Scope and Effect

The purpose of the work is to ensure that the objectives of the Regional Director, or Field Office Director, and the Department are being met within community outreach program guidelines. Also, the purpose of the work is to assist in identifying and providing innovative solutions to critical problems affecting community outreach programs or issues related to a range of associated program applications.

Factor 6. Personal Contacts

Personal contacts include a significant group of management officials who are empowered to make decisions. This category includes other federal officials, program directors and supervisors, business and community groups, tenant advocacy groups and users of HUD programs.

Factor 7. Purpose of Contacts

The purpose of the contacts is to exchange dialogue and to provide persuasion in influencing local groups to accept the Regional Director or the Department's point of view or policy position including local or statewide housing and community development issues. The purpose of contacts also involves presenting HUD goals and viewpoints on behalf of management at professional conferences, summits, forums, and meetings convened to deal with a wide variety of issues of considerable consequence or importance.

Factor 8. Physical Demands

The work of the position is principally sedentary. No special physical demands are required.

Factor 9. Work Environment

The work involves frequent exposure to moderate discomforts, risks, or unpleasantness associated with an office environment. The work also requires meeting with local community groups in non-traditional office environments.