



USA STAFFING®

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OPM's Talent Acquisition System for Federal Agencies

USA Hire Workgroup Meeting

November 10, 2015

Information provided by OPM's
USA Staffing Program Office

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Agenda

Lessons Learned/Best Practices

- Resource Center
- Standard Assessment Process Overview
- Test Security
- Communication
- Assessment Questionnaire
- Reasonable Accommodation
- Reconciling Applications and Referrals
- Applicant Notifications
- Multi-Grade Announcements
- Job Aid Update
- New Computer Adaptive Assessment

USA Hire in the USA Staffing Upgrade



USA Hire Resource Center

USA Staffing **Help**

Navigation

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Security And Privacy

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USA Hire Resource Center

USA Hire Standard Assessment Resources

USA Hire Standard Assessment access can be purchased as a line item as part of your USA Staffing agreement.

- [USA Hire Staffing Job Aid](#) - Updated 11/06/2015
- [USA Hire Competency Verification and Task Identification Form](#) - Updated 03/04/2015
- [USA Hire FAQ's](#) - Updated 11/06/2015
- [USA Hire Sample Standard Assessment Items](#)

USA Hire Standard Assessment One-pagers

- [USA Hire for Pathways](#) - Posted 10/23/2014
- [USA Hire Standard Assessments Overview](#) - Updated 11/06/2015
- [USA Hire ACWA Alternatives](#) - Posted 03/04/2015

USA Hire for Custom Solution One-pagers

USA Hire Custom Assessments are available for purchase under a separate agreement with OPM.

- [Project Management Simulation](#)
- [Supervisory Situational Judgment Test](#)

Additional Resources

- [OPM Services for Agencies](#)

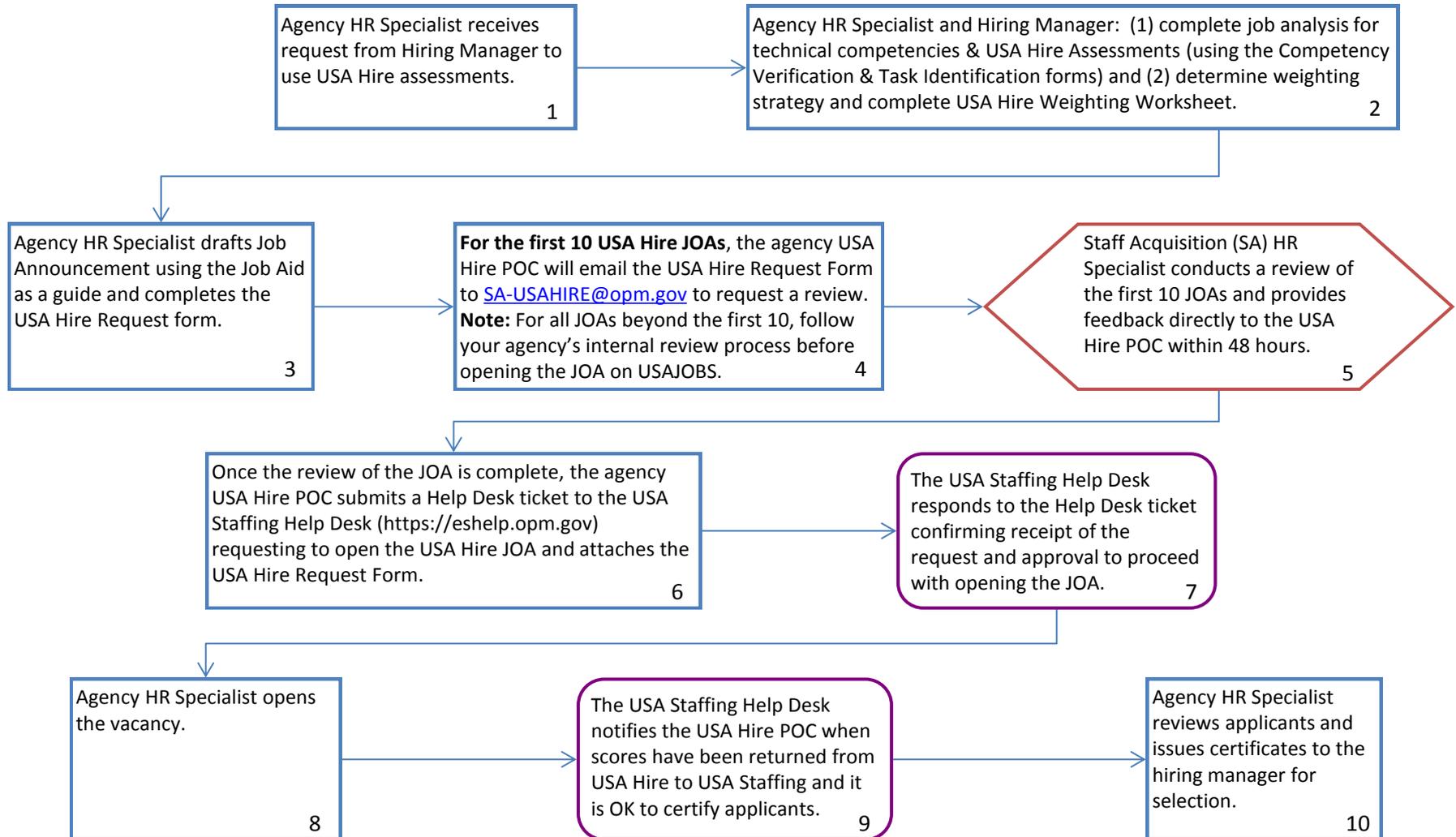
[Printable version](#)



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OPM's Talent Acquisition System for Federal Agencies

USA Hire Standard Assessment Process



Maintain Assessment Security

- HR Professionals who use USA Hire are **responsible for safeguarding** the USA Hire assessments.
- Only applicants responding to a USA Hire assessment may access them and view the assessment items.
- Please view the **sample items** by using this link:
<https://usahire.opm.gov/assess/default/sample/Sample.action>
- Every HR User must review the **Security Notice** before using the USA Hire assessments. (Job Aid – Part 1)
- Please retain the signed security notice according to your agency policies. For example, your agency may retain a single copy internally or may require HR Specialists to include a copy as part of the electronic case file for each JOA in USA Staffing.



Communication

Job Aid: Part 8 - Communicate with the USA Staffing Program Office

- Submit a Help Desk ticket and attach the Request Form to open a JOA
 - List the Vacancy Number in the Subject of the Help Desk ticket
 - Choose “USA Hire Request” from the dropdown under Type of Ticket
 - Submit one Help Desk ticket per VIN
 - The Request Form is located in the Job Aid on the USA Hire Resource Center
- Notify the Help Desk of all cancelled JOAs
- All communication goes through the Help Desk
 - If you experience any technical issues with your JOA related to USA Hire during or after the closing period, alert the help desk by responding to your initial footprints ticket for the Vacancy.



Assessment Questionnaire

Job Aid: Part 4 – Assessments

- Applicants are evaluated by a combination of two assessments:
 - USA Staffing Assessment Questionnaire
 - External USA Hire Assessment
- All AQs must be built correctly prior to opening the announcement.
 - HR Users may not make any changes to the assessment plan, rating criteria, or applicant responses to the USA Staffing AQ after applications have been received (this does not include manual overrides of applicant ratings) because USA Staffing is “locked down” for edits to reduce the complication of multiple transmissions between USA Staffing and USA Hire.
 - Vacancies must be cancelled and reopened should an error be discovered in the USA Staffing AQ assessment after the announcement has opened and applicants have applied.
- Best Practices
 - Utilize your internal review process
 - Thoroughly test the assessment for all possible scenarios before completing it



GO ADVANCED



Current Vacancy

Vacancy 1229464 ▼

Assessments

- Vacancy
- Assessments**
- + Assessment Information
 - Specialty/Grade
 - Questionnaire Builder
 - Rating Criteria
- Announcement
- Applicants
- Referral
- 3 Case File Docs

Assessment	Assessment Type	Min Quals Only	Req For Cert	Weight	Online
Screen-out/Rating AQ	Assessment Questionnaire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
External USA Hire Assessment	External Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input type="checkbox"/>

Search **GO** **ADVANCED** Demo Office 

Current Vacancy
 Vacancy 1229464

Rating Criteria

- Vacancy
- Assessments
- + Assessment Information
- Specialty/Grade
- Questionnaire Builder
- Rating Criteria**
- Announcement
- Applicants
- Referral
- 3** Case File Docs

Group By: Specialty Competency/Factor

Specialty : 001 IT Specialist

Grade	Factor ▲	Used	Rating	Screen Out	Min. Qual. Value	Incl. Code
07	Minimum Qualifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	ID
	Technical Competency 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Technical Competency 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Certification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	ICRT

Reasonable Accommodation

Job Aid: Part 1 – Reasonable Accommodation for the USA Hire Assessments

- Scores are generally sent to USA Staffing 3 to 5 business days after the closing date of the announcement.
- OPM uses this time to adjudicate requests for reasonable accommodation, ensure all applicants who request an accommodation have 48 hours from when their link is sent or 48 hours after the close of the JOA, whichever is later, to complete the USA Hire assessments and confirm the accurate transfer of applicant results from USA Hire to USA Staffing.
- When the announcement closes, the USA Hire team will notify you, by responding to your help desk ticket, if any applicants to the vacancy have requested Reasonable Accommodation for the assessments.
- USA Hire scores will not be available in USA Staffing until the USA Hire team has adjudicated all applicants' Reasonable Accommodation requests.
- The USA Hire team will also notify you, through a response to the ticket, once the applicant scores have been transferred from USA Hire to USA Staffing.



Reconciling Applications and Referrals

Job Aid: Part 9 – Reconciling Applications and Part 10 - Referrals

- Clear pending applicants before JOA closes
 - Check regularly for any PE records during the announcement open period. Applicants in a PE status will not receive the link to the assessments until you resolve the error in their application. If you notice an applicant record in PE status after the close of the announcement, please correct the error and notify the USA Staffing Help Desk to ensure the applicant receives the link to take the USA Hire assessments if minimally qualified.
- When reviewing your ranking list, all applicants should have a status of IN, IM, or AA
- Do not issue certificates if one or more applicants are still in PL status.
- If you pull an Applicant List before scores are sent back to USA Staffing, please refresh the list before issuing a certificate.



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Demo Office



Current Vacancy

Vacancy 1229464

Position Information

New Save Copy Delete Cancel

- Vacancy
- Position Information**
- Assessment Information
- Supporting Documents
- Request Management
- Case File Documents
- Categories

- Assessments
- Announcement
- Applicants
- Referral

3 Case File Docs

Vacancy ID: 1229464
Position Title: USA Hire Demo for Standard Assessments

Competitive Merit Promotion Internal Merit Promotion

Employer Type: Federal
Vacancy Type: Case Exam
Pay Plan: GS

Salary: Annually
Minimum Salary: 45,000.00
Maximum Salary: 60,000.00

Vacancy Owner: Shannon M. Hazelwood
Period of Eligibility: 3 Months
[Select Customer](#)

Deferred
 ACWA Position
 USAJOBS RNO

[Cancel Vacancy](#)

Status: Open

Applicant Counts
Eligible: 0 Ineligible: 2 Pending: 2 Pending Review: 0 Total: 4
[ReRate](#)

Under Litigation
Enter Type of Litigation/Complaint, Point of Contact, and Notes

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Current Vacancy

Vacancy 1229464

Applications

New

Save

Copy

Delete

Cancel

Vacancy

Assessments

Announcement

Applicants

+ Assessment Information

Vet Preference

Questionnaire

Supporting Documents

Application Information

SSN	LastName	FirstName	MI	Status	Application Date	Source	Announcement
XXX-XX-0057	FUTURE	GLADYS		PL	10/6/2014 4:02:47 PM	Web	USA Hire Demo
XXX-XX-1018	RAPTURE	MATTHEW	M	IN	10/3/2014 2:41:29 PM	Key Entry	USA Hire Demo
XXX-XX-1017	ROBOT	ROBBIN	R	IN	10/3/2014 2:43:15 PM	Key Entry	USA Hire Demo
XXX-XX-1019	SHEPPARD	SIMON	S	PL	10/3/2014 2:40:00 PM	Key Entry	USA Hire Demo
XXX-XX-1020	THROWER	LAKE	A	PL	10/3/2014 2:38:11 PM	Web	USA Hire Demo

GO

ADVANCED



Current Vacancy

Vacancy 1229464

Applications

New

Save

Copy

Delete

Cancel

Vacancy

Assessments

Announcement

Applicants

+ Assessment Information

Vet Preference

Questionnaire

Supporting Documents

Application Information

SSN	LastName	FirstName	MI	Status	Application Date	Source	Announcement
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XXX-XX-1017	ROBOT	ROBBIN	R	IN	10/3/2014 2:43:15 PM	Key Entry	USA Hire Demo
XXX-XX-1019	SHEPPARD	SIMON	S	AA	10/3/2014 2:40:00 PM	Key Entry	USA Hire Demo
XXX-XX-1020	THROWER	LAKE	A	AA	10/3/2014 2:38:11 PM	Web	USA Hire Demo

Applicant Notifications

Job Aid: Part 7 – Customize Notification Default Text

- HR Users should use notifications to inform applicants of their status via their USAJOBS account.
- HR Users should customize the default text at the Vacancy level in Preferences to ensure applicants receive consistent and accurate instructions at each point in the USA Hire process.
- Your agency can add additional text to the USA Hire suggested language provided in the Job Aid. We just ask that you not modify the USA Hire suggested language we provide.
- **Applicant Notifications:** OPM provides the text suggested for the applicant messages and notifications listed below in the Job Aid:
 - **The Confirmation Message** informs applicants they have successfully submitted their application. This notice is automatically displayed when applicants submit their application.
 - **The Acknowledgement Email** is automatically sent when applicants submit their application package online.
- **Agency Contact Communication:** Both hiring managers and HR Specialists are invited to contribute feedback on the use and effectiveness of USA Hire by completing a survey hosted by OPM after the selection process is complete.
 - To ensure hiring managers can easily access the survey from Selection Manager, we ask that you change the default text at the Vacancy level for the **Certificate of Eligibles** and **Electronic Certificate** message for each certificate type you will issue.



Multi-Grade Announcements

Job Aid: Part 6 – Rating Configuration for Multi-Grade Announcements

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Search GO **ADVANCED** Demo Office ?

Configurations

Template Libraries

- Maintenance
- Preferences
- Configurations**
- Default Text
- Applicant Flags
- NOR Messages
- Category Rating Sets
- Manager Messages
- Data Retrieval

Category	<input type="text" value="Rating"/>	Apply to Preference Level	<input type="text" value="VACANCY"/>			
Preference For	1229464	<input type="button" value="Select"/>				
Item Description	<table border="1"><tr><td>In what order should USA Staffing apply screenouts when a test is involved? IJ = Failed Minimum Age, IK = Failed Maximum Age, IA = Failed Written Test</td></tr><tr><td>Choose a rating range.</td></tr><tr><td>▶ For multiple-grade VINs, allow applicant ratings to be higher at the higher grade level(s) than at the lower grade level(s).</td></tr></table>	In what order should USA Staffing apply screenouts when a test is involved? IJ = Failed Minimum Age, IK = Failed Maximum Age, IA = Failed Written Test	Choose a rating range.	▶ For multiple-grade VINs, allow applicant ratings to be higher at the higher grade level(s) than at the lower grade level(s).	Value	<input type="text" value="Yes"/>
In what order should USA Staffing apply screenouts when a test is involved? IJ = Failed Minimum Age, IK = Failed Maximum Age, IA = Failed Written Test						
Choose a rating range.						
▶ For multiple-grade VINs, allow applicant ratings to be higher at the higher grade level(s) than at the lower grade level(s).						



Job Aid Updates

- **Part 10: Referrals**

- You must wait until the scores are sent to USA Staffing from USA Hire before certifying applicants. Applicant scores are normally processed back to your VIN within 3 to 5 business days of the job announcement closing date. *When the announcement closes, the USA Hire team will notify you if any applicants to the vacancy have requested Reasonable Accommodation for the assessments. USA Hire scores will not be available in USA Staffing until the USA Hire team has adjudicated all applicants' Reasonable Accommodation requests.*

- **Appendix E: USA Hire Standard Assessment Invitation Email**

- **Computer System Requirements:** Use of either Internet Explorer 7.0 or above, Firefox 39.0 or above, Safari 4.0 or above, or Chrome 43.0 is required.



New Computer Adaptive Assessment

- USA Hire has been changing the occupational interaction assessment (OIA) in the standard USA Hire battery from a static to a computer adaptive version (CAT).
- **Why are we doing this?** The new type of measurement methodology that is used in the CAT OIA could improve the precision with which we are measuring the targeted competencies. In short, better measurement yields better prediction.
- **What does this mean for customers?**
 - The “swap” just takes one day but we must ensure that we allow 7 business days between the closing date of a JOA using one of these series and the swap date to ensure that all Reasonable Accommodation requests are cleared and scores are successfully uploaded.
 - There are 2 remaining series left to swap: 0301 and 0303
 - The swap is scheduled to take place on **November 30, 2015**. This means that all USA Hire JOAs using the 0301 and 0303 series will need to be closed **NLT Sunday, November 22nd**.

Please let your Account Manager know if you have any questions or concerns.





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OPM HR SOLUTIONS
by government, for government

U.S. Office of Personnel Management
1900 E Street, NW, Washington, DC 20415

Notifying USA Hire when a Vacancy is Opening

Legacy USA Hire	Upgrade USA Hire
HR User submits Footprints help desk ticket with vacancy information	Not needed
<ul style="list-style-type: none">- HR user must remember to submit a help desk ticket- Requires manual intervention on the part of HR user and USA Hire help desk	<ul style="list-style-type: none">✓ Reduces burden on individual HR User✓ Reduces manual intervention✓ Streamlines process

Uniquely Identify Applicants

Legacy USA Hire	Upgrade USA Hire
Uses SSN and other biographic information to generate applicant unique identifier	Uses USAJOBS account, date/month of birth and last 4 of SSN to generate applicant unique identifier
<ul style="list-style-type: none">- Collects & stores applicant PII	<ul style="list-style-type: none">✓ Lessens applicant PII

Providing USA Hire Access to Applicants

Legacy USA Hire	Upgrade USA Hire
<p>USA Hire emails link to applicants after submitting application</p> <ul style="list-style-type: none">– Emails get caught in spam filters– Emails can be forwarded	<p>USA Staffing presents link to applicants immediately after submitting application</p> <ul style="list-style-type: none">✓ Reduces errors associated with dependency on emailed links
<p>USA Hire re-sends custom notifications as needed</p> <ul style="list-style-type: none">– Requires manual intervention from the USA Hire help desk	<p>USA Staffing stores custom URL as data insert for use in custom notifications</p> <ul style="list-style-type: none">✓ Allows HR User to quickly re-send notifications directly to applicant✓ Notifications tracked & visible by HR user in USAS
	<p>USA Staffing provides access through USAJOBS 'More Information' link to Application Status page</p> <ul style="list-style-type: none">✓ Grants applicants consistent access to USA Hire through familiar pathway

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Application Progress



Position Title	Human Resources Specialist- 23890
Agency	Office of Personnel Management
Announcement Number	DEST-10000787-16-JD
Open Period	Tuesday, October 27, 2015 to Monday, November 30, 2015

Application Package Status:

Processing Application...

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Application Progress



Position Title	Human Resources Specialist- 23890
Agency	Office of Personnel Management
Announcement Number	DEST-10000787-16-JD
Open Period	Tuesday, October 27, 2015 to Monday, November 30, 2015

Application Package Status:

Processing Application...

Reviewing Responses

Calculating Scores

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Application Progress



Position Title	Human Resources Specialist- 23890
Agency	Office of Personnel Management
Announcement Number	DEST-10000787-16-JD
Open Period	Tuesday, October 27, 2015 to Monday, November 30, 2015

Application Package Status:

Processing Application...

- Reviewing Responses ✓
- Calculating Scores ✓
- Identifying Next Steps ✓



Application Progress



Position Title	Human Resources Specialist- 23890
Agency	Office of Personnel Management
Announcement Number	DEST-10000787-16-JD
Open Period	Tuesday, October 27, 2015 to Monday, November 30, 2015

Application Package Status: **Additional Assessments Required**

You must complete additional assessments in order to be considered for this position.



Please click the link below and follow the instructions carefully.
You may return to complete the assessments at a later date by accessing your application through your USAJOBS Application Status.

<https://usahire.gov/additionalassessmentlink/applicant123456789>

Applicant Claims Reasonable Accommodation

Legacy USA Hire

1. Applicant requests RA during initial application
2. Applicant emails OPM Reasonable Accommodation office

Upgrade USA Hire

1. Applicant requests RA during initial application
 2. Applicant re-applies and requests after initial application
 3. Applicant emails JOA contact to request (after JOA closes)
- ✓ Keeps RA request process within the normal application flow
 - ✓ Potentially reduces time to adjudicate RA requests (fewer email claims = less time adjudicating)

Adjudicate Reasonable Accommodation

Legacy USA Hire

OPM-based RA office handles adjudication in PDRI platform

- RA requests handled on USA Hire platform
- Only specialized group of RA adjudicators able to handle requests

Upgrade USA Hire

USAS users (agency or OPM-based) adjudicate RA claims in USAS

- ✓ RA requests are visible in USA Staffing
- ✓ Flexibility in who (OPM, agency office, or HR user) has responsibility for adjudicating RA
- ✓ Ability to adjudicate RA requests granted through USA Staffing permissions
- ✓ Transparency into the process and status of applicant who claimed RA

Adjudicate Reasonable Accommodation

USA Staffing® Staffing Admin Reports Search 7 Jenn Demarais (TEST)

VACANCY 10000349 ▾

Vacancy 10000349 Assessment Package Announcement Applicant Overview Certificates Create List +

Applicant List Name: Applicant List 1 [✎](#) Last Updated By: Last Updated: Random Number: 4

Notes 0 History

Certificate Type: Competitive Merit Promotion [⚙️](#)

Certificate Grade: 9

Rank By:

- Rating (include Veteran Points)
- Rating (exclude Veteran Points)
- Raw Score
- Eligibles Only

Priority Order:

- CTAP/ICTAP Well Qualified Score
-
- Priority Referrals, Compensable Veterans
- Float Compensable Veterans
- Category Rating Rules
- None
- Float Priority Referrals

Refer Method

Applicant List (5) Show Application Number Display Preferences

Filters: Kansas City 9 0201 Eligibles

Advanced Criteria: +

<input type="checkbox"/>	<input type="checkbox"/>	Name	Rating	RSC	Documents	Eligibility	Notes	App Received	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Andrews, John	100	HH	2	CTAP 🛡️ ICTAP 🛡️	0	1/15/2015 10:50 EST	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Andrews, John, SR.	93	AA	1		0	1/15/2015 10:55 EST	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Chang, Mike	93	HH	1	CTAP 🛡️ RA 🛡️	0	10/27/2015 22:30 EDT	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Jones, Mercedes	96	HH	1		+	10/27/2015 22:27 EDT	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Mermaid, Little A	93	AC	1		0	10/27/2015 22:29 EDT	<input type="checkbox"/>	<input type="checkbox"/>

[🛡️](#) Adjudicated [🛡️](#) Claimed [⚠️](#) Overridden

Adjudicate Reasonable Accommodation

USA Staffing® [Staffing](#) [Admin](#) [Reports](#) [Search](#) 

VACANCY 10000349  

Vacancy 10000349 | Assessment Package | Announcement | Applicant Overview | Certificates | Create List | Applicant: Mike Chang

Application Number: AO52Q-18Y8 | Applicant: Mike Chang | Address: 100 Waikiki Beach, Honolulu, Hawaii 33333, United States | Email: MIKECHANG890@GMAIL.COM | Phone: 3451112222

HH Hired Career 

Eligibilities and Ratings | Application | Assessment | Applicant Information | Documents (1) | Notes (0) | History

- Ratings

Rating Combo	Minimum Qualifications	Raw Score	Final Rating	Augmented Rating
0201-9	EL - You are eligible for this specialty and grade. False	6.0000	93	
0201-11	EL - You are eligible for this specialty and grade. False	6.0000	93	

- Veterans' Preference

Veterans' preference information is not collected.

- Eligibilities

- Claim... + Career Transition Assistance Plan
- Inelig... + Interagency Career Transition Assistance Plan
- Claim... + Reasonable Accommodation

- Eligibility Dates

Eligibility Start Date *

Eligibility End Date *

Standardize & Combine AQ and USA Hire scores

Legacy USA Hire

Scoring handled on PDRI platform

- No scores visible in USA Staffing
- No insight into weighting or how scores are combined
- Only specialized group of RA adjudicators able to handle

Upgrade USA Hire

Scoring handled in USA Staffing

- ✓ Adds transparency to scoring process
- ✓ Allows users (with permission) to handle weighting of assessments in USA Staffing
- ✓ HR Users can correct scoring mistakes in USA Staffing
- ✓ USA Staffing has functionality to standardize & combine other assessment types

Standardize & Combine AQ and USA Hire scores

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VACANCY 10000726

Vacancy 10000726 Assessment Package Announcement Assessment USA Hire

USAJOBS Job Title: Human Resources Specialist Pay Plan-Series-Grade: GS-0201-11/12 Status: Incomplete
 Source: JD Complete HR Specialist for Demo 201-11/12

Overview Job Analysis Assessment Plan Categories Test Plan Documents 0 Notes 0 History

Assessments

ID	Assessment Name	Assessment Type	Rating Method	Owner	Screen-out	Rating	Weights
605	201 11/12 for Demo	Questionnaire	Weight-Based	Jenn Demarais	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	50%
647	USA Hire	External	Weight-Based	Jenn Demarais	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	50%

Competency Title	Description	Type	Source
Decision Making	Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.	General	HR Manager
Flexibility	Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.	General	HR Manager
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.	General	HR Manager
Interpersonal Skills	Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.	General	HR Manager

Save Cancel

For additional information, please contact:

Shannon Hazelwood

Shannon.Hazelwood@opm.gov

(202)

Jenn Demarais

Jennifer.Demarais@opm.gov

(202)465-9076