



ANNOUNCEMENT NUMBER: 04-354 (Applicants who applied to Announcement No. 04-156 must reapply)

POSITION TITLE: Supervisory Customer Contact Specialist

SERIES/GRADE: PG-0301-14

SALARY RANGE: \$85,210 - \$110,775 PA

ISSUE DATE: 10/06/04

CLOSING DATE: 11/03/04

NUMBER OF VACANCIES: One

ORGANIZATION: Office of the Managing Director Information Dissemination/
Superintendent of Documents, Library & Customer Relations Service
Contact Center, Contact Center Teams

GEOGRAPHIC LOCATION: Washington, DC

PROMOTION POTENTIAL: None

DURATION OF APPOINTMENT: Permanent

TOUR OF DUTY: Shift 1

HUMAN CAPITAL SERVICING DEPARTMENT: Information Dissemination/ Executive Services

CIVIL SERVICE STATUS REQUIRED: No

AREA OF CONSIDERATION: All Sources

SUMMARY OF DUTIES/RESPONSIBILITIES:

The incumbent serves as an Assistant Director to the Director of the GPO Contact Center. The Center is responsible for all contact with the public and the library partners to include all inquiries about both electronic information and for GPO “print” publications, as well as “Ask LPS”. The incumbent serves as a principal staff advisor to the Center Director and the Director, Library and Customer Relations Service. Manages a sizeable staff, develops performance standards and expectations for the organizations in order to maintain and promote customer service levels. Directly supervises subordinate, supervisors, each of whom is responsible for a number of teams. Prepares position papers, planning documents, and budget requests. Reviews, analyzes and tests new or revised technology, methods and techniques and makes recommendations/decisions as to their accuracy, adequacy and completeness; Participates in the development, design and implementation of standing operating procedures ensuring that workload and responsibilities are equitably distributed and that prescribed principles for information dissemination are preserved. Ensures that effective internal control systems are implemented/maintained/operated. Initiates or analyzes and evaluates proposed possible alternative courses of action regarding Contact Center policies, procedures, and processes and recommends or decides upon the most suitable of the proposed solutions and/or decisions. Represents the Center, the Service, the Superintendent, and GPO at meetings and professional association conferences, etc.

EVALUATION OF CANDIDATES: If you meet the basic qualification requirements, we will evaluate your application against the knowledge, skills, abilities, and other characteristics (KSAOs) required for this position. This evaluation determines which candidate will be referred to the selecting official for final consideration. Applicants should be specific in documenting these areas in their application materials.

QUALIFICATIONS: Applicants must possess 52 weeks of specialized experience at the next lower grade level. Specialized experience is experience, which is directly related to this position and has equipped the applicant with the particular knowledge, skills, and abilities in order to successfully perform the duties described above.

You must submit separate narrative KSAO statements with your application package. Failure to do so will result in a loss of consideration.

On plain paper, list each of the following knowledge, skills, abilities and other characteristics (KSAOs) separately and explain how your experience, education, training, self-development activities, appraisals, awards, etc. relate to each KSAO and this position. The evaluation of KSAO responses will determine which candidates will be referred to the selecting official for final consideration. Please limit your narratives to one page per KSAO. KSAO’s summary statements that address all KSAOs together are not acceptable.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR THIS POSITION

1. Current and expert knowledge regarding the state-of-the-art information technology and information dissemination techniques utilized in call centers in order to supervise Specialists. This includes knowledge of the customer relations and administrative and technical requirements of call center personnel.
2. Practical knowledge of the methods and techniques of instruction and expert knowledge of the subject matter being taught in order to assess and secure the operational training requirements of the teams.
3. Skill in design and data collection methods, analysis of data, measures of program effectiveness, and reporting techniques for complex analytical studies on highly technical electronic information dissemination subject matters.
4. Comprehensive knowledge of the structure, functions, procedures, legislative mandates, and printing and information dissemination regulations of the GPO and other Federal agencies.
5. Skill in communicating, both orally and in writing, complex information technology and dissemination concepts to audiences with varied technical backgrounds in order to integrate changing priorities with organizational goals and program objectives.
6. Skill in formulating, interpreting, and implementing policy and recommending changes in program goals and policies to upper management.
7. Skill in representing agency view points at high level meetings, requiring the identification and resolution of complex issues, often involving broad cross-cutting and interagency matters, and taking the lead in successfully presenting constructive solutions to such issues in both one-on-one and group settings.

ALL APPLICANTS MUST INCLUDE THE FOLLOWING:

Applicants may submit an Optional Form 612, "Optional Application for Federal Employment" (or SF-171), or a resume. If a resume is submitted, it must contain all pertinent data in the OF-612.

NOTE: Applications will be accepted from status and non-status candidates. Status candidates who wish to be considered under both merit promotion and competitive procedures must submit two (2) complete applications. When only one (1) application is received, it will be considered under merit promotion procedures.

NOTE: Current and former Federal employees must submit copies of their latest annual performance rating and SF-50 as proof of status or reinstatement eligibility. Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply. Applicants eligible under the **Veterans Readjustment Act (VRA)** will also be considered, if this position is being announced at the grade PG-11 level and below. Veterans must submit a copy of their DD-214, "Certificate of Release or Discharge from Active Duty"; if claiming 10-point veterans' preference, submit a SF-15, "Application for 10-Point Veterans' Preference," plus the proof required by that form. Applicants seeking Excepted Appointments based on disabilities must provide certification from a State or District of Columbia rehabilitation counselor indicating that they meet the requirements for and are eligible for an Excepted Appointment based on a physical or mental disability.

SELECTEES MUST SUCCESSFULLY PASS A DRUG TEST BEFORE APPOINTMENT. CURRENT GPO EMPLOYEES ARE NOT SUBJECT TO DRUG TEST.

GPO MAY NOT PAY RELOCATION COSTS.

Applicants must:

- be a United States citizen or national (e.g. resident of American Samoa).
- include their Social Security Number on their application.
- the title and length of related courses. For college classes include the number of credit hours unless a degree has been earned.
- include the vacancy announcement number and position title on their application.
- describe their duties and responsibilities in their own words; position descriptions may not be submitted.
- meet time-in-grade and qualification requirements by the closing date of this announcement.
- submit a GPO Form 2566, "Report of Merit Promotion Action," if they wish to obtain a report on the status of their application.
- submit applications and required forms postmarked no later than the closing date of this announcement.

Submit Application Materials To:

Application Processing, Stop: HCD
U.S. Government Printing Office
732 N. Capitol St. NW
Washington, DC 20401

For Additional Information:

CALL: (202) 512-1200
TDD: (202) 512-1519
FAX: (202) 512-1292

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