

D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 14-2015	POSITION TITLE: Program Specialist
POSITION GRADE & SERIES: CS-301-09/01	SALARY RANGE: \$48,107 Annual *Please note this position is only Budgeted to the CS-301-09/01
OPENING DATE: January 05, 2014 CLOSING DATE: January 16, 2015	TOUR OF DUTY: 8:15am – 4:45pm Monday – Friday
AREA OF CONSIDERATION: Open to the general public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney General for the District of Columbia Child Support Service Division/Systems & Automation Section/First Response Unit 441 4 th Street, N.W. Washington, D.C. 20001	NO. OF VACANCIES: One (1)
DURATION OF APPOINTMENT: Term Appointment (13 Months)	

COLLECTIVE BARGAINING UNIT: 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.

BRIEF DESCRIPTION OF DUTIES: This position is located in the Child Support Services Division (CSSD), Systems and Automation Section, First Response Unit. Responsible for handling in-person customer requests and telephonic requests and ensuring that issues are resolved either by the incumbent or by the appropriate unit for tasks that may only be completed by a manager or a support enforcement specialist. Explains CSSD functions and processes to customers. Responds to customers request for status updates on their cases, including, but not limited to new petitions, motions, court hearings, service of process, payments, audits, and wage withholding. Prints, reviews, and explains the content of payment histories and obligations summaries for customers. Receives address, employment and other indentifying information from customers and updates the DC Child Support Enforcement System (DCCSES). Assists customers with applying for child support services, pin numbers, direct deposit, stored value cards, etc., including explaining the required documents, reviewing completed documents for accuracy and updating DCCSES. Tracks customers and follow-up that is required and performed, and provides reports to supervisor. Resolves customer issues and refers to appropriate unit for follow-up as needed. Represents CSSD before neighborhood groups or committee meetings to provide information on program initiatives and to improve communications between the public and private sectors. Disseminates child support enforcement promotional information and materials. Serves as back-up receptionist and or call-center service representatives as needed.

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.

Time-in-grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

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.

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 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 District and Federal government programs that apply to the operation of child support services and programs.

Ranking Factor #2: Knowledge of administrative and organizational methods and techniques, in order to function efficiently or work collaboratively in a team environment.

Ranking Factor #3: Skill in multitasking, managing multiple projects and prioritizing tasks for timely coordination and completion of customer requests.

Ranking Factor #4: Ability to generate reports and other statistical data. Proficiency in MS Office Suite and Excel software applications, for use in the preparation of reports, spreadsheets, presentations, etc.

Ranking Factor #5: Skill in oral and written communication to prepare and present information effectively and make recommendations concerning program procedures, and guidelines.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Eligible's 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 a non-District 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 veteran's preference must submit official proof of 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.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: Candidates may apply in person or send a **DC 2000**, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: OAG.Recruitment@DC.GOV. Resumes are not considered job applications therefore a DC-2000 must be submitted to receive consideration. Resumes will be accepted **in addition to**, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. **To download Employment Application Form, DC-2000, visit our website at: www.oag.dc.gov.**

EEO STATEMENTS: The District of Columbia Government is an Equal Opportunity Employer.

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, 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, 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