

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



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 29-2014	POSITION TITLE: Program Specialist
POSITION GRADE & SERIES: CS-343-07	SALARY RANGE: \$38,666.00 Annual *Please note that this position is only Budgeted at a CS-07/01 \$38,666.00 Annual
OPENING DATE: August 19, 2014 CLOSING DATE: September 02, 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 Service 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 Child Support Services Division, Director's Office. The incumbent will serve as a program specialist in the Operations Section. The incumbent's primary work station will be in the Child Support Service Division waiting room, and will be responsible for handling in-person customer requests and ensuring that issues are resolved either by the incumbent or by the appropriate unit of the Operations Section for task that may only be completed by a manager or a support enforcement specialist. On own initiative, responds to customer requests and/or refers customers to an appropriate source 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 contents of payment histories and obligation summaries for customers. Receives address, employment, and other identifying information from customers and updates the D.C. Child Support Enforcement System (DCCSES). Refers cases to appropriate CSSD unit when appropriate and follows-up to ensure that customer request is resolved. Provides staffing for the CSSD waiting room for the Wednesday late hours and serves as back-up receptionist. Completes other assigned duties.

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: Basic experience with operating automated data systems, preferably in a child support environment.

Ranking Factor #2: Ability to effectively handle multiple tasks simultaneously.

Ranking Factor #3: Ability to elicit relevant information, determine information to be incorporated into pertinent documents, and employ guidelines and laws applicable to safeguarding information.

Ranking Factor #4: Good case management and organizational skills, good interpersonal skills, accurate data entry.

Ranking Factor #5: Ability to communicate effectively both orally and in writing.

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.

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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 received 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.

INFORMATION TO THE 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, 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