

**Management and
Associate Director for Workforce Development and Senior Specialist
(Administrative Officer, SL-0341)
PD#175213**

Position Summary:

04/12/3/09
Management and

The Office of Workforce Development (WRK) of the Congressional Research Service (CRS) is the principal CRS office with responsibility for implementing human resources laws, regulations, guidelines, policies, and practices affecting CRS staff in accordance with the guidance and direction of the Library of Congress Office of Human Resources Services. The Associate Director for Workforce Development and Senior Specialist serves as the principal advisor to the Director and Deputy Director of the Congressional Research Service on CRS workforce issues, and serves as a member of the Director's senior management team; is the primary liaison on these issues with the Library of Congress Office of Human Resources Services. Ensures that the staff of the office take appropriate steps to safeguard sensitive information and personally identifiable information of employees.

Supervision Received:

The incumbent reports to the Director of the Congressional Research Service, a position that is at the senior level. The Director provides general and broad guidance on overall agency policy and long-range goals. Within this framework, incumbent has wide latitude in the exercise of initiative and judgment. Review of incumbent's work is based on an evaluation of the effectiveness of assigned programs and accomplishment of objectives.

The incumbent exercises delegated authority to oversee the overall planning, direction, and timely execution of a program, several program segments (each of which is managed through separate subordinate organizational units), or comparable staff functions, including development, assignment, higher level clearance of goals and objectives for supervisors or managers of subordinate organizational units or lower organizational levels, and alignment and coordination of program activities to support the Agency's mission, goals and plans. The employee approves multi-year and longer range work plans developed by the supervisors or managers of subordinate organizational units and subsequently manages the overall work to enhance achievement of the goals and objectives. The incumbent oversees the revision of long range plans, goals, and objectives for the work directed. The employee manages organizational changes to the organization directed, or major changes to the structure and content of the program or program segments directed. The incumbent exercises discretionary authority to distribute resources allocated to the organization.

Principal Duties and Responsibilities

(1) Program Management and Oversight

50%

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The Associate Director is responsible for the leadership, planning, direction, and management of the CRS Office of Workforce Development. The employee has overall responsibility, as well as delegated authority, for the oversight and administration of broad, emerging, and/or critical agency programs or operations related to the CRS workforce. The incumbent assists the Director and the Deputy Director in establishing and implementing a strategic workforce vision and direction for the agency, and oversees all programs and initiatives to ensure that CRS has the intellectual capacity to fulfill its mission to provide to the Congress, throughout the legislative process, comprehensive and reliable legislative research, analysis, and information services that are timely, objective, non-partisan, and confidential, thereby contributing to an informed national legislature.

The incumbent advises the CRS Director and Deputy Director on human resources matters relating to the activities, operations, and mission of the Service. Provides expert advice and guidance that explores the impact of actions on human resources policies, practices, and procedures; anticipates problems and reactions to a course of action; and offers alternative solutions that effectively and appropriately address the Service's mission and its short- and long-range goals.

Exercising the highest level of judgment and discretion, the incumbent demonstrates awareness of the likely consequences or implications of his/her actions, responds appropriately to situations that require discretion and confidentiality and consistently advances CRS values.

Implements and manages human resources activities for CRS, including staffing and recruitment, position management and classification, performance management and professional development, staff recognition, succession planning, and workforce planning and design. In accordance with guidelines and directives of the Library of Congress Office of Human Resources Services the incumbent plans, develops, and administers CRS programs and processes to enable CRS to (1) compete successfully for highly qualified staff; (2) obtain assistance through personnel contracts and/or gratuitous services agreements and other government professional detail and intern programs; (3) retain high performers and reward excellence and innovation; (4) train and develop staff to achieve the CRS mission; and (5) make the administration of workforce development programs responsive, efficient and effective.

The incumbent directs and leads people and their work effectively and personally supports and inspires in others performance that furthers the mission of the Service. This includes promoting new ideas relating to human resources policies, practices, and procedures with enthusiasm, conviction, and confidence; soliciting and considering others' opinions; gaining support from others; motivating and inspiring others; and actively supporting and leading change that is critical to attain the Service's vision. Routinely elicits ideas and opinions and appropriately utilizes these in making plans and decisions. Effectively mobilizes interest and/or gains commitment from others. Addresses concerns about the Service's goals and efforts to achieve them, especially concerns of key stakeholders and opinion leaders.

The incumbent contributes to the development of strategies that foster effective working relationships with CRS managers and supervisors, Library of Congress managers and staff, and the Congressional Research Employee's Association (CREA) in implementing and administering provisions of the Collective Bargaining Agreement to make the administration of CRS workforce development programs responsive, efficient, and effective.

(2) Human Resources Management

25%

The Associate Director performs the full range of human resource management functions relative to the staff supervised. Establishes performance expectations for staff members, which are clearly communicated. Provides informal feedback and periodically evaluates staff on organizational performance. Resolves informal complaints and grievances. Provides advice and counsel to staff members and subordinate managers related to work and policy matters. Effects disciplinary measures. Reviews and approves or disapproves leave requests. Assures that organization staff at all levels is trained and fully comply with the provisions of the safety regulations, and safeguard sensitive and personally identifiable information of employees.

The incumbent is responsible for furthering the goals of equal employment opportunity (EEO) for employees, contractors, and volunteers by taking positive steps to ensure the accomplishment of diversity objectives and by adhering to nondiscriminatory employment practices in regard to race,

color, religion, sex, national origin, age, or handicap. Specifically, the incumbent initiates nondiscriminatory practices and affirmative action for the area under his or her direction in the following: (1) merit promotion of employees and recruitment and hiring of applicants; (2) fair treatment of all employees; (3) encouragement and recognition of employee achievements; (4) career development of employees; and (5) full utilization of their skills.

The incumbent demonstrates personal intellectual leadership, actively nurtures collaboration, and fosters continual learning and the development of knowledge, skills, and abilities of the staff supervised to assure the availability of the intellectual capacity needed to meet CRS's current and changing workforce needs in fulfillment of its mission to the Congress.

(3) Advisor and Liaison

25%

The incumbent serves as the principal advisor to the CRS Director and/or Deputy Director on all CRS workforce management issues. Works with and secures cooperation of all CRS divisions and infrastructure offices on the implementation of Library of Congress human resources policies and programs in CRS. Communicates effectively in conducting the work of CRS by personal example and by achieving and sustaining an environment throughout CRS that is conducive to valuable two-way communication. The incumbent creates and sustains an environment that stimulates discussion to fully explore questions, concerns, Service goals, program requirements, etc.

Establishes and maintains effective working relationships with various high-level individuals, including Members of Congress and their staff, managers and staff of other legislative and executive agencies, executives of major corporations, distinguished members of the public, and Library of Congress managers and officials, as appropriate. The incumbent clearly and effectively communicates CRS's mission, direction, and goals.

Actively participates on boards and committees as the representative of CRS in dealing with matters that extend well beyond the assigned program responsibility. Serves as the principal representative and consultant for CRS at intra-agency meetings dealing with workforce issues and information under the incumbent's program responsibility.

(4) Performs other duties as assigned.

Program Scope and Effect

The incumbent directs a major administrative program for which the scope of the program directed is one or more of the following: nationwide, agency-wide, industry-wide, Government-wide; directly involves the national interest or the agency's national mission; is subject to continual or intense congressional and media scrutiny or controversy or have pervasive impact on the general public; or directs critical program segments, major scientific projects, or key high level organizations with comparable scope and impact. By virtue of CRS's relationship to the Congress, the impact of the program managed directly involves the national interest and the agency's national mission; is subject to continual congressional scrutiny; and has a pervasive impact on the United States Congress and, by extension, the general public.

Difficulty of Typical Work Directed

The highest graded non-supervisory work directed, which requires at least 25% of this position's duty time, is GS-13 or higher level, or equivalent.

Other Conditions

The incumbent's supervisory and oversight duties involves exceptional coordination and integration of a number of very important and complex program segments or programs of professional, scientific, technical, managerial, or administrative work comparable in difficulty to GS-13 or higher level, or equivalent. Supervision and resource management involve major decisions and actions that have a direct and substantial effect on the organizations and programs managed and on achieving the missions, goals and plans of the Agency.

Nature of Contacts

Contacts may take place in meetings, conferences, briefings, speeches, presentations, or congressional hearings and may require extemporaneous response to unexpected or hostile questioning. Preparation for these meetings typically includes using briefing packages or similar presentation materials that requires extensive analytical input by the employee and subordinates, and/or involves the assistance of a support staff.

Frequent contacts are maintained with any of the following:

- Members, committees and officers of Congress, key congressional staff, and other officers of the United States House of Representatives and the United States Senate; Elected or appointed representatives of State and local governments;
- Regional or national officers or comparable representatives of trade associations, public action groups, or professional organizations of national stature;
- Influential individuals or organized groups from outside the employing agency, such as top-and mid-level corporate executives or national officers of employee organizations; and/or
- Senior Level(SL), or Executive Level heads of bureaus and higher level organizations in other Federal agencies.

Purpose of Contacts

The purpose is to influence, motivate, or persuade persons or groups to accept opinions or take actions related to advancing the fundamental goals and objectives of the program or segments directed. Contacts may involve the commitment or distribution of major resources, competing objectives, resource limitations or reductions, or comparable issues. Persons contacted come from a variety of backgrounds and have different perspectives. The exchange of information will require highly developed analytic and communication skills, negotiation, conflict resolution, leadership, and similar skills in order to obtain the desired results.