

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE ATTORNEY GENERAL**



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: #03-2019	POSITION TITLE: Workforce Development Specialist (Bilingual)
POSITION GRADE & SERIES: CS-142-12 (Step 1 to Step 4) PROMOTION POTENTIAL: None	SALARY RANGE: \$79,930 –\$87,376 **Salary in this range will be based on a multitude of factors including applicable rules, regulations and guidelines.
OPENING DATE: October 16, 2018	CLOSING DATE: November 2, 2018
DURATION OF APPOINTMENT: Term Appointment Not to Exceed 13 months	AREA OF CONSIDERATION: Open to the Public
WORKSITE LOCATION: Office of the Attorney General for the District of Columbia Child Support Services Division First Response Unit 441 4 th Street NW Washington, DC 20001	NO. OF VACANCIES: One (1)

This position is in the collective bargaining unit represented by AFSCME Local 2401 and you may be required to pay an agency service fee through direct payroll deduction.

DESCRIPTION OF DUTIES: This position is located in the Child Support Services Division, (CSSD), First Response Unit of the Office of the Attorney General (OAG). CSSD is responsible for enhancing the well-being of children by assuring that accurate and timely financial and medical support is provided.

Duties include:

- Provides customer service to a diverse customer base.
- Assesses customer's needs and suitability for occupational training as well as job and/or training opportunities that will lead to employment opportunities. Assists with matching customers with job placement opportunities and make referrals in Virtual One Stop (VOS) system.
- Aid in staffing the Child Support Services Division Alternative Solutions Center. Communicates and follow up with customers in a timely manner.
- Enters customer data, service delivery codes, and case notes into Virtual One Stop (VOS), Alternative Solution Center Systems, and any applicable partner data management systems, as specified in partner agreement; creates, processes and maintains customer files.
- Assists with pre-screening events for employment opportunities.

- Appears at hearings before DC Superior Court and provides program participant information to the Court and assigned assistant attorneys.
- Monitors the customers' progress and provides effective case management for child support and job development.
- Assists customers in resolving barriers to employment by identifying other services, benefits, and community resources.
- Develops daily log of participation and utilization of programs CSSD offer.
- Coordinates outreach activities, community events, programs and services to meet client needs, including public education campaigns and training seminars. This may include attending outreach events outside of normal business hours.
- Takes initiative and uses independent judgment in accomplishing the daily coordination and execution of activities.
- Coordinates with other agencies in order to carry out the mission and functions of CSSD and in particular its workforce operations.
- Ensures the transmission of appropriate information to various audiences.
- Keeps the community abreast of CSSD's mission, which is instrumental in identifying potential stakeholders.

QUALIFICATIONS: Candidates must have at least one (1) year of Specialized Experience. Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization. Amharic or Spanish Bilingual applicants preferred.

Substitution of Education: A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application. **Time-in-grade Restrictions:** Time in grade restrictions must be met by the closing date of this vacancy announcement.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided in the DC2000 Employment Application, or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job-related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge.

FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.

Ranking Factor #1: Knowledge of the mission, functions, organizations, policies, and requirements of the District and Federal governments as well as work processes of CSSD programs.

Ranking Factor #2: Knowledge of communications and public relations' principles and practices.

Ranking Factor #3: Skill in the use of PowerPoint, Microsoft Office, Desktop Publisher, and other computer programs for creating and maintaining databases, presentations, accompanying materials as well as extracting data for reports.

Ranking Factor #4: Ability to communicate effectively, both orally and in writing, a variety of legalistic and complex issues in a persuasive and professional manner.

Ranking Factor #5: Ability to develop effective relationships with clients, public/private organizations, and individuals.

Ranking Factor #6: Ability to effectively communicate both orally and in writing in English. Fluency in Amharic or Spanish.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: Candidates should e-mail one PDF file which includes the following:

- 1) A cover letter;
- 2) Completed Employment Application for the District of Columbia Government (DC2000);
- 3) Résumé; and
- 4) Responses to each of the Ranking Factors.

to: OAG.Recruitment@DC.gov by 11:59pm of the closing date indicated above. Cover letters should be addressed to 441 - 4th Street, NW, Suite 1100 South, Washington, DC 20001.

FOR THE PURPOSE OF EMPLOYMENT, RESUMES ARE NOT CONSIDERED COMPLETE JOB APPLICATIONS. Therefore, to be considered, all applicants must submit a **COMPLETED DC2000 EMPLOYMENT APPLICATION**, which can be found at www.oag.dc.gov.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Candidates who are eligible for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over non-District residents' applications, unless the person declines the

preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

VETERANS' PREFERENCE: Applicants claiming Veterans' Preference must submit official proof at the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, genetic information or political affiliation.

NOTICE OF NON-DISCRIMINATION: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 *et. seq.*, (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, genetic information, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF
THE OFFICE OF THE ATTORNEY GENERAL**