

POSITION DESCRIPTION  
COVER SHEET

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"/>
---	--	---

RECOMMENDED

4. TITLE OPERATIONS SPECIALIST	5. PAY PLAN (2) GS	6. SERIES (4) 0301	7. GRADE (2) 14
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

OFFICIAL

10. TITLE  
Operations Specialist

11. PP (2) GS	12. SERIES (4) 0301	13. FUNC.(2)	14. GRADE(2) 14	15. DATE (mm/dd/yyyy) 11-07-2001	16. VA <input type="checkbox"/> yes <input checked="" 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 <i>Pamela H. Patenaude</i>	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	1-8	1550	6. Personal Contacts	6-3	60	
2. Supervisory Controls	2-5	650	7. Purpose of Contacts	7-3	120	
3. Guidelines	3-5	650	8. Physical Demands	9-1	5	
4. Complexity	4-5	325	9. Work Environment	9-1	5	
5. Scope and Effect	5-5	325	TOTAL POINTS		3690	
					GRADE	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>William A. Boykins</i>	30. DATE (mm/dd/yyyy) 11-7-2001
31. NAME William A. Boykins	31a. TITLE Personnel Management Specialist
32. REMARKS FPL= GS-14; EXEMPT from FLSA and Bargaining Unit;	33. OPM CERTIFICATION NUMBER

Incumbent only.

# MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

## A. KEY DATA

1. FUNCTION (1) A	2. DEPT. CD./AGCY-BUR-CD. (4) A/C/D/M/R 4400	3. SON (4)	4. MR. No. (6)	5. GRADE (2) 14	6. IP NUMBER (8)
----------------------	--	------------	----------------	--------------------	------------------

## 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) <b>SPECIALIST OPERATIONS</b>		
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD	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) 11/07/2001
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary Blank = Foreign Svc. = 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)
17. INTERDIS. TITLE CD. (50)						
(5)	(5)	(5)	(5)	(5)	(5)	(5)

## C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt	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	O = Excepted but not A, B, C	4. POS. SENS (3) 1N N	0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive	5. COMP. LVL. (4) 2750						
6. WK. TITLE CD. (4)		7. WK. TITLE (38) <b>OPERATIONS OFFICER</b>											
8. ORG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)													
1st	2nd	3rd	4th	5th	6th	7th	8th						
9. VAC. REV. CD. (1) E				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 CC. (2) 14	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) Blank = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy)				
18. GD. BASIS. IND. (1) 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					
22. MAINT REV./CLASS.ACT.CD. (2) (1st Digit = Activity and 2nd Digit = Results)													
3		Normal Act		Maintenance Review Act		Results							
1 = Desk Audit		5 = Desk Audit		1 = No Action Req.		5 = Series Change		9 = Other					
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 Specialist  
GS-301-14 or GS 1101-14  
Incumbency Only**

**INTRODUCTION**

This position is located in the immediate office of the Regional Director (RD) and/or the Field Office Director (FOD). The RD/FOD is responsible for the overall administration of the HUD office in the geographic area and for ensuring the effective delivery of the Department's services to customers within an assigned area. The RD/FOD is also responsible for representing and speaking for the Secretary with Congressional delegations, governors, mayors, local leaders, state legislators, representatives of industry, and public and private interest groups. Through such contracts, the RD/FOD advocates, supports and defends the Administration's and Department's policies and programs and provides advice on resolving cross-program issues in the geographic area.

The incumbent may serve as an advisor to the RD/FOD. Responsibilities include assisting the RD/FOD in carrying out a range of responsibilities and assuring the effective operation of the immediate office of the RD/FOD.

**DUTIES AND RESPONSIBILITIES**

Reviews and assembles available information on local, state and national issues related to the Department's programs, policies or specific actions of interest to the RD/FOD. Presents the RD/FOD with the evaluations and recommendations as well as the views and reactions of interested parties. Keeps informed on key activities in the assigned geographic area and advises the RD/FOD on emerging problems or issues.

Monitors and analyzes, via reports and staff meetings the process and effectiveness of inter-program coordination and assists in or decides on remedial actions to resolve bottlenecks, problems and assure procedural and regulatory adherence.

Assists the RD/FOD in establishing and maintaining an effective communications link, both written and verbal, between the Office of the RD/FOD and the program directors.

Represents the RD/FOD in communication and liaison activities with HUD clients, local leaders, state legislators, representatives of industry, foundations, universities, public and private interest groups and the media.

*Assists and provide support to the public affairs functions and, in the absence of the public affairs specialists, respond to questions and resolves issues from the media and congressional staffs regarding a range of program areas*

## SUPERVISION

Receives general direction from the RD/FOD and is accountable for the initiative, judgment and general competence exhibited in conducting assigned functions and responsibilities. The incumbent's responsibilities require a high degree of skill, tact, judgment and independence to effectively perform the range of duties.

## FACTOR LEVEL DEFINITIONS

### **Factor 1. Knowledge Required By the Position**

Requires expert knowledge of a wide variety of HUD programs and community outreach initiatives as well as related knowledge of management and HUD organizational principles and practices.

Requires comprehensive knowledge of business and industry practices, policies and concepts to assist in providing quality advisory services to superiors and HUD customers, as well as other program officials.

Requires the ability to assist in a variety of program/policy processes which have a wide scale effect on federal, state and local agencies implementing HUD programs; also requires the ability to develop viable solutions to community outreach problems.

Requires effective communication, both oral and written.

### **Factor 2. Supervisory Controls**

The Regional Director or the Field Office Director, makes assignments directly or through the Supervisory Operations Officer, where applicable. The incumbent plans own work assignments. Deviates from accepted HUD practices to the extent required and approved by the supervisor. 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 management policies.

### **Factor 3. Guidelines**

Guidelines are basic HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda and HUD housing guidelines and regulations. Other guidelines may include federal, state, and local directives, legislative proposals, ordinances and amendments. Often these guidelines lack specificity to complex community issues, thus requiring the incumbent to develop relevant data and exercise a high degree of 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 in-depth analysis of related issues regarding the effectiveness, efficiency, and productivity of substantive management and housing and community development functions. Prepares detailed plans, goals and objectives regarding the difficulty in identifying decisions and solutions as to what needs to be accomplished in controlling controversial community outreach situations that are sensitive and complex in nature.

#### **Factor 5. Scope and Effect**

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

#### **Factor 6. Personal Contacts**

Personal contacts include significant groups of management and elected officials who are empowered to make decisions. This category includes mayors, local officials, federal officials, banking groups, community action groups, tenant groups, and savings and loan entities. Other personal contacts include members of a variety of professional groups and associations involved in a number of housing and community development programs or initiatives.

#### **Factor 7. Purpose of Contacts**

The purpose of the contacts is to carry out assigned projects and work. Also, the purpose of the contacts is to provide audiences of opinion leaders and decision makers to whom HUD programs and policies can be presented. The incumbent may provide information at professional conferences, summits, forums, standing committees and meetings convened to deal with a variety of issues of considerable consequence or importance.

Develops and maintains constructive relations with local congressional offices and local elected officials. Coordinates and arranges as directed by the RD/FOD briefings for these officials on HUD programs and activities. Maintains liaison with appropriate regional or headquarters officials to provide verbal and written responses to congressional inquiries.

Serves as the central point of contact for consumer and industry groups. Refers or investigates queries as required and ensures timely response. Resolves problems whenever possible and keeps the RD/FOD informed of controversial issues. Analyzes and tracks customer service complaints.

Assists in preparing and conducting informational and technical assistance meetings on HUD programs for prospective customers including trade and professional groups, business and financial institutions and the public.

Assists with the development and coordination of the office-wide Management Plan.

Coordinates HUD programs with other federal, state and local agencies planning organizations to assure effective linkages.

Develops and coordinates customer service oriented informational activities to inform and educate the public about the Department's programs and services.

Directs or coordinates special events, seminars, ceremonies, and other activities intended to develop interest and support for agency programs. Coordinates Departmental initiatives and cross-program efforts, e.g., Faith and Community Based Initiatives.

Handles special assignments of a varied nature for the RD/FOD. May be called on, as necessary or delegated responsibility to perform highly sensitive and difficult assignments of a substantive and urgent nature within a broad range of managerial, administrative and operational issues.

Assists the RD/FOD in managing HUD's response to disaster relief efforts, and in maintaining contact with field staff to ensure management of field disaster relief efforts; and coordinates with other Federal, state and local agencies in providing disaster assistance.

Prepares briefing papers and Hot Issues reported related to coordination and visits to the area from high level headquarters and regional staff.

Reports the Small and Disadvantaged Business Utilization efforts for the area covered by the office.

**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 environment. Travel required.