

Training Handout

Navigating the Federal Employment Process

Your Top Accomplishment

Please describe what you consider to be your top professional accomplishment. You can use a personal accomplishment as well, but try to choose one that involves skills you can transfer to the workplace. Suggestions: Attaining a goal, overcoming a challenge, solving a problem, or making an improvement.

Why work for the federal government? List reasons or benefits of federal employment.

Job Classes

- Competitive service jobs
- Excepted service agencies
- Senior executive service (SES)

Preferences

- Veterans' Preference
- Special Hiring Authorities

USAJOBS Account

Go to www.USAJOBS.gov. Following are items you will be able to access once you create an account:

- **My Account.** You can click on the “edit profile” button to change any of the information you enter into your profile.
- **Resumes.** You will be able to create and maintain up to five different resumes to use with your applications.
- **Saved jobs.** You can use this section to store jobs that you find in your job searches for which you may want to apply or investigate further.
- **Saved documents.** This section allows you to upload documents to your account for repeated use, such as transcripts and certificates.
- **Application status.** This section allows you to track your applications for most jobs. Some jobs require you to access the agency’s Web site or contact them directly to obtain your application status.

How To Create an Account

Click on “create an account” to start your profile.

USAJOBS password: _____

E-mail preference: Applicants are able to select an e-mail format preference that can be changed at any time. If applicants do not want images in their e-mails, have them select “text,” and the system will send text-only e-mails.

Password: Passwords are required to be a combination of upper- and lower-case letters, numbers and special characters. Advise learners to record their password on their training handout.

Current goal: The current goal box is not a required section. It is not viewed by agencies but is visible when an applicant logs into the system as a reminder to themselves.

Create a New Account (www.USAJOBS.gov)

Listed below is the information requested and required to complete an account on USAJOBS. You can use this exercise to view the required information or write your information to be entered on the USAJOBS Web site at a later time.

Personal information	Your information	Additional information
First name		
Middle name		
Last name		
Home address		
Country		
Telephone numbers		
E-mail		
E-mail preference		If you do not want images in your e-mails, select "text," and the system will send text-only e-mails.
Account information		
Username		
Password		Your password must contain at least 8 characters (20 maximum); at least one upper-case letter; at least one lower-case letter; at least one number; and at least one symbol (! @ # \$ % ^ & *).
Password questions and answers		The system allows you to enter responses to three pre-selected questions to retrieve a forgotten password.
Current goal		This is not a required section. It is a reminder to the applicant and not seen by employers.
Citizenship		Enter country of origin.
Preference		Veterans' preference options are provided.

General Resources

Federal Jobs Web Site <http://federaljobs.net/index.html>

Call to Serve Toolkit <http://ourpublicservice.org/OPS/programs/calltoserve/toolkit/>

GovCentral <http://govcentral.monster.com>

The Resume Place <http://www.resume-place.com/>

OPM Tutorials <http://www.usajobs.gov/infocenter/>

Free federal resume samples:

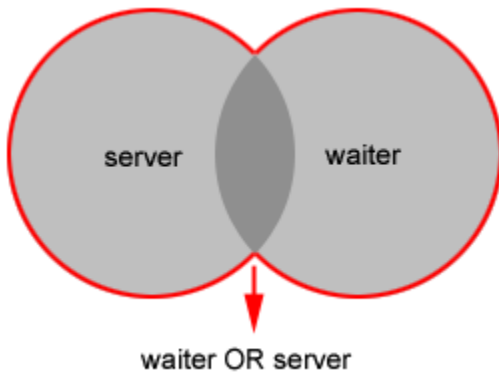
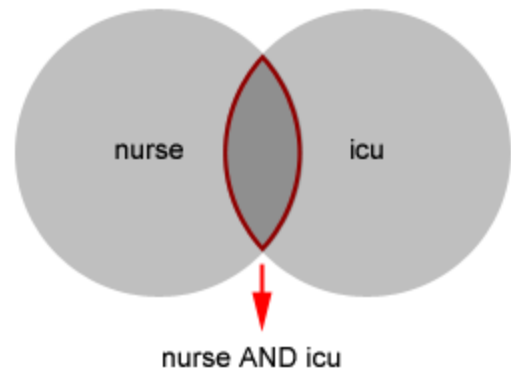
<http://www.federalresumewriter.com/services/federal-resume-samples.html>

Keywords Handout

Using Keywords to Maximize Your Search Results

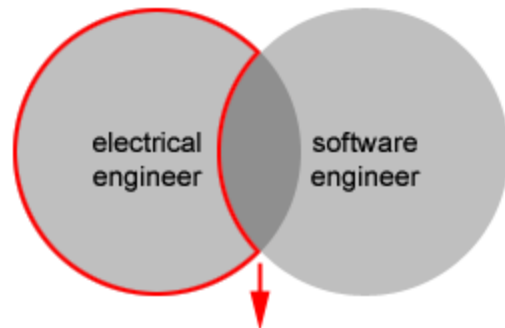
Enter keywords for the job titles and job descriptions you would like to see. Keywords are words, phrases and terms that you can enter to describe educational and professional experiences, skills and company names. They will be used to search for jobs containing those words in their titles or descriptions. By using various keywords, you will maximize your chances of retrieving jobs that most accurately match what you're seeking. When using Boolean logic, you always should enter the below operators (AND, OR, AND NOT) in capital letters.

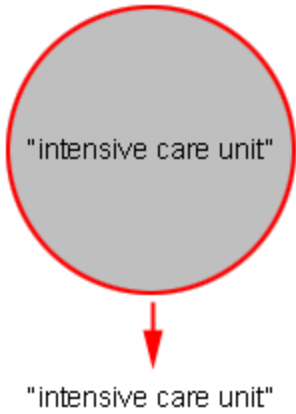
When used between keywords, **AND** connects multiple keywords. Use **AND** when you are looking specifically for results that have both terms. Using **AND** narrows your search results. If you don't separate your search words, **AND** is implied by default.



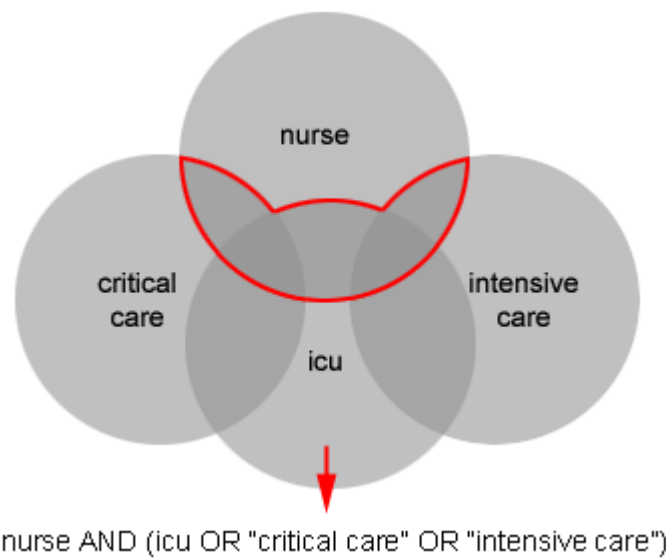
When used between keywords, **OR** retrieves results that contain either word surrounding it. Use **OR** when there is more than one word that describes the same term. Using **OR** widens your search results.

When used between keywords, **AND NOT** excludes the keyword or keyword phrase following it. Use **AND NOT** to eliminate certain jobs from your search results.





When used around keywords, quotation marks define an exact phrase. Use quotation marks around a phrase when you want to search for a specific phrase. Using quotation marks narrows your search results.



When used around keywords, parentheses separate keyword phrases. Use parentheses when searching for multiple phrases at the same time. Using parentheses typically narrows your search results.



Using an asterisk (*, **Shift+8**) at the end of a root word will bring back any results that contain a variation of that root word in the title or description. Using *, known as the wildcard, widens your search results. Use wildcards when there are similar keywords that use the root word that would be an appropriate match.

Detecting Keywords Activity

SAMPLE JOB VACANCY ANNOUNCEMENT AND QUESTIONNAIRE

Job title: Secretary (OA)

Department: Department of the Treasury

Agency: Internal Revenue Service

Job announcement number: 10WA2-CCX0015-318-5/6BD

Salary range: 35,309.00 - 51,164.00 USD/year

Open period: Friday, January 29, 2010, to Thursday, February 11, 2010

Series and grade: GS-0318-05/06

Position information: Full-time permanent

Duty locations: Newark, NJ

Who may be considered: Applications will be accepted from all U.S. citizens, preference eligibles or veterans who have been separated from the armed forces under honorable conditions after three years or more of continuous active service.

JOB SUMMARY

The mission of the Office of Chief Counsel is to serve America's taxpayers fairly and with integrity by providing correct and impartial interpretation of the internal revenue laws and the highest-quality legal advice and representation for the Internal Revenue Service. This is a bargaining-unit position. Travel is not required. Moving expenses are not authorized.

KEY REQUIREMENTS

- Males born after 12/31/59— Selective Service registration required.
- Fingerprinting— Tax check and personnel identity verification.
- Certification of typing 40 words per minute.
- You must be a citizen of the United States.

DUTIES The incumbent provides assistance to the legal staffs of assigned functional area by performing some or all of the duties and responsibilities shown below:

- Receives visitors and answers phone calls; ascertains nature of requests and directs callers.
- Receives, opens, stamps, reviews and distributes all incoming field office mail.
- Prepares and assembles documents and reviews outgoing legal correspondence.
- Implements divisional directives concerning signature and review authorities.

- Establishes and maintains a variety of chronological legal files and documents, correspondence, and other material; cross-references files when necessary.
- Safeguards information; properly disposes of sensitive material.
- Schedules and makes all necessary travel and hotel arrangements for field office staff.
- Keeps attorney's calendar and reminds attorney of scheduled conferences, appointments, conference calls, meetings and other commitments.
- Composes and prepares routine correspondence of a non-technical routine nature.
- Presents correspondence in final form with responsibility for format, grammar and spelling.
- Fully utilizes basic office software systems. Performs other duties as assigned.

Qualifications and evaluations

Applicants must meet the following qualification requirements by closing date of the announcement: One year specialized experience or four years of academic study above the high school level in an accredited business/technical school or college.

Typing proficiency

Candidates must indicate typing proficiency on their applications. Applicants must be certified to type a minimum of 40 words per minute. APPLICANTS WHO DO NOT INDICATE THEIR TYPING PROFICIENCY WILL BE INELIGIBLE FOR THIS POSITION

ACCEPTABLE PROOF OF TYPING PROFICIENCY: Candidates must indicate the ability to type a minimum of 40 words per minute. Acceptable documentation for proof of typing proficiency may be one of the following:

Specialized experience: The applicant must have experience typically in, or related to, the work of the position to be filled and which has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of the position.

Secretary—Examples of such qualifying experience may include: performing a full range of secretarial duties which includes maintaining files and records; reviewing and editing written materials for content and grammatical accuracy; receiving and screening visitors; providing information or referring telephone calls to appropriate areas; locating and summarizing conference arrangements; scheduling appointments; arranging meetings; and providing guidance to office and clerical staff. You must have a working knowledge of automation equipment with multiple software capabilities in order to create, manipulate, compute, report, retrieve, print and transmit data.

Keyword area	Keywords used
Duties section	
Qualifications and evaluations section	
Other areas (agency/department mission, etc.)	

Advanced Searching Tips

For the best results, complete resumes and search for jobs using multiple sites:

1. USAJOBS (OPM) www.usajobs.gov
2. Application Manager www.applicationmanager.gov
3. Avue Central Recruiting System www.avuecentral.com
4. Resumix. Civilian Personnel Hiring and Management.
 - Department of Navy Civilian Personnel (Resumix) <https://chart.donhr.navy.mil>
 - Department of Army Civilian Personnel (Resumix) <https://www.cpol.army.mil>
5. GovCentral (Monster.com) www.govcentral.monster.com

Federal Resume Builder

Use the information from the USAJOBS Resume Builder to get started on your federal resume. Your responses can be entered onto the USAJOBS Web site at a later time.

GETTING STARTED

- **Confidentiality.** Select **confidential** to hide your contact information, current employer name, and references from recruiters performing resume searches.
- **Candidate information.** Most personal information will be inserted automatically from your profile.
- **Social Security number.** Executive Order 9397 (Nov. 22, 1943) requires that any person doing business with the federal government must furnish a Social Security number or tax identification number.
- **Citizenship.**
- **Preference.**
- **Selective Service.**
- **Highest career level achieved.**
- **Federal employee information.**

EXPERIENCE

Work experiences

Employer 1 name	
City/town	
State/territory/ province	
Country	
Formal title	
Start date	
End date	
Salary	
Average hours per week	
May we contact your supervisor?	Yes No Contact me first
Is this a federal position?	Yes No

Duties, accomplishments and related skills (3,000-character limit)	
OR	I don't have any relevant work experience

Employer 2 name	
City/town	
State/territory/province	
Country	
Formal title	
Start date	
End date	
Salary	
Average hours per week	
May we contact your supervisor?	Yes No Contact me first
Is this a federal position?	Yes No
Duties, accomplishments and related skills (3,000-character limit)	

Employer 3 name	
City/town	
State/territory/province	
Country	
Formal title	
Start date	
End date	

Salary	
Average hours per week	
May we contact your supervisor?	Yes No Contact me first
Is this a federal position?	Yes No
Duties, accomplishments and related skills (3,000-character limit)	

Additional employer information can be written on the back of this page.

EDUCATION

School 1/program name	
City/town	
State/territory/province	
Country	
Degree/level attained	
Completion date	
Major	
Minor	
GPA	
Total semester hours	
Honors	
Relevant course work, licensures and certifications (2,000-character limit)	

School 1/program name	
City/town	

Additional information (20,000-character limit)	Job-related honors, awards, leadership activities, skills (computer software or typing speed)
Availability	Type of work and work schedule you would be willing to accept (options: full time, shift work)
Looking for a specific work environment	Desired work environment (options: tele-work etc.)
Desired location	Preferences

FINISHING UP

Activate resume OR save for later

CONGRATULATIONS! You have completed your federal resume using USAJOBS.

Strategies for success

Length	
Format	
Compliance information	
One year specialized experience	

FAKTTA

Focus	
Appearance	
Keywords	
Transferable skills	
Accomplishments	

Sample Federal Resume

MATHEW ORTIZ
8800 Allen Blvd., Apt. 234
Galt, CA 95632

Home phone: 209-555-9090

Cell phone: 209-555-9733

E-mail: mortiz@yahoo.com

U.S. citizen

Social Security number: xxx-xx-xxxx

Veterans' preference: 10 point/30 percent compensable, U.S. Army, 01/01/2001 to 01/01/2004

Highest previous grade: N/A

JOB ANNOUNCEMENT: MANAGEMENT AND PROGRAM ANALYST - GS-0343

ANNOUNCEMENT NUMBER: xxxxxxxx

PROFILE

Highly innovative and results-oriented professional with a variety of academic, military and civilian administrative and program experience. Demonstrated research, analytical and problem-solving skills. Organized, detail-oriented and thorough, with proven ability to manage and track projects and meet deadlines. Excellent communications skills, including proficiency at preparing correspondence and reports, and superior ability to communicate with individuals at all levels and varying backgrounds. Proven interpersonal skills with diverse customers; dedicated to providing outstanding customer service and follow-through. Skilled trainer, mentor and coach; able to take charge and direct personnel in stressful situations while maintaining composure. Polished professional presentation. Effective at working within a team or independently.

EDUCATION

Bachelor of arts degree, California State University, Sacramento, CA 23464 118 semester hours. Major: history. Minor: education. GPA: 3.26, in progress; scheduled to complete 06/2014.

RELEVANT COURSE WORK: Critical Thinking and Writing; Reading, Writing and Research; Public Speaking; American Government and Politics; Educational Psychology; Philosophy and Social Foundations; Sociology/Education; Guidance and Counseling; U.S. History; Ancient History; Medieval History. Planned and conducted studies relating to critical and pertinent historical and current issues. Researched and collected data, analyzed and evaluated information, and determined effect of historical actions on current problems and issues in our society. Communicated and collaborated with teams to assign areas of responsibility for completion of research projects. Determined appropriate approach and technique for investigation and fact-finding; analyzed findings; and organized and compiled data. Developed and delivered compelling presentations, two of which reported findings and made recommendations for improvements in selected current programs and issues, such as "Educating Disabled Children."

2006, associate of arts degree, Consumnes River College, Sacramento, CA 95624, 88 quarter hours. Major: liberal arts — Social Behavior. GPA: 3.83.

1990, Sacramento High School, Sacramento, CA 95632, high school diploma.

PROFESSIONAL HISTORY

01/2006 to 01/2007, WORK STUDY PROGRAM, Veterans Affairs, University of California, Davis, South Hall, Room 107, Davis, CA 95616, 20 hours per week, \$7.50 per hour, Mary Torres, 530-555-0903, Contact: yes.

PERFORMED A WIDE VARIETY OF ADMINISTRATIVE SERVICES ESSENTIAL TO THE DAILY OPERATIONS of the Veterans Affairs office at the University of California, Davis. Assisted with the coordination of functions to ensure smooth and efficient operation of veterans' education programs. Greeted visitors; answered, screened and routed telephone calls; disseminated client information, answering questions and resolving problems; completed forms and processed applications for educational assistance. Reviewed and analyzed applications and supporting documentation for veterans' educational assistance; used knowledge of numerous and varied programs to assure complete and appropriate application; ensured all activities and documentation complied with agency policies, regulations and guidelines. Effectively served staff needs for information and program support.

USED AUTOMATED SYSTEMS, DATABASES AND COMPUTER APPLICATIONS

to perform administrative and program duties effectively and efficiently. Used Excel, FileMaker Pro and agency-specific systems to enter, update and track the progress of educational-assistance applications and to produce program reports for management review. Developed various supporting documentation using Microsoft Word. Used electronic mail system to prepare, distribute and respond to critical program correspondence.

DISPLAYED STRONG COMMUNICATION AND CUSTOMER SERVICE SKILLS

by providing quick and effective responses to client and employee inquiries, problems and requests. Addressed organizational issues with all levels of personnel and exchanged information about agency functions and programs within and outside the organization. Counseled and advised clients regarding eligibility and the application process for federal education benefits and assistance. Provided consistent information according to established policies and procedures. Skillfully prioritized work to multitask, accommodate urgent requests and meet all deadlines. Consistently communicated and treated all personnel in a courteous, tactful and respectful manner.

ACCOMPLISHMENTS: Gained extensive knowledge regarding various educational-benefit and assistance programs for veterans and their dependents, and federal rules and guidelines for applying for these benefits; applied knowledge to assisting clients; and completed and processed application packages.

05/2001 to 08/2004, MEDICAL SPECIALIST, E-4, 39 hours per week, Salary: \$20,000 per year, U.S. Army, Vicenza, Italy (multiple deployments, including Hungary, Kosovo, Germany, Operation Iraqi Freedom), Capt. Ajay Thomas; ajay@us.army.mil; Contact: yes.

PLANNED, ADMINISTERED, MONITORED AND MAINTAINED HEALTH CARE AND MEDICAL TREATMENT PROGRAMS AND ACTIVITIES for deployed facility and battlefield troops. Supervised and led two other medics in the triage, interview, examination, evaluation, diagnosis and documentation of patients in preparation of visit by battalion physician in clinic. When deployed to battlefield, administered emergency and maintenance care for injuries and wounds. Identified resources needed, in terms of medical personnel, supplies and equipment, to support individual treatment and overall medical operations. Planned and implemented program to practice readiness exercises, conducting "trauma lanes" consisting of simulated injuries and wounds that would be seen on battlefield. Monitored and evaluated programs to ensure accomplishment of goals and mission and compliance with Army policies and regulations.

CONDUCTED RESEARCH AND ANALYSIS OF HEALTH AND MEDICAL -CARE PROGRAMS. Continuously reviewed, analyzed and evaluated health care and medical treatment functions and activities; collected, reviewed, analyzed and evaluated data to determine if more efficient or cost-effective methods or practices could be used, or if enhanced medical techniques could be applied for more effective treatment. Identified problem areas and issues; recommended solutions to problems and improvements to overall operations.

RESEARCHED, DETERMINED AND ENSURED ALL PROGRAM OPERATIONS WERE IN COMPLIANCE with Army regulations, procedures, sound medical management practices and effective use of staff. Analyzed and interpreted new or proposed legislation or regulations to determine impact on health care and medical-treatment program operations and management. Advised peers and subordinates regarding changes in policies or procedures. Analyzed, evaluated and advised leadership on the effective and efficient organization, methods and procedures for CREATING AND MAINTAINING MEDICAL RECORDS,

COMMUNICATIONS, FILES, FORMS AND DOCUMENTATION. Evaluated information requirements and ensured appropriate procedures for the maintenance of patient charts, personnel medical records and supporting documentation. Led medical team to review daily patient charts and notes and assure organized and accurate filing; also evaluated records of soon-to-be-deployed soldiers to make sure immunizations were current and soldiers were physically fit for deployment. Updated personnel medical files with completion dates of training in Combat Life Saver course.

EXHIBITED EFFECTIVE ORAL AND WRITTEN COMMUNICATION SKILLS in the performance of duties. Communicated and collaborated with medical personnel to plan and administer medical care and treatment, occasionally making difficult decisions in stressful situations. Used great tact and sensitivity when interacting with patients to discuss, determine and meet their physical and mental health care needs. Developed and presented training in Combat Life Saver course, which included CPR, first aid and emergency response, to instruct soldiers in the necessary medical skills that would enable them to treat fellow soldiers on the battlefield; evaluated and determined requirements; gathered information from previous instructors; designed and delivered curriculum; evaluated individual class performance. Updated and maintained patient charts and medical records. Prepared program reports. Used automated computer systems and applications to create, maintain and store program documents.

ACCOMPLISHMENTS: Responsible for up to 120 individuals' medical treatment and well being on a

daily basis. Able to function at top performance through 24 hour shifts. Completed Expert Field Medical Course: one of 40 that passed the first time, out of 500 medics. Designed, developed and trained Combat Life Saver classes; efforts resulted in successfully passing 40 students who accomplished appropriate mission in battle.

MEMBERSHIPS

VFW, 2003 to present
Society of the 173rd, 2004 to present

AWARDS, HONORS, RECOGNITION

Army Commendation Medal, 2004
Army Achievement Medals (2), 2004, 2003
Overseas Service Ribbon, 2004
Operation Iraqi Freedom, Expeditionary, 2003-04
Purple Heart, 2003
War on Terrorism Medal, 2003
National Defense Ribbon, 2001

Special Decorations:

Airborne Qualified, 2003
Combat Medical Badge, 2003
Combat Parachutist, 2003
Expert Field Medical Badge, 2002

MILITARY EDUCATION

2002, Expert Field Medical Course, U.S. Army, Germany, two weeks (one of 40 that passed the first time, out of 500 medics) 2001, 91 B Medical Specialist Training, U.S. Army, Fort Sam Houston, San Antonio, TX, 10 weeks 2000, Airborne Paratrooper School, U.S. Army, Fort Benning, GA

CERTIFICATIONS

Emergency medical technician, CPR, first aid, 2001

TRAINING

Sexual Harassment, 2004
Drug and Alcohol Counseling, 2003
Leadership Skills, 2003
Diversity and Communications, 2003

MILITARY SERVICE

U.S. Army, 01/01/2001 to 01/02/2004, honorable discharge

SPECIAL SKILLS

Computer: Microsoft Word, PowerPoint, and FileMaker Pro; Firefox, gmail; Yahoo

KSAs and Questionnaires

Assessments

- Questionnaires
- Rating Questions
- Essay Questions
- Statements

Assessments. Assessments composed of multiple-choice questions and short essays pertaining to your knowledge, skills and abilities. For many federal jobs, questionnaires are replacing KSA statements to help simplify the process.

KSAs

KSA stands for knowledge, skills and abilities. Here is how the government defines these terms:

- **Knowledge.** An organized body of information, usually of a factual or procedural nature which, if applied, makes adequate performance on the job possible.
- **Skills.** The proficient manual, verbal or mental manipulation of data, people or things. Observable, quantifiable and measurable.
- **Abilities.** The power to perform an activity, at the present time. Implied is a lack of discernable barriers, either physical or mental, to performing this activity.

STAR Method

Situation. Describe the context. Briefly provide some background information such as where you were working or volunteering, what position you held, or the surrounding circumstances.

Task. Describe the challenge or the task that was before you.

Action. Describe what you did specifically. Explain the actions you took.

Result. Describe the outcome of your behavior. Explain what you accomplished and quantify it where you can.

STAR Example

1. **Situation.** In my former position, I wrote and edited articles for our company newsletter.
2. **Task.** We struggled with low employee morale and poor participation at company-sponsored events.
3. **Action.** I interviewed employees about their concerns and their ideas about improving social

help us track our inventory and customer payments that minimized our discrepancies by 10 percent. I also used Microsoft Word and PowerPoint presentations to market our new products to our customers, which increased our sales by \$25,000 by the end of 2009. I was named “Employee of the Month” for January 2010.

Questionnaire Response No. 2

I have experience using office-automation software, including Microsoft Word, Excel, PowerPoint, Access, etc., to prepare letters, reports and summaries and to track data in an automated system. I have used these skills in my position as executive assistant for over two years. I have attended the following training sessions:

- Microsoft Office — September 2009
- Microsoft PowerPoint — August 2008
- Understanding Access — March 2007
- Using Word for Reports — January 2007

I have been recognized by superiors for my outstanding work in office automation. My experience has enabled me to perform my duties with confidence.

Questionnaire Response No. 3

I have used office automation in my position as office liaison for the Maple Glen School District. I have prepared letters to parents and school officials and developed PowerPoint presentations for our “back-to-school” nights. I use Access in my daily work to maintain records for our students. I have a Microsoft certification and additional training.

Which response is better?

SAMPLE QUESTIONNAIRE

Job title: Secretary (OA)

Department: Department of the Treasury

Agency: Internal Revenue Service

Job announcement number: 10WA2-CCX0015-318-5/6BD

Grade: 05

1. GS-5: You must have at least 52 weeks of specialized experience equivalent to the GS-4 level in the federal service. Specialized experience is experience that is in, or related to, this position and provided you with the particular knowledge, skills and abilities to perform successfully the duties of this position. Examples of qualifying experience may be found in the vacancy announcement. Having read this definition, please select one of the following:

1. I have at least 52 weeks of full-time specialized experience equivalent to the GS-4 level. Examples of qualifying specialized experience may have been gained in positions where I served as personal assistant to a chief or manager. From my own technical and administrative knowledge, and without supervision, scheduled supervisor's activities, composed correspondence, resolved problems, located information, and organized workflow of office. This list is not inclusive.
2. I have completed four years or more of education above the high school level in an accredited business, secretarial or technical school, college or university, or I have a bachelor's or higher degree.
3. I have a combination of education and experience equivalent to one year of full-time employment as defined above.
4. I have two or more of the above choices.
5. I do not have the experience or education listed above.

*2. If you select No. 1 above, please describe your specialized experience. Your description should be specific and include your job duties and the length of time you performed these duties. Your résumé must provide sufficient information to support your response.

Maximum length of 8,000 characters.

*3. Skill in the use of office-automation equipment and software. (Please select from the following options below as it applies to your experience.)

1. Advanced skills and experience in operating a personal computer and using various software programs such as Microsoft Word, Excel, PowerPoint, Access, etc., to prepare letters, reports and summaries and to track data in an automated system.
2. Experience operating a personal computer and using Microsoft Word and a variety of other software programs (i.e., Excel, PowerPoint, Adobe Acrobat, Desk Top Publishing, etc.) to prepare letters, reports and summaries and to track data in an automated system.

3. Experience operating a personal computer using Word/WordPerfect and at least one other software program (i.e., Excel, PowerPoint, Access, Adobe Acrobat, Desk Top Publishing, etc.) to prepare letters, reports and summaries and to track data in an automated system.
4. Experience operating a personal computer and using at least one software program to prepare, letters, reports and summaries.
5. Uses a personal computer to prepare letters.
6. None of the above.

*4. In the space below, elaborate on your ability to use office-automation equipment and software programs to input and track data and monitor workload. Describe your accomplishments, experience, training, awards, etc.

Maximum length of 8,000 characters.

*5. Ability to screen visitors and callers; to schedule appointments, conferences and travel; and to perform related administrative follow-up activities. (Please select from the following options below as it applies to your experience.)

1. Interacts with employees, managers and high-level officials of same and other organizations; independently answers administrative and non-technical inquiries based on knowledge of organization and on what information can or cannot be released, responding to persons having different needs and requests; schedules and maintains calendars of appointments, conferences and meetings; reserves conference rooms with needed supplies; makes travel arrangements and prepares travel vouchers.
2. Experience interacting with employees and managers of the same organization. Independently answers routine non-technical and/or administrative inquiries based on knowledge of organization; experience scheduling and maintaining calendars of appointments, conferences and meetings; reserves conference rooms with needed supplies; makes travel arrangements and prepares travel vouchers.
3. Experience as a receptionist, greeting visitors, referring inquiries to appropriate office personnel, answering routine inquiries, and taking phone messages; experience making travel arrangements and preparing travel vouchers and reserving conference rooms.
4. Experience greeting visitors, answering telephone calls, and routing calls to appropriate staff or other offices. Experience making travel arrangements.
5. Answers telephones and routes calls.
6. None of the above.

*6. In the space below, elaborate on your ability to receive calls and visitors, responding to customer inquiries and/or referring the inquiry to the appropriate level of management to satisfy the customer's needs. Describe your accomplishments, experience, training, awards, etc.

Maximum length of 8,000 characters.

* 7. Ability to plan, organize and prioritize a variety of activities simultaneously. (Please select from the following options below as it applies to your experience.)

1. Experience that required an ability to monitor and track priorities to meet imposed deadlines, setting own priorities, planning, and coordinating office activities based on established office procedures and supervisor's policies (i.e., schedules appointments, meetings and conferences; locates and assembles information for supervisor and other staff members; prepares travel documents, etc.).
2. Experience setting own priorities and tracking deadlines for superiors in carrying out and coordinating a variety of assigned activities (i.e., maintains supervisor's calendar, prepares suspense dates, orders office supplies, schedules meetings and conferences, etc.).
3. Experience that required performing duties within strict timelines.
4. Experience performing duties that were time-sensitive.
5. Prioritizes individual assignments.
6. None of the above.

*8. In the space below, elaborate on your ability to plan, organize and coordinate a variety of activities. Describe your accomplishments, experience, training, awards, etc.

Maximum length of 8,000 characters.

*9. Ability to communicate orally and in writing to convey information in a clear and concise manner. (Please select from the following options below as it applies to your experience.)

1. Experience that requires the ability to use interpersonal skills to communicate effectively with all levels of an organization within or outside the office; ability to explain and/or clarify procedures/processes; ability to interact with peers and co-workers.
2. Experience that requires the ability to communicate orally or interact with management, co-workers and peers to provide advice and guidance, and explain or clarify regulations, procedures or work processes.
3. Experience explaining procedures and processes to management, co-workers and peers.
4. Experience with gathering and exchanging information with co-workers.
5. Experience receiving telephone calls and taking notes.
6. None of the above.

*10. In the space below, elaborate on your ability to communicate orally with high-level officials, office staff and the public. Describe your accomplishments, experience, training, awards, etc.

Maximum length of 8,000 characters.

*11. Ability to establish and maintain office files.

1. Experience establishing and maintaining a filing system; updating and revising files as necessary; gathering data from files and preparing background information for the supervisor.
2. Experience organizing and maintaining filing systems using established filing procedures and retrieving information from files.
3. Experience maintaining a filing system.

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4. Experience retrieving files or retrieving information from files.
 5. None of the above.

*12. In the space below, elaborate on your ability to establish and maintain office files.
Maximum length of 8,000 characters.
