



# The Federal Application Process in Brief

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# Introduction—Objectives

After this presentation, you should be able to:

- Understand how to review vacancy announcements
- Review and analyze occupational questionnaires
- Prepare a federal resume



# Vacancy Announcements

- Where to find them
  - [www.usajobs.gov](http://www.usajobs.gov)
  - [www.studentjobs.gov](http://www.studentjobs.gov)
  - All competitive service positions must be posted on USAJOBS
  - Excepted service positions do not have that requirement



www.solutionsfortheworkplace.com



# Set up a Search Agent

- USAJOBS will search for positions based on your criteria:
  - Grade/salary
  - Location
  - Kind of position
  - Agency
- Be sure to set up the feature that notifies you when the status of positions you have applied for change



# What to Look For on Announcements

- Who can apply
- Selective Placement Factors (if included)
- Qualifications and Basis for Evaluation
  - Specialized experience requirements
  - KSA's and questionnaires
  - Identify key words for your resume

USAJOBS - Search Jobs - Windows Internet Explorer

http://jobview.usajobs.gov/GetJob.aspx?JobID=98033112&JobTitle=Information+Technology+Specialist&q=information+technology+specialist&where=&brd=3876&vw=b&FedEmp=N&FedPub=Y&x=0&y=0&AVSDM=2X

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Residential Pest control Ch... AOL Mail (50) TS Web Access USAJOBS - Search Jobs

Go to section of this Job:

Apply Online ▶

Print Preview ▶

Save Job ▶

Share Job ▶

**Agency Information:**  
San Antonio Services Section  
8610 Broadway Rm 305  
San Antonio, TX 78217  
USA

**Questions about this job:**  
Maria Ahmad  
Phone: (210)805-3732  
Email: MARIA.AHMAD@OPM.GOV

**Job Announcement Number:**  
DS-442706-MA  
**Control Number:** 2221397

### Qualifications and Evaluations [Back to top](#) ▲

**QUALIFICATIONS REQUIRED:**  
To qualify for this IT Specialist position **based on your experience** you must have **both** IT-related experience demonstrating each of the four competencies listed below **and** meet the specialized experience requirements.

**Note:** There is an education substitution option (shown below) for the experience required to qualify for the GS-11 grade level, but not for the GS-12 level. To qualify for the GS-12 grade level you must meet the experience requirements.

- **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.
- **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
- **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

--- AND ---

**Specialized Experience Requirements at the GS-11 level:**

One year of specialized experience at the GS-9 grade level or equivalent in other Federal pay systems or in the private sector. This specialized experience should have involved providing support for IT activities including: database management, data systems analysis and applications software development and implementation. It must have equipped the applicant with the particular competencies, knowledge, skills, and abilities to successfully perform the duties of the position including:

- Ability to design, develop and maintain database systems;
- Knowledge of system analysis concepts and techniques used to improve data management business processes and operations;
- Competency using software design principles, methods and approaches to design, write, debug, and maintain applications.

**Specialized Experience Requirements at the GS-12 level:**

One year of specialized experience at the GS-11 grade level or equivalent in other Federal pay systems or in the private sector. This specialized experience should have involved providing support for IT activities including database management, data systems analysis, and applications software development and implementation. It must have equipped the applicant with the particular competencies, knowledge, skills, and abilities to successfully perform the duties of the position including:

- Ability to use database management concepts, principles and methods to design, develop and maintain data management systems, including the ability to generate complex queries and reports;
- Knowledge of system analysis concepts and techniques including structured analysis principles, life cycle management concepts and/or cost benefit analysis methods to evaluate the feasibility of proposed new data management systems development projects;
- Competency using software design principles, methods and approaches to design, write, debug, and maintain applications that are consistent with infrastructure and data environments.

**Education Substitution for Experience at the GS-11 Level:**

You may qualify at the GS-11 grade level **based on education** if you have a Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to a

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# What to look for, contd

- Duties
  - Identify key words in announcement
  - Make a list for use in preparing your resume





## What to look for, contd

- How to apply:
  - Check due date, including time and time zone
  - Check for required documents
  - Follow instructions to the letter!

USAJOBS - Search Jobs - Windows Internet Explorer

http://jobview.usajobs.gov/GetJob.aspx?JobID=98033112&JobTitle=Information+Technology+Specialist&q=information+technology+specialist&where=&brd=3876&vw=b&FedEmp=N&FedPub=Y&x=0&y=0&AVSDM=2f

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Residential Pest control Ch... AOL Mail (50) TS Web Access USAJOBS - Search Jobs

Go to section of this Job:

Apply Online ▶

Print Preview ▶

Save Job ▶

Share Job ▶

**Agency Information:**  
 San Antonio Services Section  
 8610 Broadway Rm 305  
 San Antonio, TX 78217  
 USA

**Questions about this job:**  
 Maria Ahmad  
 Phone: (210)805-3732  
 Email: MARIA.AHMAD@OPM.GOV

**Job Announcement Number:**  
 DS-442706-MA  
**Control Number:** 2221397

**HOW TO APPLY:**  
 To apply for this position, you must provide a complete Application Package, which includes:

1. Your **Resume**
2. A complete **Occupational Assessment Questionnaire**
3. **Unofficial College Transcripts** (if qualifying based on education)
4. **Veterans Preference Documentation** (if applicable)

The complete Application Package must be submitted by 11:59 PM (EST) on Thursday, April 14, 2011

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.*

To fax supporting documents you are unable to upload, complete this cover page <http://staffing.opm.gov/pdf/usascover.pdf> using the following Vacancy ID 442706. Fax your documents to 1-478-757-3144.

**Note:** To check the status of your application or return to a previous or incomplete application, log into your USAJOBS account, select My Applications, and click on the more information link under the application status for this position.

**If you cannot apply online:**

1. Click the following link to view and print the occupational questionnaire [View Occupational Questionnaire](#)
2. Print this 1203FX form to provide your response to the occupational questionnaire <http://www.opm.gov/forms/pdfimage/opm1203fx.pdf> and
3. Fax the completed 1203FX form along with any supporting documents to **1-478-757-3144**. Your 1203FX will serve as a cover page for your fax transmission.

**REQUIRED DOCUMENTS:**

The following documents are required and must be received by Thursday, April 14, 2011:

- Resume
- Completed Occupational Assessment Questionnaire
- Unofficial College Transcripts if education is used to qualify (if selected, you will be required to produce official transcripts before being appointed)
- Veterans Preference Documentation (if applicable) such as: DD-214 or equivalent (make sure it includes your **dates of service** and your **character of service**), SF-15, and VA Letter, as indicated in the "Veterans Preference" section above.

**AGENCY CONTACT INFO:**

Maria Ahmad Phone: (210)805-3732 Email: MARIA.AHMAD@OPM.GOV	Agency Information: San Antonio Services Section 8610 Broadway Rm 305 San Antonio, TX 78217 USA
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**WHAT TO EXPECT NEXT:**

Once the online questionnaire is received, you will receive an acknowledgement email that your submission was successful. Based upon your score, you may be referred to the hiring official. If your name is referred to the hiring official, you may be contacted directly by that office for a possible interview.

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# Occupational Questionnaires

- Look for key words
- Make sure the key words are in your resume
- You should be able to answer “e” to the vast majority (or even better, all) questions
- Your resume must include evidence of your responses to the questionnaire

https://applicationmanager.gov/Questionnaire.aspx?ID=4113427&PreviewType=Questionnaire - Windows Internet Explorer

https://applicationmanager.gov/Questionnaire.aspx?ID=4113427&PreviewType=Questionnaire

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https://applicationmanager.gov/Questionnaire.a...

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. Please select only one response for each item

A- I have not had education, training or experience in performing this task.  
B- I have had education or training in performing the task, but have not yet performed it on the job.  
C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.  
D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.  
E- I am considered an expert in performing this task. I have supervised performance of this task or I am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

3. Prepare and update instructions, handbooks and operating procedures.
4. Evaluate established methods and procedures and prepare recommendations for changes in methods and practices where appropriate.
5. Identify resource data and information for inclusion in database.
6. Maintain awareness of IT Privacy requirements, which include handling and disposing of sensitive data.
7. Maintain awareness of IT security requirements and guidance.
8. Make decisions or recommendations that influence important IT policies or programs.
9. Develop database schema.
10. Ensure that all database applications, including those accessible by the Internet are appropriately secured.
11. Use of Microsoft SQL Server software.
12. Use of Microsoft Access software.
13. Use of Oracle DBMS, Python and Visual Basic software.
14. Perform database related programming activities.
15. Work with client/server applications that interface with relational databases.
16. Design and implement Web-enabled database applications to query and update relational databases.
17. Experience using ArcGIS v9 or ArcGIS v10 software and ArcGIS GeoDatabases.
18. Experience using mobile technologies such as GPS.
19. Experience creating and administering ArcGIS map services and other map services.
20. Develop detailed project plans including multiple deliverables, dependencies, timelines and key milestones.

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# Creating a Federal Resume

- Federal resumes are typically 5–7 pages
- Use key words to describe your experience—target your resume to the specific announcement
- Use ACTION verbs



## Creating a Federal Resume, cont.

- Put matching credentials at the top—frontload your resume
- Include accomplishments to demonstrate that you can achieve results
- Eliminate irrelevant information; include most recent 10 years only



## Creating a Federal Resume, cont.

- Add a professional profile or skills summary —this is a great place for key words
- Be sure to include awards and professional training; they are typically worth extra “points”
- Be alert to character limitations (USAJOBS is 5,000 characters per work experience)
- Spell out acronyms!



## Creating a Federal Resume, cont.

- Include all required information to avoid being eliminated from consideration:
  - SSN (depends on announcement)
  - Citizenship
  - Vet status
  - Dates of employment
  - Hours, salary, supervisor's name and contact info
  - Etc.





# Structure of a Federal Resume

- Basic information (name, address, email, phone, citizenship, vet preference, etc.)
- Professional profile
- Work experience
- Training
- Awards
- Education



# Example of Professional Profile

Expert licensed and experienced environmental engineer with Master's degree, Lean Six Sigma training and demonstrated ability to remediate environmental concerns caused by a wide range of environmental hazards and toxic waste. Extensive experience as a Project Manager overseeing complex environmental remediation worldwide; knowledgeable of federal laws, regulations, policies and procedures regarding environmental cleanup. Proven track record for meeting targets, developing and implementing effective policies, managing diverse programs and providing excellent service to internal and external customers. Demonstrated success forging collaborations with all constituencies. Highly developed organizational and supervisory abilities coupled with superb communication skills support an ability to achieve quantifiable program results. Polished professional presentation.



# Example of Professional Profile

Multi-faceted accounting professional with experience in financial operations, budget, research and analysis. Outstanding analytical skills with ability to plan, lead, manage and conduct complex budget and accounting programs. Thorough and detail oriented; skilled in preparing operating budgets, performing account reconciliations and preparing complex government financial reports. Recognized for excellent customer support as well as technical skills. Consistently selected to brief senior officials including members of the Senior Executive Service, Inspector General and military Command officers. Certified Government Financial Manager; active member of American Society of Military Comptrollers and Association of Government Accountants. Polished professional presentation.



# Example of Professional Profile

Experienced, multi-faceted administrative professional skilled in a variety of administrative, office, and procurement procedures. Proven organizational and communication skills, with the ability to manage day to day office activities.

Computer experience includes word processing, data entry and spreadsheets. Detail-oriented with the ability to meet changing deadlines in a fast paced environment, interpret and apply procedures, and follow up on activities. Demonstrated ability to work effectively with others, even when under stress. Type 75 words per minute. Proficient in a variety of software packages, including Microsoft Word, Excel, Outlook, the Defense Travel System and PowerPoint.



# Example of Resume Skills

ANALYZE, EVALUATE, IMPLEMENT AND MONITOR FEDERAL LAWS, REGULATIONS, POLICIES AND PROCEDURES related to industrial security, proper storage and use of classified materials and contractor activities including the National Industrial Security Program Operating Manual (NISPOM), various Department of Defense and Department of the Navy regulations and the Federal Acquisitions Regulations (FAR). Authoritative source of information on these and related regulations for both internal and external stakeholders.



# Example of Resume Skills

COMMUNICATED DAILY WITH A DIVERSE RANGE of English and non-English speaking visitors, law enforcement personnel and colleagues often under stressful or emergency conditions. Exercised tact and diplomacy on all occasions. Answered questions, provide advice and interpreted regulations for visitors, colleagues and members of the federal, state and local law enforcement community. Researched and prepared cases; testified in federal court on several cases.



# Tips for Electronic Resume Builders

- Read the instructions carefully
- Use target words for the occupation/position
- Use action verbs
- Use a regular font; font size 10–12
- CAPITAL letters should be used for headings
- Don't use symbols such as %, /, #, \*
- No acronyms
- Resumes should match other parts of the application such as online questions
- No formatting; left justify everything
- Watch character count limits



# Use the Builder!

- Makes it easier for HR to find what they need
- Ensures that you include all required information
- Some agencies do not accept an uploaded resume





# Sample Resume

I. M Customer

123 Main Street

Chicago, IL 60000

Contact Phone: 123-456-7890

Email: customer@yahoo.com

US Citizen

Social Security Number: xxx-xx-2600

Veteran's Preference: N/A

Highest Previous Grade: N/A

## PROFESSIONAL PROFILE

Highly knowledgeable and experienced FINANCIAL MANAGEMENT professional with comprehensive abilities in FINANCIAL REPORTING AND ANALYSIS, POLICY DEVELOPMENT AND IMPLEMENTATION ,AND STRATEGIC BUSINESS PLANNING. Expert in interpretation and application of financial management and accounting principles, concepts and practices in the execution of financial management and reporting. Proven skills in research, data collection and analysis and problem solving; recognized for providing

## PROFESSIONAL HISTORY

02/2006 to 10/2008, CHIEF FINANCIAL OFFICER, ABC Services, 1 Normandy Street, Chicago, IL 60000, 40 hours per week, \$82,500 per year, I.M Supervisor, 234-567-8901, Contact: yes.

DEVELOPED, COORDINATED, MAINTAINED AND MANAGED AN INTEGRATED FINANCIAL MANAGEMENT SYSTEM for the agency, using a broad knowledge of and ability to use principles, methods, techniques and systems of financial management. PLANNED, ORGANIZED, DIRECTED AND EVALUATED ALL ACCOUNTING, BUDGETING, AUDIT, INVESTMENTS, BANKING, PURCHASING AND MANAGEMENT-FINANCIAL REPORTING OPERATIONS for 10 facilities with multiple programs and a property management holding company; also provided leadership and management for Maintenance, Payroll, Purchasing and IT Departments. Provided accountability for agency funds and assets, and full disclosure of the financial results of the organization's programs and operations. Analyzed statistical cost data, statistical data for future expenditures, cost allocation methods and accounting and financial management techniques. Disseminated timely data to all program managers for use in directing, controlling and evaluating their programs.

DIRECTED AND OVERSAW DEVELOPMENT OF THE AGENCY'S STRATEGIC BUSINESS PLANS, annual performance plans and annual performance reports; ensured program goals were aggressive, realistic and accurately measured. Participated in meetings regarding overall management of operating programs for the purpose of representing the financial management program and for determining the significance of management decisions on financial plans and other financial matters. Monitored financial management system for funds control; made program adjustments with new requirements or changing priorities and reviewed/prepared a variety of reports on the status of funds. Provided financial leadership for all program operations and non revenue-producing departments; REVIEWED, ANALYZED, EVALUATED AND REPORTED ON PROGRAM ACCOMPLISHMENTS IN FINANCIAL TERMS.

ANALYZED DETAILED, TECHNICAL ACCOUNTING AND FINANCIAL INFORMATION TO PLAN, DEVELOP AND EXECUTE OVERALL AGENCY AND INDIVIDUAL PROGRAM BUDGETS. Worked with program managers and other personnel to provide information and assistance in matters relative to budget formulation and execution; provided instructions on preparing estimates for program budgets; reviewed and consolidated estimates into annual budget. Presented Capital Expenditure Budget. Prepared written narratives of significant actual to budget variances for monthly financial reports. Monitored and recommended adjustments to operating funds as appropriate. Possessed accounts payable and payroll check signing authorization for all departments.

MONITORED THE IMPLEMENTATION OF CORRECTIVE ACTIONS to improve deficiencies in errors in application of accounting principles, material misstatement of financial information, inefficient procedures, and non compliance with regulations.

PLANNED, COORDINATED AND CONDUCTED FINANCIAL MANAGEMENT (FM) REVIEWS and implemented corrective actions stemming from financial reviews. Developed review guides to supplement established FM review processes. Developed detailed review plans setting forth the specific review steps and scope to ensure adequate coverage of the review area. Consolidated findings, recommended ways to correct deficiencies, and followed up to see that corrective actions were taken within the agency. Provided consultation regarding actions necessary to correct findings and implemented recommendations resulting from the FM reviews.

ADVISED MANAGEMENT FROM A FINANCIAL POINT OF VIEW AND SERVED AS TECHNICAL EXPERT ON THE FINANCIAL ASPECTS OF ALL MATTERS. Counseled Board of Directors, Executive Director and other senior management with their individual business plans, supplying financial management advice required to make management decisions and establish and accomplish organizational goals and objectives. Assured effective interrelationships with all organizational programs.

## ACCOMPLISHMENTS:

- Successfully managed development and execution of \$12 million budget.
- After review and audit of existing accounting system, recommended and implemented accounting system conversion by changing chart of account structure to enhance financial reporting of each revenue source; existing reporting method was one consolidated Excel spread sheet, correcting former deficiencies; changed to 53 system generated reports of individual profit loss statements by funding source.
- Created maintenance department to support repair and maintenance of 10 facilities; resulted in cost savings of \$20,000 annually; all work prior was outsourced.
- Established the organization's first-ever ADP web-based payroll system.
- Established ADP system download payroll journal entry.
- Established \$1 million line of credit, doubling the previous line of credit.

## PROFESSIONAL TRAINING

OSHA Training, 2007; Single Audits of Government Funded Activities, 2004; Sarbanes-Oxley: A Complete Review & Update, 2003; Current Accounting Issues for Not-for-Profit Organizations, 1995; Accounting & Internal Controls for Nonprofits, 1987

## EDUCATION

1978, Bachelor of Science Degree, Kansas State University, Wherever, KS, 124 semester hours, Major:  
Business Administration / Accounting

1974, Some High School, Milwaukee, WI, High School Diploma

## PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

Illinois CPA Society, Member

Financial Executive Networking Group

## AWARDS, HONORS, RECOGNITION

Chicago Society, Employee of the Year, 2009

Customer Service Award, 2007



# Veterans' Preference

- Most veterans receive priority consideration in federal hiring
- People with 3+ years active duty may apply under “status” announcement as well as “all citizens” announcements under VEOA
- Those with service-connected disability receive highest priority
- Must have DD-214 (and SF-15) to document service



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sign up for my newsletter

[www.solutionsfortheworkplace.com](http://www.solutionsfortheworkplace.com)

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