Competing for Talent How USAJOBS Leads the Way

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Message from the President

"The challenges are new, but we still need your work to help us meet them. The opportunities are new, but we need your help to take advantage of them."

President George W. Bush







Message from the Director



"Public Service is a noble calling... ...we do it to make a difference."

Kay Coles James, Director U.S. Office of Personnel Management





Recruitment One-Stop Performance

USAJOBS Measure	(2003)*	(2004)*
 Customer Satisfaction 	71	78
 Likelihood to Return 	86	91
 Likelihood to Recommend 	81	88
 Jobseeker Accounts 	300,000	1,300,000
Recruiter Accounts	11,000	12,792
Recruiter Calls	n/a	845/mo
 Jobseeker emails 	n/a	8,500/mo
IVR Calls	13,000/mo	6,500/mo
 Agencies using USAJOBS Search on 		
their site	over 60	over 90
 USAJOBS Visitors 	over 7M	over 54M
 StudentJobs Visitors 	58k/mo	127k/Mo
 Jobseeker Search Agent Emails 	35M	131M

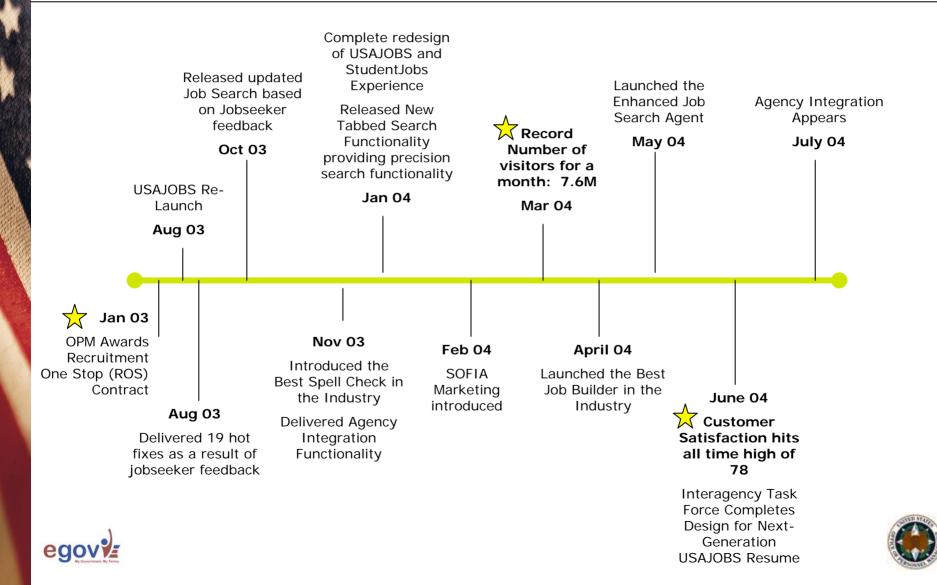
* Data taken only from October through July (the first ten months of the fiscal year).





Total USAJOBS visits since launch 77 Million

USAJOBS A Track Record of Success



USAJOBS Customer Satisfaction Is At An All-Time High

USAJOBS Customer Satisfaction



5 points above the ACSI Government Index 2 points above the ACSI Overall for all Public and Private Sites

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The Job Seeker Experience

- Industry-Leading Job Seeker Functionality
- Job Seekers may store up to 5 Resumes, public or confidential
- Job Seekers create Search Agents to have the right jobs mailed to them
- Industry-leading **Job Search** plus the ability to search by Agency, Salary, Location, Series, and Senior Executive
- Find the right career in the Federal government through the USAJOBS Career Interest Center
- Industry-leading **Customer Relations** delivers email response within 24 hours





The Recruiter Experience

- Integrating into all Agency systems to leverage existing recruiting processes
- Delivering the best Job Builder in the industry
- Significantly improving the Job Announcement Display
- Integrating Apply Online into agency systems
- Update applications and inform applicants with **Status**
- World class Customer Relations Support available from 8am to 8pm
- Continuous Training and Recorded Sessions





The OPM Administrator Experience

- Industry-leading Web Administration empowers OPM to manage Recruiter accounts, investigate and audit performance, and manage site updates
- Solid Reporting through WebTrends, ForeSeeResults, Customer Relations provides insights tying data to business results
- Highly Responsive Technology team ensures on-time, to specification delivery and delivers "red alert" results
- World-Class Customer Relations Support alerts OPM of all business-issues
- **Program Management Team** drives Innovation through Best Practices and Government Experience





USAJOBS

Implementation In Action



Search How You Want - Find the Jobs You Want - Have Those Jobs eMailed to You

"WORKING FOR AMERICA" It's your one-stop source for Federal jobs and employment informa	ation.
FAQS PRIVACY POLICY HELP SITE MAP	
HOME SEARCH JOBS MY USAJOBS FORMS EMPLOYER SERVICE	ES PERSONNEL HIS
asic Search Advanced Search Agency Search Series Search Senior Executive Search	
Use the criteria below to view matching job openings.	FEATURED JOE
Keyword Search ① e.g.: Job Title, Agency Name, Vacancy Announcement #, Control #) More Tips	Histopathology Technician Histotechs! Enjoy the pleasures of sunny San Diego while serving you
ocation Search 🛈	country as a civilian.
Select all US US-AK US-AK-Aleutian Islands US-AK-Anabara with the clicking selections while clicking selections	
US-AK-Anchorage	FEATURED
Job Category Search ① SELECT ALL Accounting, Budget and Finance Biological Sciences Business, Industry, and Procurement Copyright, Patent, and Trademark	The Department of Energy Where imagination and creativity begin. One team focused on building a better America.
Salary Range ① from to to	Ø
Applicant Eligibility () Are you one of the following?	LODS IN







OPM has the Best Spell Check Application on Any Recruitment Site

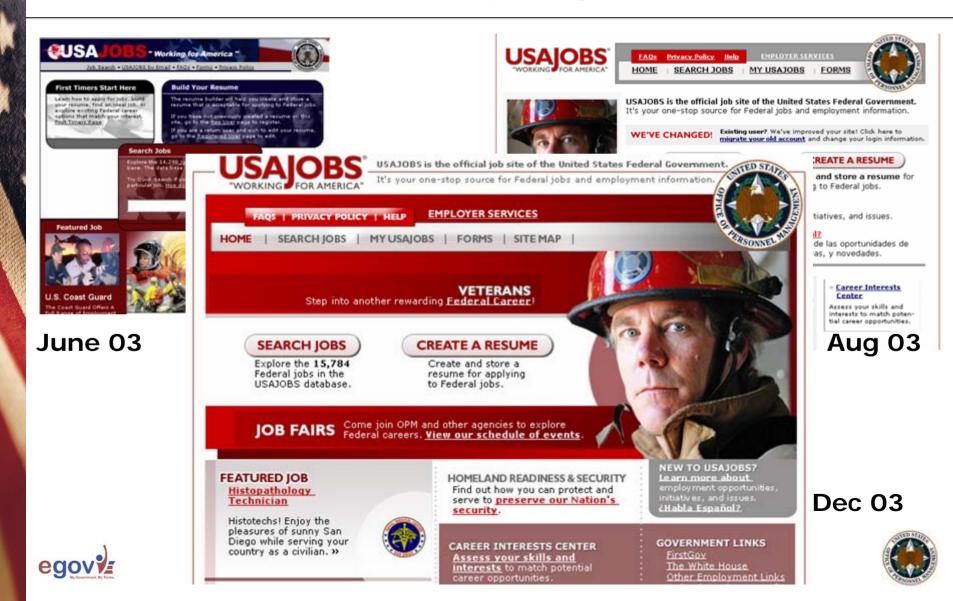
USAJOBS"	Resume Title
The sections below have sp through the sections and hig	elling errors. This tool will guide you hlight the spelling errors.
Section(s) with word(s)) not found in dictionary:
Career Objective	
Section being revised:	Career Objective
asd wellowlz aciouroc socix	
Change to:	
Suggested Spelling:	IGNORE
sad	IGNORE ALL
ads	CHANGE
	CHANGE ALL
Give us your UNDO DC	



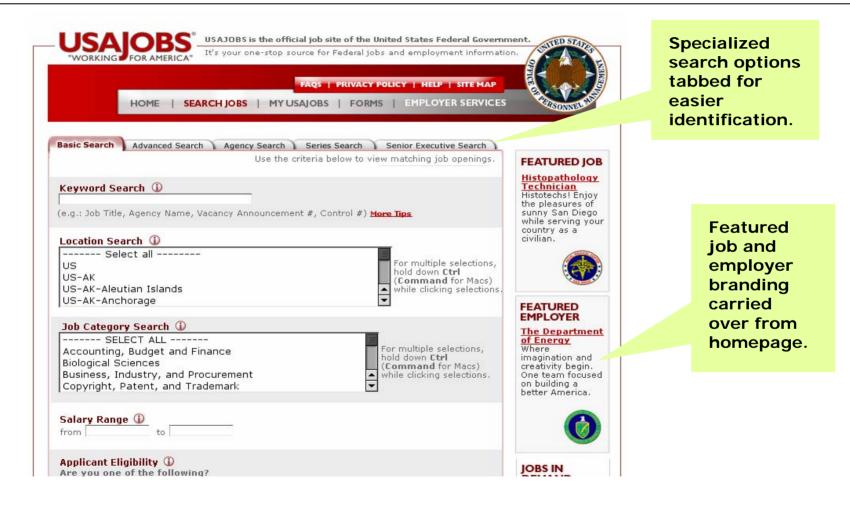




USAJOBS User Experience is Constantly Upgraded



Improvements in Job Search Power More than 1 Million Searches Every Week





Live January 2004



SOFIA Responding to OPM's Call to Action

JSAJOE	It's your operator course for Federal jobs and employment information
	FAQS PRIVACY POLICY HELP SITE MAP
HOME	SEARCH JOBS MY USAJOBS FORMS EMPLOYER SERVICES

SOFIA

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Support Our Friends in Iraq and Afghanistan

The Department of Defense is seeking to hire highly skilled and deeply motivated U.S. citizens to work as civilians assisting the Coalition Provisional Authority (CPA) in rebuilding the nations of Iraq and Afghanistan. This is a unique opportunity to serve our country.

People who submit a resume need to understand that conditions may be harsh, primitive and hazardous. Conversely, there may be few opportunities in life to make such a lasting contribution to world peace. Prior experience in the military should be a big help in adapting to the mission. Individuals will be hired by the department through the U.S. Army, which is the executive agent. For more information, please visit our website at: http://cpolwapp.belvoir.army.mil/sofia/.

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Home | Search Jobs | My USAJOBS | Forms FAQS | Privacy Policy | Help | Site Map Employer Services | Contact Us | Privacy Act and Public Burden Information







Introducing the New USAJOBS Job Builder The Best Job Builder in the Industry



Introducing the New USAJOBS Job Builder The Best Job Builder in the Industry

Use left-right arrows to populate Key

Requirements box.

	Special Requirements	
	Check all special requirements that apply.	
	V.S. Citizenship Requirements Carry	
	Canguage	
	Language	
	Licensure, Score/Rating on Certification, or F Tests and Registration Exams	Don un listo
	Special Background or Employment CTAP/RCTAP long I Security Investigation	Pop-up lists that have
	Program P	recruiter-
	Driver Testing Time in Grade	defined and
	Certification	
	Conditions	agency- defined values.
	Special Requirements Edit and format your text below.	
	You must be a U.S. otizen to qualify for this position.	
	You will be required to carry a firearm while performing duties of this position. Maintaining firearm proficiency is also mandatory.	
ed	You must be able to communicate using American Sign Language (ASL) to qualify for this position.	
	If a test is required, you must have proof of a passing score before you can enter into the position.	
	SPECIAL SELECTION PRIORITY PROVISIONS FOR SURPLUS OR DISPLACED	
	FEDERAL EMPLOYEES UNDER A CAREER TRANSITION ASSISTANCE PLAN (CTAP)	
	Koy Requirements	
	You may designate up to 6 Special Requirements as Key Requirements. The requirements you select will appear on the Job Overview page of your vacancy announcement.	Кеу
	Special Requirements Key Requirements	Requirements
	Special Employment Program: Driver Testing U.S. Citizenship	show the
	Medical/Physical Medical/Physi	Jobseeker
	Must be under 37 years of ac Score/Rating on Tests and E:	must-have's.

Use up-down arrows to order Key

Requirements list

Edit Standardized Text.



The New USAJOBS Job Announcement Changing the Way Jobseekers Look at Government

WORKING FOR AMERICA"	EMPLOYER SERVICES	
The United States Mint	Department: <u>The United States Mint</u> Agency: <u>U.S. Department of Treasury</u> Vacancy Announcement Number: WP03-05	
Overview Duties Qualifications and Evaluation How to	Apply Benefits and Other Information	
Back to Search Results		
ELECTRONIC INDUSTRIAL CONTROLS ME	CHANIC	
SALARY RANGE: \$18.56 - \$22.59 per hour OPEN PERIOD	ENDS: January 23, 2004	
SERIES & GRADE: WG-2606-11/12 POSITION INF	FORMATION: Full-Time, Employee	
PROMOTION POTENTIAL: WG-12 DUTY LOCATIO Waltham, MA	ONS: 1 vacancy at Boca Raton, FL; 1 vacancy at	
WHO MAY APPLY:		
Open to current Federal employees serving under a career or career conditional appointment, former Federal employees with reinstatement eligibility, or persons eligible for non-competitive appointment under <u>more</u> »		
 JOB SUMMARY: Why settle for the ordinary when you can do something extraordinary? Join the United States Mint, where you can build a successful career while serving you country as a member of the team that safeguards America's currency. We are looking for an Electronic Industrial Controls Mechanic. In this role you will be performing the following duties: Repairing, diagnosing and calibrating complex systems such as fire alarms, coin presses, security systems and equipment control systems. Rebuilding, overhauling and maintaining AC and DC electronic equipment. Replacing defectie wiring, relays, selectors and automatic control circuits. Installing conduit, raceways wiring and new electrical and electronic systems. Adapting test equipment 		







Improving the Way Jobseekers Learn About Jobs



To see updated results, including all jobs for this agent, or to change your job search agents, just log into <u>USAJOBS</u> and click on View next to your search agents.

Thank you for using USAJOBS. We wish you success in your search to join the "Working for America" team.

Ensuring All Federal Recruiters Stay Up to Date with Training

USAJOBS Training Schedule

USAJOBS Recruiter Open Forums

Agenda

- New Features Launched Nov. 22.
- The Month in Review
- Your Questions Answered
- Upcoming Enhancements

Dates

eac

- Thurs, Dec 11 Register
- Thurs, Dec 18 Register
- Tues, Dec 30 Register

Time: 1:00 - 3:00pm EDT Location: Online Only.

Confirmed registered recruiters will be emailed access instructions.

USAJOBS Recorded Training Sessions

To view previously-recorded sessions, you'll need a computer, Internet connection, computer speaker, and Windows Media Player 6.4 or above. To view a session, click Play, then View, then View under Placeware Replay. To view the sessions Questions and Answers, click Q&A.

USAJOBS Recruiter Training - New Feature Launch Date: November 25, 2003 Length: 1 hr 23 min	Play Q&A
USAJOBS Open Forum Date: September 24, 2003 Length: 1hr 5m	Play Q&A
USAJOBS Open Forum Date: September 10, 2003 Length: 1hr 14m	Play Q&A

More than 2,400 recruiters trained.



USAJOBS

Application Of The Future







JOB SUMMARY:

Make a difference to our country and the world. No Limits. No Bounds.

As an Environment Engineer, you will provide technical support directly to the Head of the Environmental Section of the Safety Branch. You will be responsible for all facets of the Environmental Protection Program including Environmental Pollution Control; Hazardous Waste Management; Solid Waste Recycling; Hazardous Waste Minimization; Polychlorinated Biphenyl (PCB) Management; Asbestos Abatement; Comprehensive Environmental Response, Compensation and Liability Act (CERCLA); Clean Air Act (CAA); Clean Water Act (CWA); Underground Storage Tanks (USTs); and Occupational Safety and Health Deficiency Abatement. We are looking for an experienced professional with solid skills in designing, building, and managing complex database and data support systems for reporting permit compliance with various Federal/State regulations. In this role, you will solve critical problems that will ensure we accomplish our environmental objectives.

KEY REQUIREMENTS:

- US Citizenship
- Available for Nationwide Placement
- See Qualifications and Evaluation tab for age restrictions
- Overtime and overnight travel required
- Requires medical exam, background investigation, drug test, and tax audit

Waste Minimization; Polychlorinated Biphenyl (PCB) Management; Asbestos Abatement; Comprehensive Environmental Response, Compensation and Liability Act (CERCLA); Clean Air Act (CAA); Clean Water Act (CWA); Underground Storage Tanks (USTs); and Occupational Safety and Health Deficiency Abatement. We are looking for an experienced professional with solid skills in designing, building, and managing complex database and data support systems for reporting permit compliance with various Federal/State regulations. In this role, you will solve critical problems that will ensure we accomplish our environmental objectives.

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- · See Qualifications and Evaluation tab for age restrictions
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- Requires medical exam, background investigation, drug test, and tax audit

Back to Search Results

APPLY ONLINE	

For additional information on this vacancy contact: HRSC-NE Phone: 215-408-4540 TDD: 215-408-5209 Or write: Customer Focused Div, ATTN: RESUMIX 111 S. Independence Mall East Philadelphia, PA 19106

USAJOBS Control Number: 149608

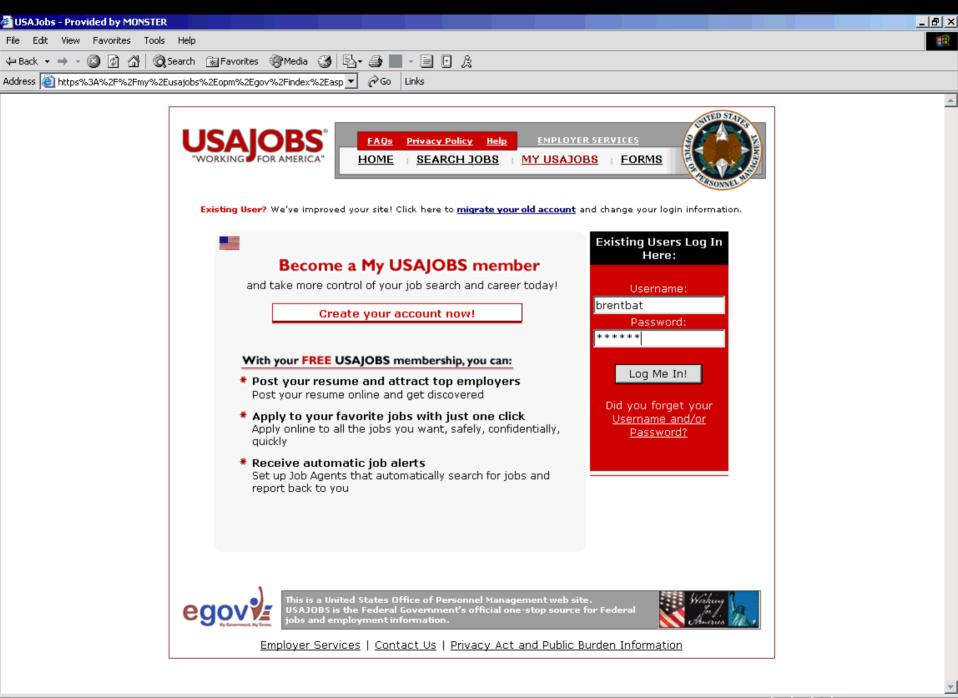
EEO Policy Statement | Reasonable Accommodation Policy Statement | Veterans Information

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Apply Online to the following job:

Job Title: Environmental Engineer Agency: Navy Field Offices, Department of the Navy Job Location: Washington Metro Area, DC

Resume - Select one of your stored resumes to send:

Select

1. Director

2. Environmental Engineer with 7 years experience

3. Solid Legislative Aide with Expertise in Foreign Relations

Apply for this position now!

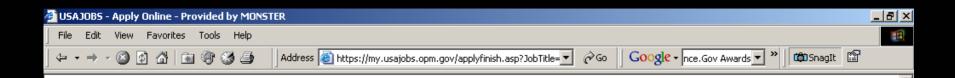


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We're bringing you to the

Navy Office Services, Department of Navy

site to complete the application process.

You'll be returned to USAJOBS upon completion.



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		-			Department of the Navy CIVILIAN HUMAN RESOURCES
	No Limits	, No Bounds		Civilian	obs that make a difference to our country and the world
Home	Search for Jobs	Applicant Tools	Applicant Information		12/30/2003 2:51:05 PM
!	Please indicate if you a	are interested and ava	ilable for any of the followin	g types of positions*	
	🗖 Part Time				
	🗖 Temporary (posi	tions lasting less than	1 year)		
	🗖 Term (positions	lasting 1 year or more,	but less than 4 years)		
	🗖 Shift Work				
	🗖 Intermittent (on-c	all)			
	🗖 Not interested/av	ailable in any of the at	ove types of positions		
	How many days per m	onth would you be ava	ilable for work-related trave	l*	
	•	1			
		-			
1	What is the lowest sal	ary that you will accep	ot*		
		without a comma (exar	nple 32000). Convert hourly v	vages to an annual salary. (Annual salary = hourly wage x	
	2087)				
	\$				
	What is the lowest Fed	leral civilian pay plan :	and grade you will accept*		
	Please check the Of	fice of Personnel Mana	i <mark>gement</mark> to view Federal pay i	ates. Convert Demonstration Project pay plans and grades	
	to their General Sch	edule equivalent. Plea:	se click <u>here</u> to view a Demor	stration Project Pay Plan Conversion Chart.	
	Pay Plan: 📃 🤇	Grade: 📃 💌			
				Sava & Continue	





Civilian jobs that make a difference to our country and the world

My Resume

View your Resume below. To print you resume, select your browser print button or right click and select the print function.

Submit Resume Cancel

Dan Druker 1 West Ave Westoff, MA 01754 USA

Contact Phone: (978) 897 -2344 Email Address: **None Specified

EXPERIENCE

9/1934 to 9/2004; 90 hours per Week; Environmental Engineer; DA-22-34; last promoted 01/1935; permanent employee; not on a temporary promotion; DOD, 3 Westoff lane; Military Academy, 302-333-4322; may not contact supervisor.

Run all aspects of environmental engineering.

No Limits, No Bounds







This is a United States Office of Personnel Management website. USAJOBS is the Federal Government's official one-stop source for Federal jobs and employment information.





What's Next

- Integrate USAJOBS job search engine with all Federal agency career sites
- Integrate streamlined initial job application with automated staffing systems
- Implement real time application status checking in the "My USAJOBS" dashboard
- Merge recruiting and hiring technology initiatives into the Human Resources Line of Business (HR LOB).
- Collect more feedback, conduct more tests, find new enhancements, continue to *evolve* ...





Contact Information

For more information,

visit us on the web at

www.opm.gov

www.usajobs.opm.gov

www.studentjobs.gov

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