



February 7, 2023

Mr. Ivan D. Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

This is a follow up to the April 11, 2022, notice informing you of the job analysis of the Personnel Processing Specialist (H-01) position at the Human Resources Shared Services Center (HRSSC). The Postal Service has completed the job observations and focus groups and is now preparing to administer the job analysis survey.

The results of the job analysis will be used to update job descriptions, selection process, exams, and training for this position.

Enclosed are copies of the following:

- Job Analysis Survey
- Survey Email Invitation
- Stand-Up Talk

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

for James Lloyd  
Director  
Labor Relations Policies and Programs

Enclosures

# Informational Stand-Up Talk

January 2023

## HRSSC Job Analysis

Human Resources is conducting a job analysis study of the following jobs within the APWU Human Resources Shared Service Center (HRSSC) craft.

- PERSONNEL PROCESSING ASSOCIATE (TEMP)
- PERSONNEL PROCESSING SPEC (HRSS)
- PERSONNEL PROCESSING SPEC TEMP (HRSS)

The job analysis project began July 2022 and consists of job observations, interviews, focus groups and surveys with job incumbents.

Job observations and focus groups have been completed, with the next step being the job analysis survey. Surveys will be e-mailed to incumbents to collect ratings of tasks, systems and technologies, and knowledge, skills, and abilities,

All employees in the above-listed jobs will receive an invitation to participate in the survey.

You are encouraged to watch your e-mail for the survey link. Please coordinate with your manager on the best date/time to complete the survey. The survey will take approximately 2 hours to complete. Participation is voluntary and individual responses will remain confidential; only summaries of the information collected will be reported.

The Postal Service is committed to ensuring its workforce is aligned and prepared for the future and that starts with you. Thank you for participating in this very important initiative.

Thank you for listening.

###

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Q1.1.

### Personnel Processing Associate/Specialist Job Analysis Questionnaire

Thank you in advance for taking the time to complete this job analysis questionnaire!

Human Resources is conducting a job analysis of Personnel Processing Associates and Specialists. Your participation is crucial to the success of this project.

The questionnaire is divided into five sections:

- Background information about you and your job
- Job tasks
- Knowledge, skills, and abilities (KSAs)
- Technology and systems
- Respondent demographics

All responses are confidential, and data will be reported only in aggregate. Participation is voluntary and no individual responses will be identified from this questionnaire. Please follow the instructions for each section and select the response that best reflects your opinion. Please complete all sections of the questionnaire; incomplete questionnaires cannot be processed.

The questionnaire may take up to two hours to complete and will be open through [CLOSE DATE]. You may complete the questionnaire in multiple sessions. Your progress will be saved, and you can continue later from where you left off.

If you have any questions about the survey content or process, email [HR Survey Support](#).

Click **Next** or → to begin.



Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HQ Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to a U.S. Postal Service auditor, for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint; to the Merit Systems Protection Board or Office of Special Counsel for the purpose of litigation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know. For more information on our privacy policies visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).



Q2.1.

**Background Information**

Please answer the following questions about yourself and your job. This information is used to verify that the people responding to this survey are knowledgeable about the jobs being studied.

Q2.2. What is your current job title (Form 50 position)?

- Personnel Processing Associate (Temp) - E5-11
- Personnel Processing Specialist Temp (HRSS) - E5-16
- Personnel Processing Specialist (HRSS) - EAS-18

Q2.3. What department, team, or workflow are you currently assigned to?

- Accessions
- Benefits
- Bereavement
- Disability Retirement
- EAS Ecareer
- External Hiring
- FMLA
- Form 50
- Inspection Services
- JBM
- LWOP
- Mailroom
- MBB CBB
- OM IAF
- Optional Retirements
- PCES
- Phone
- RTR
- Rural
- Separations
- Another team not listed here (specify below).



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Q2.4. How long have you been at USPS?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

Q2.5. How long have you been in your current job ()?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

Q2.6. How long have you been in your current team or workflow assignment ()?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

Q2.7. Approximately how many hours a week do you work? Enter a number only.





Q2.8. What is the highest level of education you have completed?

- Less than a high school degree
- High school degree (diploma, GED, or equivalent)
- Some college, but no degree
- Associate degree (2-year college program)
- Bachelor's degree (4-year college program)
- Master's degree
- Doctoral degree

Q2.9. Are you currently considered a Superuser?

- No
- Yes
- Not Sure

Q2.10. Are you currently considered a PTSP (Process Training Support Partner)?

- No
- Yes
- Not Sure

Q2.11. Are you currently considered an Assigner?

- No
- Yes
- Not Sure

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Q4.1.

### Job Tasks Task Frequency and Importance Ratings

#### Instructions

The next few pages include a list of job tasks. For each task, you will be asked to provide frequency and importance ratings. Frequency is how often you perform a task, and importance is how essential a task is to your job. Your ratings should reflect your current job and assignment.

There is a total of 169 tasks. The tasks are grouped together based on common themes and similarity with other tasks.

Use the rating scale below:

FREQUENCY					
How often do you perform this task?					
Regardless of the importance of the task, indicate how often you perform it.					
Not Performed	Annually	Monthly	Weekly	Daily	Constantly
I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.

IMPORTANCE			
How important is this task for successfully performing your job?			
Regardless of the frequency or amount of time spent on this task, indicate this task's importance.			
Not important	Somewhat important	Important	Critical
This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.



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Q4.2.

### Communication

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important
<p>I do not perform this task in my current job.</p> <p>I perform this task yearly, or up to a few times per year.</p> <p>I perform this task monthly, or up to a few times per month.</p> <p>I perform this task weekly, or up to a few times per week.</p> <p>I perform this task daily, or up to a few times per day.</p> <p>I perform this task several times throughout the day.</p>	<p>This task is not important to my current job.</p> <p>This task is somewhat important to my job. Failure to do this task has some negative consequences.</p> <p>This task is important to my job. Failure to do this task has considerable negative consequences.</p> <p>This task is critical to my job. Failure to do this task has very serious negative consequences.</p>								
<p>Communicate specific customer needs with processing team and other departments.</p> <p>Respond to questions, requests, and inquiries in writing (e.g. email)</p> <p>Communicate with field services, hiring committees, headquarters, or other non-HRSSC internal customers to provide information, assist with or resolve issues, or answer questions.</p> <p>Diffuse and de-escalate contentious interactions with customers (e.g. employees, annuitants, applicants)</p> <p>Provide request status updates based on case notes in Veimt</p> <p>Respond to questions, requests, and inquiries verbally (e.g. phone).</p> <p>Communicate with employees, annuitants, applicants, or other non-HRSSC external customers to provide information, assist with or resolve issues, or answer questions.</p>	<p>Not Performed</p> <p>Annually</p> <p>Monthly</p> <p>Weekly</p> <p>Daily</p> <p>Constantly</p> <p>Not Important</p> <p>Somewhat Important</p> <p>Important</p> <p>Critical</p>								

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Q4.3.

### Customer Service & Support

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
Send documents to customer (e.g. employees, annuitants, local services) for completion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide instructions to customers (e.g., explanation of next steps, needed documentation, available resources).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inform callers of phone questionnaire to be completed at the end of the call.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide guidance, answer questions, and give advice to team members on work responsibilities, policies, procedures, and processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advise employees on who to contact to address any request discrepancies, inaccuracies, or incompleteness on matters not handled by HRSSC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule job applicants for drug tests, exams, or assessments required for job eligibility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notify applicants of job posting changes due to administrative changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist employees interested in retirement options by ordering retirement kits, sending forms, requesting annuity estimates, or scheduling counseling appointments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notify employees of Leave Without Pay (LWOP) status changes or issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist or educate customers on finding, filling out, and submitting forms and documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perform callback for requests that were escalated due to complexity or other issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advise employees on their eligibility for benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact employees, annuitants, or applicants to inform of request status or provide updates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inform requesting employees or local services of actions required in order to process request or resolve issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist or educate customers on using, navigating, or troubleshooting online employee resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.4.

### Delegating and Assigning Work

	FREQUENCY					IMPORTANCE				
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Evaluate the current workload capacity of the team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document or track the workflows or processes that team members have been trained on or are skilled for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assign team members work (e.g., requests, tasks, follow-ups) received by the team or workflow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritize and adjust team member assignments (e.g., requests, tasks, follow-ups) based on workload volume, importance, deadlines, skillsets, and workload capacity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Track assignment of various error reports for completion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.5.

### Evaluating and Calculating

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job.	I perform this task yearly or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Calculate eligibility dates for benefits or retirement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determine total of time employee is in Leave Without Pay (LWOP) status.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calculate employee pay periods for pay adjustments, corrections, LWOP, OWCP, or other related reasons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calculate employee salaries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determine total of time employee is in OWCP status.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calculate years of eligible government service credit for new hires, employees or annuitants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify requests that cannot be processed due to submitter-made errors or issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate disability claim request priority level by reviewing condition attachments (e.g., doctors notes).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate FMLA claim requests by reviewing condition attachments (e.g. legal documents, doctors notes).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determine if submitted request meets submission deadlines, policy requirements, or required processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q4.6.

Processing and Maintaining Information and Data

	FREQUENCY						IMPORTANCE			
	Not performed	Annually	Monthly	Weekly	Daily	Continuity	Not important	Somewhat important	Important	Critical
	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process	Let not perform the task or process
Digital forms by scanning document batches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process life insurance benefit requests (e.g. changes, cancellations, reinstatements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Draft post-quit and close job postings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee information system specific pay benefits (e.g. new employment, existing pay, dual pay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create job posting for vacancy recruitment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee retirement requests (e.g. disability, special retirement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create large number of new position numbers using mass position change process (if system (e.g. HCES)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process LUCIP return-to-duty life insurance benefit actions (e.g. reinstatement, termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinate new employee hires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date stamp returned mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create an RTR (Statement of Financial Plan) Reduction in Force record for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create conditional offer letters for selected job candidates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare and submit employee resignation and reaction packets for scanners to process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancel break in service and make correction to work history in systems (e.g. SFAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee actions required by settlement agreements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Draft and edit job bid postings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create mailing labels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scan received priority mail to update tracking information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process or update request to reflect current recruitment status (e.g. applicant, active, hiring status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiate update or change dates in systems (e.g. HCES)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare and send vacation packets to employees being approved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Draft position numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process health insurance benefit requests (e.g. changes, cancellations, reinstatements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create new position numbers in systems (e.g. HCES)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process and record requests (e.g. FPO, vacancy record - ODA, 1000) in the job bid management (JBM) schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process into hire transaction decisions in systems (e.g. HCES, SFAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LDI completed scanned document batches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process FARA extension requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee pay calculations, adjustments or changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process LUCIP return-to-duty life insurance benefit actions (e.g. reinstatement, termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process attrals leave exchange requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond to employment verification requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Index digitized documents in Captiva	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process instructions for employee action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare scanned document batches for indexing, including labeling with claim numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rank the top job applicants on required criteria such as seniority or veteran's preference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process, generate, or confirm bids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process requests to create or update employee work schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare document packets for employees to prepare Postal forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process health insurance death of dependent and death refunds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinate, process, or other paperwork for new hires, career conversions, or other employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process LUCIP return-to-duty health insurance benefit actions (e.g. reinstatement, termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place processed requests, packets, or other correspondence heading to be placed in designated area or box for mailroom retrieval	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee assignment changes, career conversions, promotions, or separations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee info type changes in systems (e.g. HCES, SFAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create requisitions for vacancy recruitment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee data element changes or corrections (e.g. social security number, gender, ethnicity, date of birth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process calculations for employee actions (e.g. new hires, assignment changes, career conversions, promotions, separations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process salary/allowance adjustments for employed annuitants receiving pension cost-of-living adjustments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process bids in systems (e.g. HCES, SFAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review FBI Assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond and track receipt of mail by recipient department, division, or person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process Thrift Savings Plan administrative or mailing contributions received forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process employee information form (Form 50) delinquencies, cancellations, and cancellations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Index employee FVA document information into appropriate system (e.g. ECM)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q4.7.

### Quality Assurance and Auditing

	FREQUENCY						IMPORTANCE		
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Critical
	I do not perform this task in my current job	I perform this task yearly or up to a few times per year.	I perform this task monthly or up to a few times per month.	I perform this task weekly or up to a few times per week.	I perform this task daily or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.
Audit retirement packets to verify accurate processing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that quality expectations of completed work were met by using the QA checklist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document errors made by processors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return incomplete retirement packets to processing team to correct issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document errors made by the mail prep team (e.g. did not request RTR, did not check marriage).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify correct order of documents or files in completed packages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that completed work will be successfully processed by using system audit function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify accuracy of work completed by other team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Run Form 50 audit report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HO Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to a U.S. Postal Service auditor; for law enforcement purposes; to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint; to the Merit Systems Protection Board or Office of Special Counsel for the purpose of litigation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know. For more information on our privacy policies visit [www.usps.com/privacy/policy](http://www.usps.com/privacy/policy).

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Q4.8.

### Requesting Information and Escalating Issues

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job.	I perform this task yearly or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Escalate unprocessed requests due to high complexity errors, or other issues to appropriate recipient (e.g., superusers, supervisors, PTSP, subject matter experts) for resolution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Escalate erroneous Form 50 requests to appropriate recipient (e.g., superuser, Form 50 team) for corrective action.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send request to RTR to conduct revalidation of employee retirement eligibility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send request to RTR to verify years of eligible government service credit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiate necessary checks (e.g., credit, driving history criminal background) for hiring process finalists.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request assistance from others (e.g., superusers, PTSP, supervisors, subject matter experts, systems support) to help resolve processing problems, troubleshoot issues, or answer questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Escalate calls with high complexity or other issues to appropriate recipient (e.g., superusers, supervisor, PTSP, subject matter experts) for resolution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request additional employment or personnel records from other federal government agencies (e.g., OPM).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.9.

### Resolving Problems and Issues Independently

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job	I perform this task yearly or up to a few times per year	I perform this task monthly, or up to a few times per month	I perform this task weekly, or up to a few times per week	I perform this task daily, or up to a few times per day	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Independently resolve fatal errors, audit issues, or other problems that prevent requests from being processed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct employee history records via processing Form 50s chronologically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct Form 50 errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist other team members in resolving fatal errors, audit issues, or other problems that prevent requests from being processed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return forms or requests to requestor (e.g., employees, annuitants, local services) for correction or completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact employees, annuitants, or applicants to resolve errors or issues in submitted packets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct errors in digitized forms to match physical forms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct erroneous seniority rankings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct fatal errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolve errors received in error reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct erroneous job awards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correct data inconsistencies in systems (e.g., HCES, Payroll, eHRSSC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.10.

Sending Information and Notifying

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
Mail Form 50s to employees receiving changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send offer letters for selected job candidates to local services for processing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notify Office of Personnel Management (OPM) of Office of Workers' Compensation Program (OWCP) status changes or issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send field final postings of bids for display.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print and send Leave Without Pay (LWOP) requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send incorrectly assigned requests to the correct department, workflow, or person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send pre-award notification to field employee for processing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send pre-hire interviewing packet to interviewing committees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send job applicant secondary exam email to local services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Notify employees of Office of Workers' Compensation Program (OWCP) issues or status changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resubmit incomplete packets to scanning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send report of current job postings (e.g., draft posting, final award, final posting).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send notifications regarding requests (e.g., benefits changes, benefits statuses, separations, final awards) to appropriate customer, stakeholders, or processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create and send candidate pre-hiring lists to selection officials.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send field job bid pre-award report.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate pre-vacancy notice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send employee separation notifications to local services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.11.

### Tracking, Managing, and Routing Requests

	FREQUENCY					IMPORTANCE		
	Not Performed I do not perform this task in my current job.	Annually I perform this task yearly, or up to a few times per year.	Monthly I perform this task monthly, or up to a few times per month.	Weekly I perform this task weekly, or up to a few times per week.	Daily I perform this task daily, or up to a few times per day.	Constantly I perform this task several times throughout the day.	Not Important This task is not important to my current job.	Somewhat Important This task is somewhat important to my job. Failure to do this task has some negative consequences.
Create tickets or cases in request tracking system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor, organize, or forward incoming requests received in workflow email inbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forward specialized callback requests to dedicated teams (e.g., PCES, EAS, Inspection Services) for resolution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send requests, forms, or requests to appropriate department, workflow, or person as part of next stage in workflow process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Track daily mailroom operating metrics (e.g., faxes, sweeps, eOPFs, non-eOPFs, Benefits forms) for reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document inbound calls in request tracking system (e.g., Verint, eRMS, RCS) to reflect reason for call, education provided, and actions taken.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update tickets or cases in request tracking system to reflect current status and actions taken.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q4.12.

### Training, Developing, and Coaching

	FREQUENCY					IMPORTANCE				
	Not Performed I do not perform this task in my current job.	Annually I perform this task yearly, or up to a few times per year.	Monthly I perform this task monthly, or up to a few times per month.	Weekly I perform this task weekly, or up to a few times per week.	Daily I perform this task daily, or up to a few times per day.	Constantly I perform this task several times throughout the day.	Not Important This task is not important to my current job.	Somewhat Important This task is somewhat important to my job. Failure to do this task has some negative consequences.	Important This task is important to my job. Failure to do this task has considerable negative consequences.	Critical This task is critical to my job. Failure to do this task has very serious negative consequences.
Train team members on assignments, responsibilities, processes, systems, policies, workflows, or compliance requirements.	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Provide residual training to team members on policies, procedures, and expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train team members on preparing, scanning, or indexing Postal Form document batches	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
Train team members to become superusers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q4.13.

### Verifying and Researching

	FREQUENCY						IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Constantly	Not Important	Somewhat Important	Important	Critical
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
Verify eligible prior military service for veterans preference status based on guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify the status of job postings in system (e.g., eCareer, JBM scheduling tool, HCES)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct research on personnel files (e.g., Form 50s, pay, benefits, terminations, applications) to gain further understanding on escalated issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check received mail in mailroom for expected forms, documents, or other correspondence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that requisition requests have received appropriate approvals (e.g., headquarters, field staffing, MOUs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify hours of workers compensation paid to employees or annuitants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct research to find source of discrepancies, inaccuracies, or incomplete information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that request contains all necessary documents, forms, and information needed in order to process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify status of candidate background investigation in systems (e.g., GIS, Pangea)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify applicant or field employee job eligibility based on specified criteria (e.g., disqualifying disciplinary actions, job location, area of consideration, career type, assessment score, seniority).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify caller's identity by asking for identifying employee information (e.g., Name, Employee Identification Number, Mailing Address)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify all necessary documents and checks have been received (e.g., drug screen, criminal background check) for hiring process finalists.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify the accuracy of submitted documentation or information by cross-referencing system information (e.g., HCES, EPAH, DDE, eCareers, Pangea).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify if there are pending Form 50 actions for effective dates or future dates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify names and dates between digitized documents and physical documents to prevent erroneous document indexing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that secondary exams can be released to job candidates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that all required documentation needed to process requests or claims has been submitted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify Federal Employees Group Life Insurance (FEGLI) coverage eligibility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify that submitted forms or documents include required signatures, dates, or other information required for processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify processing actions are in compliance with applicable bargaining unit contract agreements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.1.

## Knowledge, Skills, and Abilities (KSAs) KSA Frequency, Importance, and Needed on First Day Ratings

### Instructions

The next few pages include a list of knowledge, skills, and abilities (or "KSAs" for short). For each KSA, you will be asked to provide frequency, importance, and needed on first day ratings. Frequency is how often you need a KSA, and importance is how essential a KSA is to being successful in your job. Needed on first day refers to if a KSA is essential for employees to have on the first day of the job, or merely helpful. Your ratings should reflect your current job and assignment.

There is a total of 53 KSAs. The KSAs are grouped by common themes and similarity with other KSAs.

Use the rating scale below:

FREQUENCY			
How frequently do you need to use this KSA while performing your job?			
Consider how often you rely on this KSA for successful overall job performance, and how often an employee in your position would need this KSA to perform assigned job tasks.			
Not Needed, or Rarely	Monthly	Weekly	Daily
I either do not need this KSA in my current job, or I need this KSA rarely, such as annually or a few times a year.	I use this KSA monthly, or up to a few times per month.	I use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.

IMPORTANCE			
How important is this KSA for successfully performing your job?			
Regardless of the frequency or amount of time spent on this task, indicate this task's importance.			
Not Important	Somewhat Important	Important	Critical
This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Lack of this KSA has very serious negative impact on job performance.

NEEDED ON FIRST DAY		
How necessary is this KSA on the first day of the job?		
Consider if a new employee on the first day of the job needs to be fully competent in the KSA to meet basic performance expectations, or will a new employee reasonably be expected to gain competence in this KSA in time, either through training or experience?		
Not Needed on First Day	Helpful on First Day, But Not Required	Required on First Day
Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.

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Q5.2.

### Adaptability and Flexibility

	FREQUENCY			IMPORTANCE			NEEDED ON FIRST DAY				
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
I either do not need this KSA in my current job, or I need this KSA rarely, such as annually or a few times a year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires will be proficient in this KSA on the first day of the job and cannot develop it while on the job.
Ability to quickly switch between different types of tasks, or perform multiple tasks simultaneously.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
Ability to be flexible based on continuously changing priorities, timelines, or requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to adapt to changing policies, systems, and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to accurately retain, recall, and apply information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not Needed on First Day	Helpful on First Day, But Not Required	Required on First Day
Ability to work non-standard work hours or shifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.3.

Attention to Detail

	FREQUENCY				IMPORTANCE			NEEDED ON FIRST DAY			
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
Ability to maintain accuracy and attention while completing repetitive tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to verify accuracy or identify errors on forms documents, information systems, or other data sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to recognize consequences or impacts of processing errors, mistakes, or oversights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.4.

### Calculating

	FREQUENCY				IMPORANCE			NEEDED ON FIRST DAY			
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
Skill performing basic mathematical calculations (e.g., addition, subtraction, division, multiplication).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I either do not need this KSA in my current job or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times up to a few times per month.	I need to use this KSA weekly, or KSA weekly, or to many times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, But Not Required	Required on First Day



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Restart Survey

Place Bookmark

Tools



Share Preview



Q5.5.

### Communication and Coordination

	FREQUENCY				IMPORTANCE				NEEDED ON FIRST DAY		
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
	I either do not need this KSA in my current job or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times per month.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.
Ability to educate customers on changing policies, systems, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to communicate verbally in a clear and organized manner to provide information and respond to questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to coordinate with multiple teams or workflows.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to recognize when additional clarity is needed or when to ask additional questions to ensure understanding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to resolve team issues or conflicts before escalating to supervisors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to communicate in writing in a clear and organized manner to document and provide information, and respond to questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to communicate technical or complicated information in a clear and easy to understand manner to audiences who are unfamiliar with the subject matter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to explain processes, procedures, and requirements to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to diffuse and de-escalate contentious or argumentative interactions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.6.

Decision Making and Problem Resolution

	FREQUENCY			IMPORTANCE				NEEDED ON FIRST DAY			
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, But Not Required	Required on First Day
Ability to conduct research and gather needed information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to solve problems that lack a standard process or procedure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to resolve issues preventing processes or procedures from being followed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to identify issues preventing processes or procedures from being followed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to recognize when to escalate problems or issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Restart Survey

Place Bookmark

Tools

Share Preview



Q5.7.

### Planning, Prioritizing, and Tracking Work

	FREQUENCY				IMPORTANCE				NEEDED ON FIRST DAY		
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
	I either do not need this KSA in my current job or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times per month.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.
Ability to assign work to others based on priority, workload capacity, or other considerations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to prioritize multiple tasks, requests, assigned workflows, and deadlines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to identify individual strengths of team members for assigning work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track and monitor status of work assigned to and completed by team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to organize information and documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track requests and service tickets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to manage own time and workload effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to recognize team members needing assistance to complete work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.8.

**Policies and Procedures**

	FREQUENCY				IMPORTANCE				NEEDED ON FIRST DAY		
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
	I either do not need this KSA in my current job, or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times per month.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.
Knowledge of Family and Medical Leave Act (FMLA) processes, policies, and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Postal pay rules and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to quickly learn and apply new processes, programs, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of union contracts and agreements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Federal and Postal benefits programs and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Postal hiring processes, procedures, and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to follow standardized processes and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Federal and Postal retirement programs and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to recognize how newly implemented processes, programs, systems or procedures apply to current work responsibilities and duties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the Office of Personnel Management's (OPM) guidelines on Qualifying Life Events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.9.

### Professional and Ethical Behavior

	FREQUENCY			IMPORTANCE			NEEDED ON FIRST DAY				
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
Ability to work effectively as a member of a team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to exercise confidentiality and discretion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to demonstrate professional and ethical behavior.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Tools



Share Preview



Q5.10.

### Technology Use

	FREQUENCY				IMPORTANCE				NEEDED ON FIRST DAY		
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
	I either do not need this KSA in my current job, or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times per month.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day
Skill using computer applications and systems required to perform assigned work duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skill using standard office equipment (e.g., printers, fax machines) required to perform assigned work duties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skill using computers and accessories including mouse, keyboard, and headsets to perform assigned work duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skill in typing accurately and efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to troubleshoot technical issues with computer systems or applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to learn new computer systems or applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of human resource information systems sufficient to enter data, verify information, or correct errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q5.11.

### Training and Development

	FREQUENCY				IMPORTANCE				NEEDED ON FIRST DAY					
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, but Not Required	Required on First Day			
Ability to train and coach team members on job responsibilities, processes, policies, systems, and procedures.	Neither do not need this KSA in my current job, or I need this KSA rarely, such as annually or a few times a year.	I need to use this KSA monthly, or up to a few times per month.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to my successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	Successful job performance does not require proficiency in this KSA prior to first day on the job. Having this KSA before the first day of the job is not beneficial.	Proficiency in this KSA prior to first day on the job would be helpful but is not essential. New hires will eventually develop this KSA through on-the-job training or experience.	Successful job performance requires this KSA prior to the first day on the job. New hires must already be proficient in this KSA on the first day of the job and cannot develop it while on the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to adapt to different learning or communication styles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not Important	Somewhat Important	Important	Critical	Not Needed on First Day	Helpful on First Day, But Not Required	Required on First Day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Q6.1.

## Systems and Technology

### Systems and Technology Frequency and Level of Use Ratings

#### Instructions

The next page includes a list of systems and technology you might use to perform job tasks. For each system and technology, you will be asked to provide frequency and level of use ratings. Frequency is how often you use a system or technology, and level of use is how you typically use that system or technology, the permission level you are given, or any access restrictions you have for that system. Your ratings should reflect your current job and assignment.

There is a total of 52 systems and technologies.

Use the rating scale below:

<b>FREQUENCY</b>			
How frequently do you need this system or technology while performing your job? Consider how often you rely on this system or technology for successful overall job performance, and how often an employee in your position would need this system or technology to perform assigned job tasks			
Not Needed, or Rarely	Monthly	Weekly	Daily
I either do not need this system or technology in my current job, or I need to use it rarely, such as annually or a few times a year.	I use this system or technology monthly, or up to a few times per month to perform job tasks.	I use this system or technology weekly, or up to a few times per week to perform job tasks.	I need to use this system or technology daily, or up to many times per day to perform job tasks.

<b>LEVEL OF USE</b>			
How do you typically use this system or technology while performing your job? Consider what you need the system or technology for, the level of access you are given, and any permissions or restrictions you have			
Not Applicable or Not Sure	Basic Use (Reading or Retrieving)	Intermediate Use (Entering or Processing)	Advanced Use (Editing, Deleting, or Changing)
This system or technology is not needed for my job, or I am not sure what level of use.	Basic use includes reading or retrieving data or information only without editing or entering any information. This includes running reports, pulling data, or referencing information stored in the system. You require assistance from someone with a higher access level to enter, edit, or delete any information.	Intermediate use includes entering or processing data or information. This includes entering data into a system, processing requests, or performing tasks that are more than just viewing information. You require assistance from someone with a higher access level to delete or edit important or sensitive information.	Advanced use includes editing, deleting, or changing information. This includes deleting information from a system or editing data that is considered high risk or sensitive. Only a limited number of people are given this level of access, as significant consequences may occur if used improperly.

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Q6.2.

Systems and Technology

	FREQUENCY				LEVEL OF USE			
	Not Needed or Rarely	Monthly	Weekly	Daily	Not Applicable or Not Sure	Basic Use (Reading or Retrieving)	Intermediate Use (Editing or Processing)	Advanced Use (Editing, Deleting, or Changing)
HCES / SAP Human Capital Enterprise System								
ESS To-Do List (HCES Employee Self-Service To-Do List)								
BLM: Electronic Unions Personnel Files								
BMO Ready (BMO Ready T Service Management System)								
Work HR/CDM (Work Human Resource Knowledge and Case Management System)								
Adobe Acrobat Reader (for viewing PDF documents)								
ECM (Enterprise Content Management System)								
SSA Employee Self-Service Web Application								
HRSSO Forms								
RT (Repayment TSP and Retirement Forms)								
TAS (Time and Attendance Collection System)								
ARIS (Access Registration and Mobility Services System)								
Payee EASE (Payee EASE HRASO Web Administration Application)								
eHRIS (Electronic Materials Disposal Warehousing and Inventory Management System)								
JD Online (Job Descriptions and Qualification Standards Online Application)								
Clara (Open Text Intelligent Capture System)								
SLVA (Enterprise Leave Request Application)								
Microsoft Word								
HRMS (Human Resources Processing System)								
eCareer (Career Job Advertisement and Applicant Tracking System)								
ICPMS (Career Compensation Performance Analysis System)								
Zoom (Zoom Video Meeting and Conferencing Software)								
Microsoft Access								
HRIS (Human Resources System)								
GIS (Geographic Information System)								
eReference (Web-based Application)								
Microsoft Outlook								
ERP4 (Enterprise Personnel Action History)								
Microsoft OneNote								
TimeAndDate.com								
LDPS (Overtime and Day In Pay Calculator)								
Adobe Acrobat Pro (for editing PDF documents)								
Genesys WDC (Genesys Intelligent Workload Distribution System)								
ePAS (ePostal Assessment System)								
Microsoft Teams								
CDE / DR - Systems (Distributed Data Entry and Distributed Reporting / Mailbox Payments System)								
eTVS OLF (eTVS Online Forms)								
SpeechWorks (Genesys Speech-to-Text Software)								
Retention Review Management System (Retention Review Web System)								
eTVS (Enterprise Resource Management System)								
Workforce Planning (Workforce Planning, Insights, and Analytics Application)								
Microsoft Excel								
TSP Calculator (TSP Savings Plan Calculator)								
Scoping Tool (Microsoft Scanalyzer Custom Software)								
Microsoft Outlook								
Microsoft PowerPoint								
Skype (Skype Video Conferencing and Messaging Software)								
FEDU Calculator (Federal Employees Group Life Insurance Calculation)								
JDM (Job Bid Management Application System)								
ACE (Advanced Computing Environment System)								
Perigo (Employment Background Investigation System)								
afAccess (System Access and Permissions System)								

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Q7.1.

**Demographics**

The following demographic items are **voluntary**. Demographic information is used to verify the extent to which respondents are diverse and representative of employees in these jobs. Demographic data will only be reported in aggregate.

Q7.2. Age Range:

- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- Over 65 years old

Q7.3. Racial Category (Check as many as apply):

- Native American or Alaska Native - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American - A person having origins in any of the black racial groups of Africa.
- Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- White or Caucasian - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Q7.4. Are you Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, Central American, South American, or other Spanish culture or origin, regardless of race.)

- Yes
- No

Q7.5. Gender:

- Male
- Female
- None of the Above

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Thank you for taking the time to complete this survey.

Your responses have been recorded.

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Powered by Qualtrics

Subject: ACTION: Job Analysis Survey – [Due Date]

Hello [FirstName],

You are invited to take the HRSSC Job Analysis Survey.

The purpose of this survey is to gather information about the tasks performed by the Personnel Processing Specialist, and the knowledge, skills and abilities needed to perform those tasks. The results may be used to update job descriptions, selection processes and training programs.

We need your help to get accurate information about the job. Participation is voluntary. Your responses will be kept confidential. Individual responses will not be shared.

Before beginning the survey, please reach out to your manager to coordinate the best date/time to take the survey, which may take 2 hours to complete. You are encouraged to complete the survey in one sitting. However, if you are not able to complete the survey all at once, the link will allow you to resume where you left off.



**Please complete the survey. This is your opportunity to help make a difference.**

Use a laptop or desktop computer to complete the survey; the survey cannot be completed on a mobile device.

**CLICK THE LINK BELOW TO COMPLETE THE SURVEY:**

[survey link]

You have until [Due Date] to complete the survey.

Thank you for considering my request. If you have any questions, you can reply to me, or reach us at [HR Survey Support](#).

Thank you!