

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



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 08-2015	POSITION TITLE: Program Specialist (Site Manager)
POSITION GRADE & SERIES: CS-301-12	SALARY RANGE: \$71,716 - \$71,716 Annual *This position is only budgeted at \$71,716
OPENING DATE: November 17, 2014 CLOSING DATE: December 01, 2014	TOUR OF DUTY: 8:15 am – 4:45 pm (Full-Time) 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 Services Division Director's Office 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 Government of the District of Columbia, Office of the Attorney General, Child Support Services Division, Director's Office. The incumbent serves as site manager in the Office of the Director and takes necessary action to establish and enforce support obligations owed by absent parents to their children. The incumbent also handles some non-routine tasks associated with Policy, Outreach and Training Section's community outreach initiatives, internal and external trainings, employment programs and the DC Fathering Court project. Conduct personal and telephone interviews of customers, absent parents or others to collect and verify information; explain the functions of the program; and takes appropriate action to enter the data into the DC Child Support Enforcement System. Reviews data collected from customers for adequacy and completeness and determines the type of action to be initiated. Responds to customer request for status updates on their cases, including but not limited to, new petitions, motions, and court hearings, service of process, payments, audits and wage withholding. Assist 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 DC Child Support Enforcement System. The incumbent keeps logs of customer's inquiries and follow-up that is requires and performed. Provide administrative support to Attorneys for the DC Fathering Court Program, including collecting and reviewing data, preparing documents for court hearings, and attending court proceedings. Incumbent assist with the development and delivery of comprehensive professional development and training programs Child Support Services Division. The incumbent develops information materials to be distributed to the general public, customers and other agencies that relate to current and new child support initiatives and services.

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.

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 mission, functions, organization, policies and requirements of the District and federal governments and the processes of child support.

Ranking Factor #2: Knowledge of DC Child Support Enforcement System.

Ranking Factor #3: Ability to utilize Microsoft Office Suite Programs such as: Word, Outlook, Power Point, Publisher and Paint.

Ranking Factor #4: Ability to elicit relevant information, determine information to be incorporated into pertinent documents, and employ guidelines and laws applicable to safeguarding information.

Ranking Factor #5: Skills in communicating precisely and effectively, both orally and in writing.

Selective Placement Factor #1: Mastery knowledge of DC Child Support Enforcement System (DCCSES), data sources, interfaces, and case processing.

Selective Placement Factor #2: Mastery knowledge of data collection, the development of evaluation criteria, and surveys.

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.

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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.

INFORMATION TO APPLICATIONS

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 completed **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 Bldg., 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 Roseborough, Management Liaison Specialist (202) 724-7316. **To download Employment Application Form, DC-2000, visit our website at: www.oag.dc.gov.**

INFORMATION TO CANDIDATE: Application received outside the area of consideration and/or after the closing date will not be given consideration. For the purpose of employment, **resumes are not considered job applications**. Therefore to be considered all applicants must submit a **completed DC-2000 EMPLOYMENT APPLICATION**.

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, family 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



