

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



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 09-2016	POSITION: Program Specialist
POSITION GRADE & SERIES: CS-301-09	SALARY RANGE: \$49,551 - \$51,134 per annum
OPENING DATE: 01/22/2016	CLOSING DATE: 02/11/2016
OPEN UNTIL FILLED: FIRST SCREENING DATE:	AREA OF CONSIDERATION: Open to the General Public
WORKSITE LOCATION: Child Support Services Division Systems and Automation Section First Response Unit 441 - 4 th Street, NW Washington, DC 20001	NO. OF VACANCIES: One (1) TOUR OF DUTY: 8:15 am - 4:45 pm Monday - Friday
PROMOTION POTENTIAL: None	DURATION OF APPOINTMENT: Permanent Appointment

This position is budgeted at CS-09/01, \$49,551 to CS-09/02, \$51,134 per year, only.

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 waiting room in-person customer requests and Call Center/Interactive Voice Response (IVR) System 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 as needed.

QUALIFICATIONS: One year of Specialized Experience is required. Specialized experience is defined as experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position to be filled. To be creditable, at least one year of specialized experience must have been related work and equivalent at least to the next lower grade level in the normal line of progression for the occupation in the organization.

Substitution of Education: Substitution of education for 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 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.

EMPLOYMENT BENEFITS: This is a permanent appointment in the Career Service. Selectee will be eligible for health and life insurance benefits, 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 government under an appointment subject to Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT: 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 application(s), 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. APPLICANTS WHO FAIL TO COMPLETE, SIGN, DATE AND SUBMIT THE RESIDENCY PREFERENCE FOR EMPLOYMENT FORM WITH THEIR APPLICATION, WILL NOT BE CONSIDERED FOR THE RESIDENCY PREFERENCE.**

VETERANS PREFERENCE: Applicants claiming veteran's 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.

PRIORITY CONSIDERATION: 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. A non-competitive selection of an eligible candidate from the Agency Re-employment Priority Placement Program (ARPP) or the District's Displaced Employee Program (DEP) will result in the cancellation of this announcement.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: Candidates may send apply in person or send a completed **DC Employment Application (DC-2000)** to: The Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100s, Judiciary Square Building, 441- 4th Street, N.W., Washington, D.C. 20001. Applications may be sent via e-mail to: OAG.Recruitment@DC.GOV.

Resumes are not considered complete job applications. Therefore, a DC Employment Application (DC-2000) must be submitted to be considered. Resumes will be accepted, in addition to the DC-2000 and may be submitted along with a DC Employment Application (DC-2000). Inquiries related to employment and job applications should be directed to Ms. L. Dodson, Management Liaison Specialist (202) 724-6632. To download the Employment Application Form, visit our website at: www.oag.dc.gov

INFORMATION TO APPLICANT: Applications received outside the area of consideration and/or after the closing date, as well as **INCOMPLETE APPLICATIONS**, will not be given consideration. For the purpose of employment, resumes are not considered **COMPLETE JOB APPLICATIONS**. **Therefore, to be considered all applicants must submit completed DC-2000, Employment Application.**

DISPOSITION OF RESUME: Faxed applications or resumes will not be accepted. Resumes received outside the area of consideration and/or after the closing date will not be given consideration.

EEO: 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, genetic information, disability, source of income, status as a victim of intrafamily offense, 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 MADE BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL ONLY

