

Critical Elements – 301 Series
Workforce Resources Specialist

Expected Results at the Level 3: To meet the standard, the employee must meet the following requirements as determined by the Supervisor through direct observation and/or discussions with several customers and/or peers.

A. Works with senior management officials to advise, research, evaluate, and interpret HR policies and procedures for the IC:

- Coordinates the implementation/integration of newly developed policies and procedures.
- Provides advice to managers related to NIH Title 42/38 policies and procedures.
- Provides leadership and advice to senior management related to HR matters, such as recruitment and classification.
- Assists managers with the development of recruitment requests, position descriptions, job analysis, rating criteria, etc.
- Responds to all management requests for information within 2 days of inquiry.
- Works with supervisors to assure that non-SES recruitment actions are completed within 25 workdays.

B. Serves as the principal staff resource/coordinator on NIH and IC-wide initiatives:

- Oversees all pay requests for Title 42/38 scientists to ensure that NIH policies are applied correctly.
- Ensures that all Title 42/38 packages are reviewed and commented on within 5 days of receipt.
- Serves as the liaison for the Federal Employee Viewpoint survey (EVS); coordinates the outreach for staff participation; provides updates to Senior Management; ensures that the institute obtains at least a 30% participation rate.
- Serves as the institute's Awards Coordinator; oversees distribution and collection of data calls; ensures that NIH and IC deadlines are met at least 90% of the time.
- Oversees all activities involved with the IC's annual Employee Appreciation Day event.

C. Serves as the IC Performance Liaison:

- Plans, coordinates, and maintains the Performance Management Program for the IC.
- Ensures that CY20XX PMAPs are closed-out by February 15, 20XX and CY20XX PMAPs are established by January 31, 20XX.
- Updates and distributes the institute's performance award spreadsheets to managers by January 30, 20XX.
- Submits PMAP ratings and awards, in SmartHR, according to NIH policies and deadlines.
- Works along with Senior Management to develop, update, and distribute the annual awards process including the PMAP spreadsheet, award pools, and Special Act award requests.

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- Oversees the process to ensure that Award History spreadsheets are updated and maintained bi-annually.
- Responds to questions about the PMAP process from managers or employees within 2 days.
- Presents on performance management topics, as needed.

D. Maintains an awareness of customer needs and priorities and manage workload effectively, as demonstrated by:

- Handles multiple tasks simultaneously. Tasks are prioritized, and typically completed without a demonstrated pattern of errors within established deadlines.
- Tracks all information requests from conception to completion and consistently addresses them in an accurate and timely manner.
- Keeps customers routinely abreast of the status of relevant work issues. Status updates are provided to Division Directors on a regular basis.
- Develops and consistently maintains positive and constructive working relationships with colleagues and customers.
- Cooperates with others to meet shifting workload needs of the office. Display flexibility in situations with changing demands or priorities. Works with other staff to promote efficiency.
- Improves communication to scientists and administrative staff by keeping employees abreast of HR News and Workforce Activities.
- Participates in office staff meetings to present on new information/policies; meets with Division Directors 3 times a year to discuss recruitment and other workforce needs.

E. Serves as the staff source/coordinator for IC training initiatives:

- Assures that 90% of FTE employees complete mandatory administrative training by the NIH deadline.
- Works directly with the office staff members to design and coordinate supervisory training programs for Code 2 supervisors. Ensures that 80% of supervisors receive at least 6 hours of credit by December 31, 2016.
- Works directly with contractors to coordinate mid-level leadership training and mid-career retirement training for FY2016.

F. Services as the staff resource/coordinator on a number of administrative initiatives including:

- **Telework:**
 - Ensures that telework applications are submitted and renewed within 30 days of eligibility.
 - Provides direction and awareness for the IC's Telework Program.
 - Keeps abreast of changes to the NIH telework policies and procedures and communicates to staff when appropriate.

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- Completes NIH Quarterly Data Call Reports by the NIH deadlines.
- Serves as a member of the NIH Telework Committee and attends monthly meetings 90% of the time.
- Serves as a member of the NIH CCB Coordinator committee and attends regularly scheduled meetings 90% of the time.

- **Leave Sharing Programs:**
 - Provides guidance and awareness of the Voluntary Leave Transfer Program (VLTP) and Leave Bank Program to the IC's employees and management as requested.
 - Processes and tracks all VLTP and Leave Bank cases.
 - Keeps abreast of changes to the VLTP and Leave Bank policies and procedures and communicates to staff.

- **Participant in the planning of the annual Employee Awards Ceremony:**
 - Provides recommendations and suggestions as appropriate.
 - Actively assists in the implementation on the day of the event.

G. Services as a resource coordinator for the IC's Onboarding Program:

- Determines need for orientation prior to EOD Monday, and invite new employees to orientation.
- Coordinates space and equipment needs for orientation.
- Presents orientation to new employees each EOD Tuesday.
- Works with stakeholders to actively work toward continuous improvement of the Onboarding program.