

Civilian Recruitment: Manager Training for Transition to USA Staffing



Manager involvement is crucial!

Objectives

- Review of USA Staffing
- Manager's role in developing assessments
- Referral & selection process



What is USA Staffing?

- An integrated software solution to be used to fill Army civilian jobs.
- Fully integrated with USAJOBS to support delegated examining and merit promotion recruitment.
- Developed and maintained by the Office of Personnel Management.
- The West has been piloting USA Staffing since March 2010 at Fort Irwin and Corpus Christi Army Depot
- West Region began transitioning January 2011
- Full Army implementation will be completed by 2013

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Advantages

- System supports OPM's end-to-end hiring model and Presidential Hiring Reform initiatives
- Applicants are able to better demonstrate job specific qualifications by assessing themselves through the occupational questionnaire.
- Applicants can submit a tailored resume for individual vacancies
- Eligibility and qualifications will be verified prior to issuance of referral.
- Access Selection Manager from any US Government network
- Pilot confirmed that manager participation in developing the occupational questionnaire to determine quality criteria through the Strategic Recruitment Discussion (SRD) results in quality candidates.



Steps to Success

- Selecting officials are integral in the development of quality assessments
- HR and Manager learning curve that comes with any new program
- Educating workforce on new application processes



Assessment Development

Occupational Questionnaire / Assessments

- A set of questions and statements, directly related to the position, to obtain information from the applicants
- Responses to the questionnaire are used to determine the applicant's qualifications and quality of their education, experience, and training
- Developed by the HR Specialist and the selecting official/subject matter expert.
- Process is integrated into the SRD.

Managers assessment development process

- Step 1: Review Position Description to ensure the duties accurately describe the work being performed
- Step 2: Understand minimum qualifications and specialized experience for the position
- Step 3: With the HR Specialist, identify Competencies
- Step 4: With the HR Specialist, create Task Statements
- Step 5: Review announcement and questionnaire



WEST Region

Step 1: Position Description

- Review of the position description is critical in creating an assessment questionnaire
- Discuss with HR Specialist if classification is correct
 - Process stops if classification needs work
- Review performance standards to know what is needed for successful performance



Step 2: Minimum Qualifications

Manager and HR specialist discuss:

- Minimum qualifications on the assessment questionnaire
 - Used to determine if applicant meets basic OPM qualification standards
 - Specialized experience is described at the next lower grade or equivalent level and clearly defined
 - Substitution of education is identified if applicable
 - Combination of specialized experience and education is identified if applicable
 - Quality of experience and time-in-grade requirements



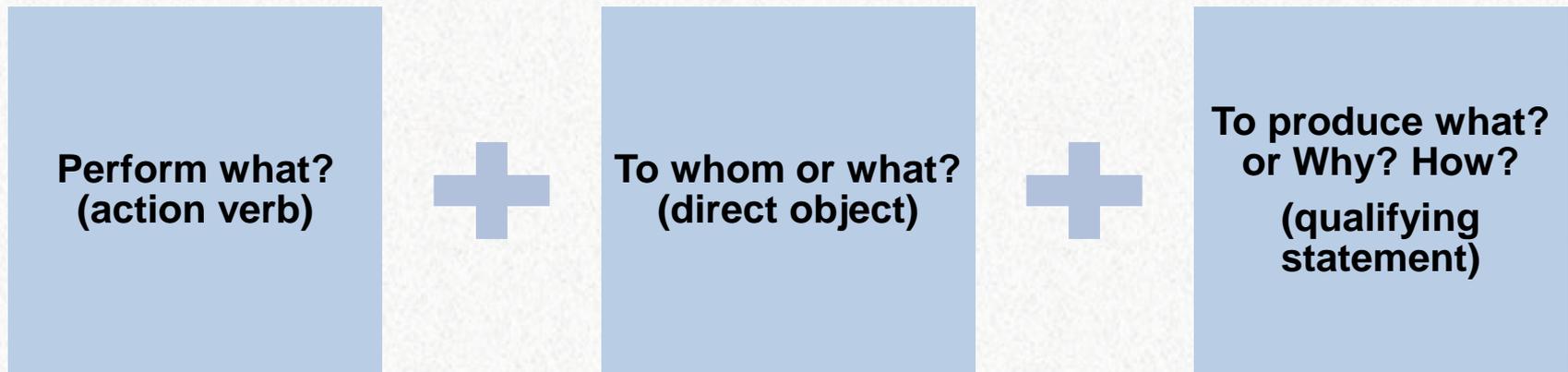
Step 3: Competencies

- Competencies are used in the development of task statements
- HR specialist will provide existing assessments to Managers for review and changes
- If an assessment does not exist the Manager & HR Specialist:
 - Identify overall objectives of the job,
 - Develop 4-8 core competencies required by the position
 - Should not be agency specific (Army)
 - Is the competency measurable?
 - Does the competency distinguish highly qualified candidates?



Step 4: Task Statements

- The goal of the task statement is to **define** competency in terms of observable and verifiable behavior
- The formula for writing an effective task statement is as follows:



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Step 4: Task Statements

Tips for writing task statements:

- Write items in observable, behavioral, and verifiable terms
- Use word like “writes” instead of “develops”
- Write clearly and concisely, so intent cannot be loosely interpreted



Step 4: Task Statements

Things to avoid:

- Unnecessary words and “fluff” that does not add any value to the statement or cannot be measured
- Double barreled items
 - i.e. resolve customer problems independently **AND** deal with difficult customers with courtesy and tact
 - Resolve customer problems independently
 - Deal with difficult customers with courtesy and tact
- Vague and/or ambiguous terminology. Don't use effective, adequate, complex, accurately, timely...
- Abbreviations- SPELL IT OUT!



WEST Region **Step 5: Review announcement**

- Managers will have 2 days prior to the opening date of the announcement to review and make changes to the announcement and assessment.
- Announcement is published after this 2 day review.
- Any changes to an assessment after the opening date of the announcement will require cancellation. A new announcement will have to be created with new assessment changes.



Referral and selection process

- Selecting officials can identify a score cut off or the desired number of applicants to be referred.
- Management will receive applicant's resume and cover letter (if submitted).
- Army policy requires applicant submission of all documentation by the closing date.
- Therefore, eligibility and qualifications will be verified for all referred candidates



Selection Manager

- You will be able to access:
 - certificates/referral lists;
 - review and print application materials;
 - document your hiring decisions;
 - return certificates electronically to the CPAC.
- URL is: <https://selectionmanager.usastaffing.gov>



QUESTIONS?

Please contact your local Civilian Personnel Advisory Center