

Classification: GS-0343-12
Classification Title: Management and Program Analyst
Organizational Title: Management and Program Analyst
Organizational Location: Wage and Investment Division and Small Business and Self
Employment Division

Position Information

Bargaining Unit Status: BU (Bargaining Unit)
Competitive Level Code: 2480
FLSA Status: N (Non-Exempt)
Risk/Sensitivity/ADP Level: 1N (Low Risk/Non-ADP)
Supervisory Code: 8 (Non-Supervisory)
Full-Working Level: GS-12
Career Ladder PDs: GS-12, 93070
GS-11, 93069
GS-09, 93068

Remarks: 2/10/09 Corrected FLSA Status from Exempt effective 7/1/08 when SPD became BU.
RB Case # 3326
7/1/08 - "This SPD is established as BU per the UCP Agreement dated February 19,
2008." Introductory statement and content have been annotated and recertified by
SBSE and WI. (sp case 3061)
09/29/03 – Added Accounts Mgmt Center-Brookhaven to the Organizational
Location (lmc)
12/18/01 – Supervisory Code changed from 5 (Management Official) to 8 (other) and
reason for exclusion from the unit changed from Management Official (RB)
The position is two grade levels below the full working level of GS-12, SPD 93070.
The position has potential for non-competitive promotion to the next career ladder
step.

Duties and Responsibilities Approved:	<u>06/25/08</u>	<u>/s/ Sharon M. Oliver</u>
	Date	Director, Human Capital , Wage and Investment Division
	<u>07/01/08</u>	<u>/s/ Perry DiToto</u>
	Date	Director, SMART Human Capital, SB/SE Div.
Classification Approved:	<u>06/14/00</u>	<u>/s/ Paula Crumley</u>
	Date	National Classification Center

Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Signature and Title of Immediate Supervisor: _____ **Date:** _____

All other levels of supervision which propose or approve official statements of duties and responsibilities are attesting to the same effect as the immediate supervisor. This position description is intended for use without modification. Any changes (e.g., pen-and-ink) to the duty statements, factor level descriptions and benchmarks may jeopardize the classification allocation. Contact the Position Management and Classification Branch for further assistance. The classification of this position may be appealed. Published standards or other information upon which the classification is based may be reviewed. Information may be obtained from the employee's immediate supervisor or the PM/C Branch.

INTRODUCTION

This position is at the full working level, the incumbent's work provides consistency in management practices across multiple centers' lines, and gains the acceptance and cooperation of the different heads of office. Has responsibility for conducting analytical studies and/or projects to resolve substantive problems or improve effectiveness and efficiency of operating line or administrative support programs. The incumbent is faced with meeting the needs of several heads of office within a collaborative environment. The incumbent assists various levels of management on a variety of issues and concerns.

MAJOR DUTIES

The incumbent performs the following duties:

Develops operating plans for assigned programs/areas and provides guidelines pertaining to the effectiveness of program operations in meeting established goals and objectives. Operating plans impact organizational design, program staffing, and work procedures.

Plans coordinates, and establishes operating methods and procedures for accomplishment of project/mission, and directs the development and accomplishment of employee training relating to the project.

Performs extensive operational reviews and prepares comprehensive program analyses to evaluate the effectiveness of program operations in meeting established goals and objectives. Conducts briefings to communicate findings, advice and courses of action, implementation plans, directives, and guidelines.

Recommend courses of action based on studies/reviews conducted which can include changes in work methods, procedures, and techniques to improve baseline measures. Such actions influence changes in policies within and between the centers that impact a wide range of employees in areas such as working conditions, job duties or management strategies.

Conducts in-depth analytical studies and/or projects and analyzes project data, requirements, and impact to identify problem areas and determine how to resolve substantive problems or improve effectiveness and efficiency of operating line or administrative support programs.

Prepares detailed action plans and schedules for long and short-range project accomplishment and ensures that plans are consistent with Service goals, schedules, and policies. Establishes a system to review, control, and report on project status. Prepares directives, memoranda, policy statements and other written guidelines and recommendations.

Prepares recommendations for resources requirements and negotiates with managers of various components of the Service to obtain needed resources and support. Monitors status and resources to meet goals and objectives and recommends adjustment of work plans and resources for project accomplishment.

Represents the centers' Directors at National or Headquarters Offices' meeting and conferences as well as meetings with other government agencies. Meets with managers and executives in multiple centers to establish and define overall goals and objective.

Provides guidance and assistance to lower graded analysts and leads ad hoc teams in accomplishing projects.

Performs other duties as assigned.

FACTOR 1: KNOWLEDGE REQUIRED

FLD 1-7=1250 pts

Expert knowledge of the Service's organization, functions, and programs in order to analyze problems and to provide information and advice to management and customers.

Extensive knowledge of work processes, programs, and local and national goals and initiatives to perform studies, evaluate program operations, and make recommendations for projected/program changes and improvements.

Extensive knowledge and skill in applying analytical and evaluative methods and techniques, both qualitative and quantitative, to projects and studies concerning the efficiency and effectiveness of program operations or substantive administrative support functions.

Thorough knowledge of pertinent laws, policies, regulations, functional directives, precedents, and all National Office written directives applicable to the operations of the areas studied.

Comprehensive knowledge of the major issues, objectives, program goals, work process, and administrative functions in the areas studied or the project assigned.

Expert knowledge of management principles and processes to perform project management duties and to effectively coordinate and integrate project objectives and recommendations.

Seasoned skill in applying communications techniques that present plans and proposals convincingly, negotiate effectively, and that reconcile conflicting interests and points of view.

FACTOR 2: SUPERVISORY CONTROLS

FLD 2-4=450 pts.

Under general supervision, the employee exercises initiative, independence, resourcefulness and judgment. Work is reviewed in terms of attainment of desired results.

FACTOR 3: GUIDELINES

FLD 3-4=450 pts.

Guidelines consist of Internal Revenue Manuals, NTEU contracts, administrative policies, operating procedures, and manuals covering the application of analytical methods and techniques. The employee uses judgment in interpreting and guidelines and may adapt them to cover identified specific situations or issues.

FACTOR 4: COMPLEXITY

FLD 4-4=225 pts.

The employee analyzes the issues in an assignment, selects and applies accepted analytical techniques to the resolution of problems affecting the efficiency, effectiveness, or productivity within enters and across multiple centers' lines that may impact multiple IRS organizations.

FACTOR 5: SCOPE AND EFFECT

FLD 5-4=225 pts.

The purpose of the work is to plan and carry out projects to improve the efficiency and productivity of organizations and employees in administrative support activities. The incumbent identified, analyzes, and makes recommendations to resolve problems/issues identified in the function services. Work may involve developing detailed procedures and guidelines to supplement established administrative regulations or program guidance. Completed reports and recommendations influence decisions made by managers concerning the internal operations of the function serviced. The work affects the efficiency and productivity in the accomplishment of the mission of different components of the organization.

FACTOR 6: PERSONAL CONTACTS

FLD 6/3 and 7c=180 pts

Frequent and extensive personal contacts are with all levels of management and higher echelon analysts.

FACTOR 7: PURPOSE OF CONTACTS

The purpose of the contacts are to provide information and instructions, advise and make recommendations, discuss problems, and influence and motivate managers or other official to accept and implement findings and recommendations.

FACTOR 8: PHYSICAL DEMANDS

FLD 8-1= 5 pts.

The work is primarily sedentary, although some slight physical effort may be required.

FACTOR 9: WORK ENVIRONMENT

FLD 9-1=5 pts.

Work is typically performed in an adequately lights and climate controlled office. May require occasional travel.

Total Points: 2790

Point Range: 2755 - 3150

Grade Level: GS-12

Final Classification: Management and Program analyst, GS-343-12