

**REASON FOR THIS POSITION**

1. NEW  2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8)  3. REPLACES PD NUMBER (8)

**POSITION DESCRIPTION COVER SHEET**

**RECOMMENDED**

4. TITLE: Program Analyst

5. PAY PLAN (2): GS

6. SERIES (4): 343

7. GRADE (2): 12

8. WORKING TITLE (Optional):

9. INCUMBENT (Optional): *Tony Baxter*

**OFFICIAL**

10. TITLE: Program Analyst

11. PP (2) GS	12. SERIES (4) 343	13. FUNC.(2)	14. GRADE(2) 12	15. DATE (mm/dd/yyyy) 06/16/2004	16. I/A <input type="checkbox"/> yes <input checked="" type="checkbox"/> No	17. CLASSIFIER (Name) M.D. Thrash
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**18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)**

1st U.S. Department of Housing & Urban Development	5th
2nd Office of the AS for Fair Housing and Equal Opportunity	6th
3rd General Deputy Assistant Secretary	7th
4th Office of Field Oversight	8th

**SUPERVISOR'S CERTIFICATION**

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>Waite H. Madison</i>	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy)
21. SUPERVISOR'S NAME Waite H. Madison		24. SECOND LEVEL SUPERVISOR'S NAME Floyd O. May	
21a. SUPERVISOR'S TITLE Director, Office of Field Oversight		24a. SECOND LEVEL SUPERVISOR'S TITLE General Deputy Assistant Secretary for FHEO	

**FACTOR EVALUATION SYSTEM**

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-7	1250	6. Personal Contacts			
2. Supervisory Controls	2-4	450	7. Purpose of Contacts	3C	180	
3. Guidelines	3-4	450	8. Physical Demands	8-1	5	
4. Complexity	4-5	325	9. Work Environment	9-1	5	
5. Scope and Effect	5-5	325	TOTAL POINTS		2990	
					GRADE	GS-12

**CLASSIFICATION CERTIFICATION**

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>Marlene Thrash</i>	30. DATE (mm/dd/yyyy) 8/20/2004
31. NAME Marlene Thrash	31a. TITLE Human Resources Specialist
32. REMARKS FLSA (Exempt) FPL (GS-12) Ref: OPM PCS for 343 dtd 8/90; Admin. Anal. Grade Eval Guide	33. OPM CERTIFICATION NUMBER

# MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

### A. KEY DATA

1. FUNCTION (1) A	2. DEPT. CD./AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 12	6. IP NUMBER (8)
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### B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 343	3. OCC. FUNC. CD (2)	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) Program Analyst		
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD 1	7. SUP. CD. (1) 8	1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA	5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others	8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA	9. INTERDIS. CD (1) N = No Y = Interdis.	10. DATE CLASS (mm/dd/yyyy) 06/16/2004
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary	12. INACT/ACT (1) 3 = Foreign Svc. Blank = NA	1 = Inactive A = Active	13. DATE ABOL. (mm/dd/yyyy)	14. DATE INACT/REACT (mm/dd/yyyy)	15. AGCY. USE (10)	
16. INTERDIS. SER. (40)						
(4)	(4)	(4)	(4)	(4)	(4)	(4)
17. INTERDIS. TITLE CD. (50)						
(5)	(5)	(5)	(5)	(5)	(5)	(5)

### C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt E	2. FIN. DIS. REQ. (2) 0 = None 1 = CD219 2 = CD220	3 = SF278 4 = AD392 5 = SF849	3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C	O = Excepted but not A, B, C	4. POS. SENS (3) IN	0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive	5. COMP. LVL. (4) 9999										
6. WK. TITLE CD. (4)		7. WK. TITLE (38)															
8. ORG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)																	
1st	2nd	3rd	4th	5th	6th	7th	8th										
				9. VAC. REV. CD. (1) 0 = Position Action A = No Change				B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE									
10. TARGET GC. (2)	11. LANG. REQ. (2)	12. PROJ. DTY IND. (1) Blank = NA Y = Yes	13. DUTY STATION (9) State (2) City (4) County (3)			14. BUS. CD. (4)	15. DATE LAST AUDIT. (mm/dd/yyyy)	16. PAS. IND. (1) Blank = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy) 06/16/2004								
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG				4 = Sup./Program 5 = RGEG 6 = Policy Analysis GEG			7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use		19. DATE REQ.REC. (mm/dd/yyyy)	20. NTE. DATE (mm/dd/yyyy)	21. POS. ST. BUD (1) Y = Perm N = Other						
22. MAINT.REV./CLASS.ACT.CD. (2) (1st Digit = Activity and 2nd Digit = Results)																	
Normal Act			Maintenance Review Act			Results											
3	1 = Desk Audit	2 = Sup. Audit	3 = Paper Rev.	4 = PME/Activity Rev.	5 = Desk Audit	6 = Sup. Audit	7 = Paper Rev.	8 = Panel Rev.	1 = No Action Req.	2 = Minor PD Change	3 = New PD Req.	4 = Title Change	5 = Series Change	6 = Pos. Upgrade	7 = Pos. Downgrade	8 = New Pos.	9 = Other
23. DATE EMP. ASGN. (mm/dd/yyyy)	24. DATE ABOL. (mm/dd/yyyy)	25. INACT/ACT (1) 1 = Inact. 2 = Act.	26. DATE INACT/ACT (mm/dd/yyyy)		27. ACCTG. STAT. (4)	28. INT. ASGN.SER. (4)	29. AGCY USE (8)										
30. CLASSIFIER'S SIGNATURE							31. DATE (mm/dd/yyyy)										
32. REMARKS																	

**PROGRAM ANALYST  
GS-343-12**

**INTRODUCTION**

This position is located in the Office of the Assistant Secretary for Fair Housing and Equal Opportunity, General Deputy Assistant Secretary (GDAS), Office of Field Oversight. The Office is the primary point of contact between the field and FHEO Headquarters. The Office is responsible for advising the Director on all matters relative to implementation of FHEO Programs and activities in the Regional and Field Offices, including coordinating Regional and Field requests and responses, analyzing performance data, and providing input to assist in the evaluation of the performance of Regional Directors. The Office is also responsible for communicating to the field FHEO policies that are developed by the Headquarters program offices.

**DUTIES**

Evaluates and monitors field operating policies and procedures to ensure that they are responsive to FHEO's objectives. This includes the conduct of studies, research, and analysis of reports relative to the impact and effective implementation of FHEO programs in the Field.

The incumbent conducts limited on-site reviews of FHEO field offices. The incumbent determines the effectiveness of field operations; reviews and evaluates performance. The incumbent performs case reviews and conducts interviews with the FHEO staff, other program Directors, customers and clients. The incumbent prepares written reports after each QAR for the Assistant Secretary, General Deputy Assistant Secretary and the Deputy Assistant Secretaries.

Maintains performance records and monitors progress against compliance with FHEO objectives, policies and procedures.

Participates in the performance evaluation review process, including the QAR Coordination process, reviewing recommendations for adequacy and follow-up action.

Makes recommendations of acceptable workload accomplishments in field offices based on knowledge of the operation of FHEO programs and activities, including coordination of communication.

Collects and analyzes data to respond to complaints against Field Office employees. Drafts responses to general and Congressional inquiries with minimal guidance from the Director.

Analyzes IT reports and supplemental information provided by the Field to draft summary reports for submission to FHEO Managers.

Participates in the operation and maintenance of data analysis tools for reporting and monitoring activities including identification and development of information systems to facilitate storage and retrieval of data to reduce field office burden.

Provides technical assistance to the Regional and Field Offices relating to policy decisions, policy interpretations, new procedures and priorities.

Attends meetings and conferences on field related issues.

Performs other duties and special projects as assigned.

### **FACTOR 1 – KNOWLEDGE REQUIRED**

Knowledge of FHEO programs and the operation of FHEO programs at the Regional and field office level.

Knowledge of established management principles, pertinent to administrative regulations in applying fact-finding and work measurement techniques to conduct studies and evaluations.

Skill in applying analytical and evaluative methods and techniques.

Ability to understand and solve or recommend solutions to practical problems of management.

Skill in fact-finding, analysis, formulating and presenting recommendations, and negotiating resolutions of complex issues.

Ability to communicate effectively, orally and in writing, with audiences inside and outside the federal government.

### **FACTOR 2 – SUPERVISION**

Works under the general supervision of the Director. Work assignments are outlined in terms of objectives sought. Incumbent is expected to work independently with minimal technical supervision. The incumbent's professional judgment is relied upon to the extent that his/her recommendations are normally followed. Completed work is reviewed for achievement of objectives and compliance with general instructions. Results are expected to be technically correct.

### **FACTOR 3 – GUIDELINES**

Guidelines include HUD regulations and policies, FHEO's policy manual, Staff Bulletins and directives, as well as applicable handbooks and instruction material, ADP system documentation, and established office procedures.

**FACTOR 4 – COMPLEXITY**

The work of this position requires the incumbent to provide a wide variety of services to different people while operating under various sets of guidelines. Accomplishment of duties requires departing from past approaches, while attempting to devise new ways of addressing situations.

**FACTOR 5 – SCOPE AND EFFECT**

The work of the position results in improvements in the overall implementation of FHEO programs in the field. This may involve developing long-range program plans, goals, objectives and milestones. The incumbent evaluates the effectiveness of field programs conducted throughout FHEO.

**FACTOR 6 – PERSONAL CONTACTS**

Personal contacts are with HUD and FHEO employees. On occasion, contacts with employees of other agencies and members of the general public may be necessary.

**FACTOR 7 – PURPOSE OF CONTACTS**

The purpose of contacts is to insure increased activity efficiency and effectiveness. The incumbent negotiates performance goals for acceptable levels of performance for each Hub. Additionally, the incumbent presents findings of evaluations and recommends solutions to existing problems.

**FACTOR 8 – PHYSICAL DEMANDS**

The work requires participation in meetings within HUD Headquarters and the Field Offices. Occasionally, site visits may be required to review field operations.

**FACTOR 9 – WORK ENVIRONMENT**

Work is generally performed in safe and comfortable work conditions.