

**Job Title:** Supervisory Human Resources Specialist (Employee Relations)

**Department:** Department Of Veterans Affairs

**Agency:** Veterans Health Administration

**Job Announcement Number:** MP-10-0165-YH

**SALARY RANGE:** 86,260.00 - 112,136.00 USD /year  
**OPEN PERIOD:** Tuesday, May 18, 2010 to Wednesday, June 02, 2010  
**SERIES & GRADE:** GS-0201-13  
**POSITION INFORMATION:** Full TimeCareer/Career Conditional  
**PROMOTION POTENTIAL:** 13  
**DUTY LOCATIONS:** 1 vacancy - Portland, OR  
**WHO MAY BE CONSIDERED:** Status Candidates (Merit Promotion Eligibles)

#### **JOB SUMMARY:**

##### **WHO WE ARE**

We are people who take great pride and deep satisfaction in providing America's veterans with the best clinical care, the most innovative technology, and the most comprehensive array of benefits America has to offer.

"To care for him who shall have borne the battle and for his widow and his orphan."

—Abraham Lincoln

**ANNOUNCEMENT NUMBER:** MP-10-0165-YH

**VACANCY ID:** VS348970

**POSITION TITLE:** Supervisory Human Resources Specialist (Employee Relations)

**WORK SCHEDULE:** Full Time

#### **KEY REQUIREMENTS:**

- Relocation, Recruitment and Moving Expenses are NOT authorized.
- US Citizenship is required.
- Fingerprints, physical and background check are required.
- Must be a VA Employee

[Back to top](#) 📌

## **Duties**

### **Additional Duty Location Info:**

1 vacancy - Portland, OR

This position is located in Portland VA Medical Center (PVAMC) HRMS, and functions as a Supervisory Employee Relations Specialist. Provides expert guidance, consultation and assistance to supervisors and employees on employee relations and labor management matters such as grievances and complaints, disciplinary actions, adverse actions, employee performance and appeals. Provides oversight of employee benefits program including retirements, leave administration, incentive awards, health and life insurance and related matters. Supervises three (3) Employee Relations and Labor Relations Specialists functioning at the GS 12 level and 3 Employee Relations Assistants functioning at GS-7 level.

[Back to top](#) 📌

## **Qualifications and Evaluations**

### **QUALIFICATIONS REQUIRED:**

#### **Specialized Work Experience:**

**GS-13:** One (1) full year of specialized experience (equivalent to at least the GS-12 grade level in the Federal service) that equipped the applicant with the knowledge, skills, and abilities to successfully perform the duties of this position as described in the major duties section of this vacancy. Specialized work experience includes working as an Employee/Labor Relation Specialist or HR Specialist with majority of time spent in employee and/or labor relations. Duties may have included, but are not limited to, I have one year of specialized work experience performing the following duties: preparing and communicating agency-wide employee relations policies and procedures to serviced organizations, serving as the principal point of contact or authority on employee relations issues, advising managers on disciplinary or other corrective techniques for a range of conduct and performance problems; explaining conduct and performance rules to employees and helping them understand their rights and obligations; drafting proposals or decision letters for complex discipline and adverse action cases; and handling grievances at multiple levels of the organization. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per week would count as six months of experience).

*Additional information on the qualification requirements is outlined in the OPM Qualifications Standards Handbook of General Schedule Positions. It is available for your review on OPM's web site at <http://www.opm.gov/qualifications>.*

Education may not be substituted for specialized work experience for this position. Applicants must meet specialized work experience requirements to qualify.

### **Important Notes:**

1. Application procedures are specific to this vacancy announcement. Please read all the instructions carefully. Failure to follow the instructions may result in your not being considered for this position.
2. Supplementary vacancies may be filled in addition to the number stated in this announcement.
3. Moving expenses are not authorized.

## HOW YOU WILL BE EVALUATED:

Once the application process is complete, a review of your application will be made to determine if you are qualified for this job. The numeric score that you receive is a measure of the degree to which your background matches the knowledge, skills and abilities required of this position and is based on your responses to the assessment questionnaire. The knowledge, skills and abilities required for this position are:

1. Knowledge of Employee and Labor Relations.
2. Knowledge of Federal Employee Benefits.
3. Ability to provide HR Employee Relations and Labor Advisory Services to Internal and External Customers.
4. Ability to manage and direct an Employee/Labor Relations Program in a large tertiary medical center.

CAUTION: Do not overstate or understate your level of experience and demonstrated capability. Your ratings are subject to evaluation and verification based on the resumé, narratives and other relevant documents you submit, as well as through verification of references as appropriate. Later steps in the selection process are specifically designed to verify your stated level of experience and demonstrated capability. Deliberate attempts to falsify information may be grounds for not selecting you or for dismissing you from the position following acceptance.

[Back to top](#) ↗

## Benefits and Other Info

### BENEFITS:

The Federal government offers a number of exceptional benefits to its employees. The following Web addresses are provided for your reference to explore the major benefits offered to most Federal employees.

**Flexible Spending Accounts** - The Federal Flexible Spending Accounts Program (FSAFeds) allows you to pay for certain health and dependent care expenses with pre-tax dollars. For additional information visit: <https://www.fsafeds.com/fsafeds/index.asp>

**Health Insurance** - The Federal Employees Health Benefits Program offers over 100 optional plans. For additional information visit: <http://www.opm.gov/insure/health/index.asp>

**Leave** - Most Federal employees earn both annual and sick leave. For additional information visit: <http://www.opm.gov/oca/leave/index.asp>

**Life Insurance** - The Federal Employees' Group Life Insurance Program (FEGLI) offers: Basic Life Insurance plus three types of optional insurance, for additional information visit:

<http://www.opm.gov/insure/life/index.asp>

**Long Term Care Insurance** - The Federal Long Term Care Insurance Program (FLTCIP) provides long term care insurance for Federal employees and their parents, parents-in-law, stepparents, spouses, and adult children. For additional information visit: <http://www.ltcfeds.com/>

**Retirement Program** - Almost all new employees are automatically covered by the Federal Employees Retirement System (FERS). FERS is a three-tiered retirement plan. The three tiers are: Social Security Benefits, Basic Benefit Plan, Thrift Savings Plan. For additional information visit:

<http://www.opm.gov/retire/index.asp>

The Federal Government offers a number of exceptional benefits to its employees. The following Web address is provided for your reference to explore the major benefits offered to most federal employees: <http://www.usajobs.gov/EI/benefits.asp>

[Back to top](#) ▲

## How To Apply

### HOW TO APPLY:

Please submit the following items:

**Portland VA Medical Center Employees must submit:**

1. VA 5-4078 Application for Promotion or Reassignment OR resume
2. Assessment Questionnaire
3. Other documents specified in the "Required Documents" section below

**All other applicants must submit:**

1. Resume
2. Assessment Questionnaire
3. Other documents specified in the "Required Documents" section of this vacancy announcement

All materials must be received by 11:59 p.m. Eastern Time on Wednesday, June 02, 2010 to be considered.

To begin the process, click the **Apply Online** button to create an account or log in to your existing USAJOBS account. Follow the prompts to complete the occupational questionnaire. Please ensure you click the **Submit My Answers** button at the end of the process. Applicants are urged to apply online; this process is easier, faster, and provides more information as applications are processed. Please use the Applicant Checklist in the "Required Documents" section (near the end of this announcement) to make sure your application is complete.

**Note:** To return to a previously Saved or Incomplete application, simply reapply through My USAJOBS. After applying, return to My USAJOBS (<https://my.usajobs.gov/Login.aspx>) to see the status of your application, including any messages that may have been sent to you.

Please read all instructions before you begin. You are solely responsible for the submission of your materials. We are not responsible for incompatible software, illegible fax transmissions, interruptions in internet service, etc.

### ***Option A: Online (Preferred Method)***

1. Click on "Apply Online" at the end of the job announcement.
2. Complete the questionnaire for the vacancy.
3. Select or upload the resume and other documents that you want to submit.
4. Click on the "Submit My Answers" button.

After applying, select this vacancy in My window to see the status of your application, including any messages that may have been sent to you.

### ***Option B: Fax***

If you cannot apply online, you may fax the information to the OPM Processing Center in Macon, GA at 1-478-757-3144. Follow these steps to fax your responses to the questionnaire (including any supporting documentation):

1. Print a copy of this job announcement so that you can read and respond to the questions offline.
2. Obtain and print a copy of the OPM Form 1203-FX, which you will use to provide your answers. You may print a copy of the form at this web address: [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf). You may also call USAJOBS by Phone at (703) 724-1850 to have the OPM Form 1203-FX mailed to you, but this is not practical if the announcement is nearing its closing date. If you call to request the form, press 1 after the introduction on the recording, then listen for instructions to request the form.
3. If you are faxing your responses to the questionnaire using the OPM Form 1203-FX along with your supporting documentation, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.
4. **Do not send printouts of your Application Manager Questionnaire Answers.**
5. Submit your materials to fax number 1-478-757-3144.
6. Please keep a copy of your fax transmittal receipt for future verification, if necessary.

Follow these steps if you faxing only supporting documents:

1. If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the cover sheet at the following URL: <http://staffing.opm.gov/pdf/usascoversheet.pdf>. Be sure to fill out all blocks on the form completely and clearly. If you do not use this form or the OPM Form 1203-FX as your cover sheet, the documents will not be matched up with your application and you may be found ineligible for the position.
2. Submit your materials to fax number 1-478-757-3144.
3. Please keep a copy of your fax transmittal receipt for future verification, if necessary.

Please be sure to feed all documents into your fax machine top first so that the processing center receives them right-side up. Make sure each page contains your name and the VIN for this

vacancy (VS348970).

## ***Instructions for completing the OPM Form 1203-FX / online questions:***

Select this link to view and complete the assessment questionnaire: [Online Questionnaire](#)

### **Social Security Number**

### **Vacancy Identification Number**

Please include the Vacancy ID (VS348970) in the space provided.

#### **1. Title of Job**

Supervisory Human Resources Specialist (Employee Relations)

#### **2. Biographic Data**

#### **3. E-Mail Address**

#### **4. Work Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **5. Employment Availability**

#### **6. Citizenship**

Are you a citizen of the United States?

#### **7. Background Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **8. Other Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **9. Languages**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **10. Lowest Grade**

13

#### **11. Miscellaneous Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **12. Special Knowledge**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **13. Test Location**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**14. Veteran Preference Claim**

**15. Dates of Active Duty - Military Service**

**16. Availability Date**

**17. Service Computation Date**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**18. Other Date Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**19. Job Preference**

1 I am a career or career conditional employee or permanent Title 38 employee or permanent Title 38 Hybrid employee of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

2 I am a former Federal civilian employee with reinstatement eligibility. Attached is a copy of my SF-50 verifying my eligibility.

3 I am currently employed as a Federal civilian on a permanent competitive appointment at the full performance level (or higher) of this position; or a former Federal civilian employee who has held the full performance level (or higher) of this position on a permanent competitive appointment. Attached is a copy of my SF-50 verifying my eligibility.

4 I am currently on a permanent position which is equivalent to at least the grade of this position (or higher) in the Federal service; however, I am an employee for a Federal agency which has an interchange agreement with the US Office of Personnel Management, or with a Federal agency covered under other special appointing authorities or agreements. (e.g., TSA, US Postal Service, FAA, etc.)

5 I am eligible for a non-competitive appointment to the Federal government under an authority for recently returned Peace Corps or Vista volunteers. Attached is a copy of service documents, which include my service dates, verifying my eligibility.

6 I have never been a permanent Federal civilian employee in the competitive service; however, I am a veteran who served 3 or more years of continuous active duty in the military -OR- I am a preference eligible; AND my or the veteran's most recent discharge or release from active duty was under honorable conditions. Attached is a copy of my DD-214 verifying my eligibility.

7 I am eligible for a non-competitive appointment based on being a 30% compensable veteran. Attached is a copy of my DD-214 and VA Letter (dated 1991 or later) verifying my eligibility.

8 I am eligible for a non-competitive appointment based on eligibility under the Veterans Recruitment Appointment. Attached is a copy of my DD-214 verifying my eligibility.

9 I have a physical or mental impairment that substantially limits one or more major life activities. Attached is a statement/letter on a physician's/medical professional's letterhead stationary, or from a Vocational Rehabilitation counselor, verifying my mental or physical disability and certifying my job readiness.

10 I am a spouse of an armed forces member who is involved in a permanent change of station (PCS). Attached is a copy of my spouses PCS orders authorizing me to accompany them as well as proof of our marriage.

11 I am a spouse of an armed forces member who is retired and was released from active duty with 100% disability. Attached is proof the service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability and proof of our marriage.

12 I am an un-remarried widow or widower of an armed forces member killed while on active duty.

Attached is proof of the service members death while on active duty and proof of our marriage.

## **20. Occupational Specialties**

Please enter/select at least one occupational specialty code (three-digit codes such as 001) that applies to what you are applying for:

001 Supervisory Human Resources Specialist (Employee Relations)

## **21. Geographic Availability**

1371 Portland, OR

## **22. Transition Assistance Plan**

## **23. Job Related Experience**

## **24. Personal Background Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

## **25. Occupational/Assessment Questions:**

1. Which of the following statements best describes your education which meets the basic requirements for the Supervisory Human Resources Specialist (Employee Relations) position at the GS-13 level? Select only one response.

- A. I have at least one (1) full year of specialized experience (equivalent to at least the GS-12 grade level in the Federal service) that equipped me with the knowledge, skills, and abilities to successfully perform the duties of this position as described in the major duties section of this vacancy. Specialized work experience includes working as an Employee/Labor Relation Specialist or HR Specialist with majority of time spent in employee and/or labor relations. Duties may have included, but are not limited to, I have one year of specialized work experience performing the following duties: preparing and communicating agency-wide employee relations policies and procedures to serviced organizations, serving as the principal point of contact or authority on employee relations issues, advising managers on disciplinary or other corrective techniques for a range of conduct and performance problems; explaining conduct and performance rules to employees and helping them understand their rights and obligations; drafting proposals or decision letters for complex discipline and adverse action cases; and handling grievances at multiple levels of the organization. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per week would count as six months of experience).
- B. I do not have the experience described in "A".

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. If you are not applying online, please darken the oval corresponding to that statement in Section 25 of the Qualifications and Availability Form C. Please select only one letter for each item.

- A- I have not had experience, education, or training in performing this task.  
B- I have completed formal education or training in performing this task, but have not yet performed this task on the job.  
C- I have performed this task on the job, with close supervision from supervisor, manager or

senior employee to ensure compliance with correct procedures.

D- I have performed this task as a regular part of the job, independently and usually without review by supervisor, manager or senior employee.

E- This task has been a central or major part of my work. I have performed it myself routinely, and I have trained others in performance of this task, and/or others have consulted me as an expert for assistance in performing this task.

2. Analyzes and resolves conduct or performance inadequacies for employees in a large, complex, and diverse organization.

3. Reviews and analyzes and assists management in complex disciplinary actions.

4. Provides managers and employees with information and interpretation of the agency's disciplinary policies.

5. Reviews complaints or grievances and performs fact finding as necessary to advise management.

6. Provides advice on the preparation of disciplinary and adverse action, grievance and appeal letters.

7. Compiles and analyzes findings and assists in preparing responses to third party hearings.

8. Develops and conducts employee relations training and orientation and informational programs.

9. Provides expert technical guidance and advice including training to management in unusually sensitive issues stemming from grievances, appeals, disciplinary actions, adverse actions, medical determinations, or employee-management issues.

10. Performs program analyses for the purpose of developing Human Resource Management Service Employee Relations Medical Center Memorandums and regulations.

11. Provides expert advice and guidance to management officials and individual employees on employee benefits.

12. Counsels and assists employees in preparing for and submitting applications for retirement.

13. Develops and conducts training and orientation programs for management and employees on employee benefits.

14. Provides the administrative and technical supervision necessary for accomplishing the work of the unit.

15. Interviews, evaluates and recommends personnel for selection to vacant positions or for career promotions.

16. Establishes guidelines and performance expectations for staff.

17. Provides informal feedback and periodically evaluates employee performance.

18. Develops work improvement plans and initiates formal actions as necessary.
19. Resolves informal complaints and grievances.
20. Provides advice and counsel to workers related to work and administrative matters.
21. Initiates disciplinary or adverse actions for conduct issues if corrective action are unsuccessful.
22. Ensures that annual leave schedule is established and maintained by Subordinates.
23. Reviews, approves or disapproves leave requests.
24. Assures that subordinates are trained and fully comply with the provisions of the safety regulations.
25. Reviews, amends and implements an equal employment opportunity program to assure the accomplishments of affirmative action objectives.
26. Initiates nondiscriminatory practices and affirmative action for the area under direct supervision.
27. Identifies and develops both short-term and long-range solutions to resolve complex causative factors in sensitive employee relations cases.
28. Identifies priorities, designs analyses, evaluates alternatives, and makes recommendations to supervisor and management.
29. Assists in Labor-management activities with management and supervisors on such activities as local bargaining, complaint resolution, reorganization, realignments, and changes in working conditions.
30. Provides HR Advisory Services.
31. Assist in Labor Management Activities such as local bargaining.
32. Ensures complaint resolution.
33. Processes changes in working conditions and other labor duties as assigned.

## **REQUIRED DOCUMENTS:**

**APPLICANT CHECKLIST:** Please use this checklist to ensure compliance with all application requirements. We recommend that you print a copy of this checklist for reference while completing your application package. Be sure to read and follow the instructions carefully.

\_\_\_\_\_ Responses to the Assessment Questionnaire. You are encouraged to apply online.

\_\_\_\_\_ Resumé or Optional Application for Federal Employment, OF-612 (for PVAMC employees VA

5-4078). You are encouraged to submit this online.

\_\_\_\_\_ Declaration for Federal Employment (OF-306). You are encouraged to submit this online.

\_\_\_\_\_ If you are faxing your application, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Make sure that the Form 1203-FX is on top of any other documents you are faxing. Remember to place your name, Social Security Number, and the Vacancy ID Number on EACH page submitted. (The Vacancy ID Number for this vacancy is VS319695.)

\_\_\_\_\_ If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the United States Application Cover Page. Failure to provide this cover page - or the use of a different cover page – means your documentation will not be processed.

\_\_\_\_\_ All status candidates must provide a copy of the last or most recent SF-50, "Notice of Personnel Action" which indicates proof of competitive status (reflecting career, career-conditional appointment in the VA).

\_\_\_\_\_ All current Federal employees should provide a copy of their current Performance Appraisal (must be within 15 months from the closing date of the announcement).

#### **AGENCY CONTACT INFO:**

HR Help Desk  
Phone: (503)273-5236  
Email: portlandvajobs@va.gov

Agency Information:  
Human Resources  
PLEASE DO NOT MAIL APPLICATIONS  
Portland, OR 97239

#### **WHAT TO EXPECT NEXT:**

Please visit "My Application Package" in your account at My USAJOBS to monitor the status of your application. Messages here will acknowledge when your application is received, when the review is complete, and the result of that review. You will be contacted about any interviews or further evaluations that are required.

[Back to top](#) 📌

[< Back to Results](#)

[EEO Policy Statement](#) | [Reasonable Accommodation Policy Statement](#) |  
[Veterans Information](#) | [Legal and Regulatory Guidance](#)

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