

HR Support Services
Labor Categories

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Administrative Assistant: This position performs general administrative and clerical duties necessary to meet needs of the division or program area, and assumes responsibility for other duties based on degree of knowledge of department operations, such as: prepares designated reports for management; responds to inquiries and provides information in accordance with policies and procedures.

Administrative Specialist: This position shall support program office by maintaining a variety of human resources files and other contract/travel documentation. Answers telephones, schedules meetings, makes travel arrangements for staff, prepares required reports, and assembles information for briefings. Duties may include, developing, revising, and editing spreadsheets used in tracking travel or purchase order requests; developing, revising, editing, and updating data summary reports and travel or purchase requests. Individual shall have experience in planning, coordinating, and executing actions with minimum supervision or on the basis of brief outlines. Assures that actions are taken within legal standards and procedural guidelines, providing guidance and assistance to other program personnel, manager and supervisors within the program area.

Application Integration Analyst: This position shall support and provide subject matter expertise for the integration of certain enterprise applications (such as PeopleSoft, Oracle, or SAP). Will provide expert-level overall knowledge for the specific application, and provides implementation and integration guidance for the technical and functional application elements. Provides assistance in developing, reviewing, and maintaining implementation plans, schedules, and project management documentation. Provides guidance and support for the organizational transition to the application environment. Assists with identifying and addressing any performance issues concerning the adoption of the application. Experience in implementing large scale information technology solutions and with implementing the relevant enterprise applications (such as PeopleSoft, Oracle, SAP, Novell, etc.) is required.

Business Process Reengineering (BPR) Specialist: This position shall apply process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties may include activity and data modeling, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer, as required. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods.

Customer Service Representative: This position shall perform a range of customer service duties, which includes, but not limited to answering general HR questions in person and by telephone, and refers customers to the appropriate division, program area, or specialist. Assures that the customer is treated in a professional and courteous manner.

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Receives and directs incoming customer paperwork and transactions. Will require multi-tasking skills and performing a variety of customer service related tasks. Excellent communication skills are required.

Database Administrator: This position shall provide assistance in maintaining database applications. May support the integration of certain enterprise applications (such as PeopleSoft, Oracle, or SAP). Provides data administration design and support for systems. Develops and incorporates data policy, procedures, standards, and guidelines for application implementation. Conducts assessments of system to determine data transition, normalization, and integration into the tables and supporting relational databases. Works closely with data end-users to ensure data integrity, data access, and rapid response to database inquiries. Provides technical assistance in all facets of database administration to include data standards, synchronization, access, security, and administration. Establishes and maintains data mapping documents and data dictionaries. Supports the Report Writer / Database Analyst, as required. Requires 3 years of experience in designing, developing, testing and implementing large scale database systems; a minimum of 2 years of experience with logical design, requirements definition, and data administration with large scale systems or client/server environments; a minimum of 1 year of experience in application database design, development, and implementation; completion of relevant application (such as PeopleSoft, Oracle, SAP) database design and administration and other applicable application training.

Data Entry Clerk: This position shall have experience in performing data entry and data entry quality control. Individual must acquire a thorough understanding of the procedures for entering government transactions and records. Must be quality-conscious, have an eye for detail and be meticulous in performing tasks. Must the ability to follow established guidelines and consistently produce high volumes of quality work.

General Clerk: This position shall perform a range of general clerical duties, which includes, but not limited to filing, retrieving information, assisting in generating labels and a variety of documents. Other duties may include: data entry into spreadsheets, typing correspondence, memoranda, and faxes. Faxing, copying, completing forms, and providing factual information regarding status of requests received within the OHR program area. Provide system-generated reports to organizations as required.

HR Assistant: This position shall assist other HR personnel by performing human resources assistance work requiring substantial knowledge of HR terminology, requirements, procedures, operations, functions, and regulatory policy and procedural requirements applicable to HR transactions. The work does not require the broad knowledge of Federal HR systems or the depth of knowledge about HR concepts, principles, and techniques that are characteristic of the recognized HR specialist positions. However this individual shall have experience in office administration, using automated word processing graphics systems, spreadsheet applications and developing

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graphic/artistic presentations for publications and documents as required. The HR Assistant shall have a minimum of two years of office administrative experience.

HR Manager: This position shall provide senior-level management support, advice, counseling, and program development for human resources activities. A minimum of 7 years experience within the area of assignment is required. The HR Manager possesses a comprehensive range of knowledge and experience in the oversight of human resources support functions, including in-depth knowledge of human resource personnel file organization, management, and disposition/retention policies, particularly in a federal environment. The HR Manager also is responsible for, and experienced in, the supervision of contractor personnel involved in human resource support function, including planning of personnel resources to staff file centers, audit teams, and other sorts of long- and short-term projects. The HR Manager possesses excellent oral and written communication skills, as demonstrated by the ability to work closely with clients in the submission of audit reports, technical assessments of HR operations, and other reports and analyses.

HR Records Management - Clerk: This position shall be responsible for filing and maintenance of human resource files. The HR Records Management Clerk will have prior office experience including those relevant to file operations, including alpha/numeric filing skills. This position will also have experience with office equipment (such as copiers, scanners, and personnel computers) used in the maintenance of filing systems.

HR Records Management - Specialist: This position shall provide support for human resource records management programs, including the eOPF record, file management processes, and the overall review and/or maintenance of human resource files. The HR RM specialist possesses in-depth knowledge of human resource personnel file organization, management, and disposition/retention policies, particularly in a federal environment. The HR RM Specialist may distribute SF-50 Forms to the appropriate offices; identify problems and solutions relative to the agency's management of personnel records has prior human resources records management or equivalent experience as well as a solid grounding in file organization and maintenance procedures.

HR Specialist - Classification: This position shall provide support for human resource programs, a minimum of five years experience in this particular area of assignments is required. Individual will be responsible for all classifications within the assigned area of responsibility, as well as the completion of various projects and reports. Individual shall have experience in planning and executing actions with minimum supervision or on the basis of brief outlines. Assures that classification actions are taken within legal standards and procedural guidelines, providing guidance and assistance to other personnel specialist, manager and supervisors within OHR on various classification matters.

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HR Specialist – Generalist: This position shall provide support for human resource programs; a minimum of five years experience in a variety of HR roles is required. Individual may be responsible for producing analytical work products, analyzing policy and areas of special focus. Carries out basic support duties in some staffing, classification, benefits, training, career counseling, labor/employee relations, or policy. Assures that all actions are taken within the legal standards and procedural guidelines, provides guidance and support to OHR staff in assigned area.

HR Specialist - Quality Control: This position provides file review and audit support for human resource processes, records, and documentation. The HR QC Specialist is experienced with file audit procedures and has the ability to work independently in the performance of audit activities. Further, the HR QC Specialist conducts QC audits to ensure that incoming personnel records are accurate and complete prior to placement in agency files; and provides status reports of actions received date; ensures the timely and legally compliance handling of personnel records and is able to generate audit reports that details findings and recommend solutions to human resources records management issues.

HR Specialist - Senior: This position shall provide senior level support for human resource programs, Individual shall possess 10 years of experience. This experience could be in the areas of Employee Relations, Benefits Administration, Classification, and Staffing or other related human resources areas. Individual shall be experienced in creating and executing plans for action and milestones with minimal supervision. If required, the individual shall have knowledge in the Government retirement and Benefits policies, procedures, and software (or equivalent) for computing retirement estimates and military deposits. Individual have in all aspects of the Federal employee retirement system, including law enforcement and 6c provisions. Knowledge of Federal employee benefits programs, including Thrift savings Plans, and health and life insurance is desirable. Individual shall have the ability to use the computer and word processing and programs comparable to those utilized in current office.

HR Specialist - Staffing: This position shall provide support for human resource minimum of five years of experience within the area of assignment is required. Individual will have knowledge in all aspects of Federal personnel staffing to ensure consideration and selection of the best qualified candidates for position vacancies. Individual shall have experience in planning and executing actions with minimal supervision top ensure vacancies are filled as expeditiously as possible. Individual shall have the ability to use the computer and software comparable with the office. The individual shall have some experience in the development of position descriptions and qualification requirements. Individual must possess excellent oral and written communication skills and the ability to work courteously and effectively with OHR personnel, business units, and the general public.

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Payroll / Time and Attendance Clerk: This position performs payroll and/or related time and attendance timekeeping functions, manually or by using an automated system. Individual will have general knowledge and understanding of the full payroll and time and attendance process, preferably in the federal sector. Will have experience in processing a variety of payroll and time/attendance adjustments, to include specialized payroll deduction transactions. Must be detail oriented.

Payroll Specialist: This position will have at least 5 years of experience of providing analytical and processing support to Federal Personnel/Payroll and/or related systems. Understanding of Federal payroll/HR is required and experience with the USDA NFC Federal HR/PAY system is preferred. Must be have experience in processing a variety of payroll adjustments and deductions. Specialists operate with a high level of research skills and problem solving analysis.

Report Writer / Database Analyst: This position is responsible for applying technical expertise to planning, implementing, maintaining, and supporting information delivery systems that sustain current and projected OHR business needs. Analyze data and ensure data integrity, security, timeliness, and accuracy. Will gather, analyze, and document business and technical requirements and provide accurate estimates of work. Works with end users to define and document report requirements and develop functional and design report specifications based on those requirements. Assist end users with defining and resolving problems related to use of existing applications or reports. Design and develop new reports according to business needs. Train end users to operate new or modified report programs. Develop and update system documentation as needed in order to effectively promote cross-training and maintain IT audit requirements. Work under minimal supervision. Knowledge in Tuning SQL queries and improving the query performance. 3+ years programming experience in Microsoft Access and database development using SQL 2000+. Experience with the USDA National Finance Center Focus reporting application preferred.

Retirement Counselor: This position shall have knowledge of the Civil Service Retirement System (CSRS) and the Federal Employee Retirement System (FERS). Experience counseling employees about their retirement benefits, health and life insurance, social security, and survivor. Experience in calculating annuities. Experience in guiding employees through the preparation of retirement applications for submission to the Office of Personnel Management. Typical tasks include: calculates estimates of benefit entitlements and benefit estimates for employees; calculates complex (as well as general) estimates of benefits and benefit entitlements for members applying for disability benefits and for disabled members; develops training materials, coordinates, plans, and conducts training or informational sessions with employees.

Software Application Tester: This position shall participate in system design efforts. Create test requirements documents. Create and run test scripts. Compile test scripts into test procedures. Run regression tests. Complete manual checklists, track status of defects.

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Assists with roll-out of systems documentation. Develop formal application test plans and test requirements documents as required. Develop automated test scripts and test procedures. Produce lists of defects that are to be versioned to future releases of application as required. Communicate with analysts and programmers about formal testing plans, problems, and results. Develop technical documentation and reports.

Systems Analyst: This position shall provide analytical support to Federal Personnel/Payroll and/or related systems and organizations. Formulates and reviews plans outlining steps required to develop programs to meet staff and user requirements. Devises flow charts and diagrams to illustrate steps and to describe logical operational steps of program. Writes and revises program and system design procedures, and quality standards. Federal HR and payroll systems experience is mandatory. Experience working with large scale information technology solutions and with implementing the relevant enterprise applications (such as PeopleSoft, Oracle, SAP, Novell, etc.) is required.

Technical Writer/Documentation Specialist: This position shall provide technical writing for program and operational documentation. Provides documentation in presentation-ready quality output using advanced word processing or desk top publishing software. Creates, designs, develops, and maintains spreadsheets, reports, and records. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Utilize word processing systems to record and store statistical, technical and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. May also assist in proofreading and correction of syntactical and grammatical errors.

Training Administrator: This position will provide administrative and program management support to training and management personnel and customers. The individual will coordinate training events in terms of schedules, funding, logistics, communications, records administration, evaluations, and data input. The individual will assist instructors and employees by addressing inquiries on enrollment, registration, training products, and services.

Web Content Specialist/Designer: This position shall prepare updates to the OHR web site using a variety of graphics software applications, techniques, and tools. Enhance the look and feel of the organization's on-line offerings. Upgrades the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.