



DEPARTMENT OF HEALTH AND HUMAN SERVICES

**NAVAJO AREA
INDIAN HEALTH SERVICE**

THIS POSITION IS LOCATED IN A TOBACCO -FREE ENVIRONMENT.

THIS OFFICE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES. APPLICATIONS MAILED USING GOVERNMENT POSTAGE OR THRU AN INTERNAL GOVERNMENT MAIL SYSTEM WILL NOT BE CONSIDERED.



VACANCY ANNOUNCEMENT

CP-08-035

OPENING DATE

10-20-2008

CLOSING DATE

11-07-2008

POSITION

Support Services Supervisor

LOCATION AND DUTY STATION

Crownpoint PHS Indian Hospital, Crownpoint, NM
Administrative Services Branch, General Services

GRADE/SALARY

GS-342-09, \$45,040 - \$58,557 Per Annum

GS-342-11, \$54,494 - \$70,843 Per Annum

NUMBER OF VACANCIES

One Vacancy (PCN: 130501)

APPOINTMENT WORK SCHEDULE SUPERVISORY/MANAGERIAL PROMOTION POTENTIAL

PERMANENT FULL TIME YES, ONE YEAR YES,
IF SELECTED AT THE GS-9 LEVEL.

HOUSING

GOVERNMENT HOUSING *MAY* BE AVAILABLE

TRAVEL/MOVING

MAY BE PAID FOR ELIGIBLE EMPLOYEE

DUTIES: Position is located in the General Services Branch of the Crownpoint Healthcare Facility, Administrative Services Division. Incumbent serves as the Supervisor for General Services with the full responsibilities for planning and overall management of operations. Serves as consultant and advisor on property, housing and supply matters, telecommunications, and office services to the Administrative Officer. Incumbent is responsible for preparation of procedures and policies regarding telecommunications, supply management, transportation, housing and office services. Supervisory Functions: Work Planning: Develops and implements programs and plans to satisfy varying requirements and priorities for General Services and other service unit objectives. Conducts meetings with staff to explain work requires, methods and procedures as needed, gives special instructions on difficult or different assignments and answers technical questions about work assignments. Ensures workload, attendance and conduct requirements are met. Supervises : 1-Supply Technician, GS-2005-06; 4 – Telephone Operators, GS-382-03; and 2 – Material Handlers, WG-4907-05. Provides guidance and technical assistance on support services functions and operations; is responsible for assigning, scheduling and directing work activities of employees engaged in administrative, technical support work, clerical and other work pertinent to a variety of property and supply functions that are essential in providing direct health care delivery. Incumbent participates in planning, directing, and coordination of Crownpoint Healthcare Facility property and supply operations: mail, quarters, vehicle management and telephone operations. Incumbent is responsible for implementing and maintaining sound procedures for the acquisition processes; receipt, verification, storage, distribution, utilizing, inventory, disposal and accountability of all personal and real property; supplies and services; motor vehicle fleet management; quarters management, forms management, mail management, telephone operations, and prepares routine or special reports related to each position. Provides technical assistance and coordination on discrepancies for goods received and assures receiving reports are processed accordingly. Assures warehouse and storage room locator is established and maintained. Maintains supply operations and medical gases including overall replenishment program. Assures that property accountability system is established and maintained for personal and real property in accordance with established procedures. Coordinates special and annual physical inventory of all government property under jurisdiction of CPSU. Maintains quarters management by processing assignment/termination records and accountability of records. Initiates annual inspection of government quarters and submits required reports to appropriate individuals. Incumbent as a regular and recurring part of duties will be required to operate a government leased or owned motor vehicle, a valid state driver's license is required.

QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

Specialized Experience: One year of specialized experience equivalent to the next lower level in the normal line of progression, 52 weeks of specialized experience equivalent to the GS-7 to qualify for a GS-9; 52 weeks at the GS-9 to qualify for the GS-11, that demonstrated knowledge of the methods and procedures for providing or performing a variety of functions and services applicable to the position to be filled; ability to plan, organize and control work involving diverse activities; ability gain cooperation and coordinate the work of others; and skill in oral and written communications. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position ie. Management, direction, or administration of a support services program, knowledge of warehouse, supply management, property management, and analyzing, developing, evaluating or promoting improvements in the policies, plans, methods systems or techniques of a support service program. Examples of qualifying specialized experience include:

- Management Analyst or technician or other work that included study, analysis, or evaluation leading to the development improves of managerial or administrative policies, practices, and procedures and its functions, and they ways in which support services can facilitate the work of the organization.
- Administrative officer or assistance, budget administration, program analysis, or other work that demonstrated knowledge of an organization and its functions, and the ways in which support services can facilitate the work of the organization.
- Office Management experience that included responsibility for directing a variety of support services such as, mail processing, purchasing of supplies and equipment, etc. Military experience that included responsibility for directing a variety of support functions such as communications, property management, mail services, and equipment maintenance, etc.
- Secretarial work that required monitoring and coordinating administrative and processing work of subordinate elements through system of internal procedures, controls, production, progress reporting, etc., to insure the efficient operation of an organization.
- Military experience that included responsibility for directing a variety of support functions such as communications, property management, mail service, facilities and equipment maintenance, etc. OR

Graduate Education: Major study—public administration, business administration, industrial engineering, industrial management, or other administrative or management field related to the position to be filled. Master's or equivalent graduate degree is creditable for GS-9; and 3 years or PH.D. or equivalent doctoral degree is creditable for GS-11.

To obtain education credit, applicant must submit a college transcript; diploma; license; or other appropriate proof of educational attainment by the closing date of the vacancy announcement.

SUPERVISORY OR MANAGERIAL ABILITIES: Candidates must have demonstrated in their work experience or training that they possess, or have the potential to develop, the qualities of successful supervision as listed below:

- Ability to motivate, train and work effectively with subordinates who have a variety of backgrounds and training.
- Ability to accomplish the quality and quantity of work expected within set limits of cost and time.
- Ability to plan own work and carry out assignments effectively.
- Ability to communicate with others effectively, both orally and in writing, in working out solutions to problems or questions relating to the work.
- Ability to understand and further management goals as these affect day-to-day work operations.
- Ability to develop improvements in or design new work methods and procedures.

CONDITIONS OF EMPLOYMENT: Immunization Requirement-Upon employment, all persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service or any Area Office position that requires regular work at a Service Unit.

SELECTIVE PLACEMENT FACTOR: NONE

OTHER SIGNIFICANT FACTORS: Incumbent as a regular and recurring part of duties will be required to operate a government leased or owned motor vehicle, a valid state driver's license is required.

This position has been identified as a critical user of the Unified Financial Management System (UFMS). Incumbent is required to obtain a Public Trust Level 5 or 6 clearances which include a check of credit history.

Must be alert to warehouse safety practices, hazardous materials and fire prevention regulations. On occasion, incumbent will be required to perform other duties as assigned that are related to General Service Section operations.

Work is mostly sedentary and requires walking, standing and occasional bending, stooping, stretching, reaching or similar activities and carrying of light and heavy items in delivery of supplies and physical movement of all types of equipment. Other physical demands occur when incumbent is conducting inventory of government property.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Merit Promotion Plan must have had 52 weeks at the GS-07 level in order to qualify for the GS-09; and 52 weeks at the GS-9 to qualify for the GS-11.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-in-competitive appointment (if applicable), time-in-grade (if applicable), and qualification requirements by the closing date of the of the vacancy announcement.

*****NOTE***** Refer to OPM Handbook Qualification Standards Operating Manual or the IHS Excepted Service Qualification Standard, series GS-0342 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your Servicing Personnel Office. **IF YOU ARE SUBSTITUTING EDUCATION FOR EXPERIENCE, YOU ARE REQUIRED TO PROVIDE EVIDENCE OF THE EDUCATION.**

WHO MAY APPLY: Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligible e.g., reinstatement eligible and current permanent employees in the Competitive Federal service and from current permanent IHS employees in the Excepted Federal service who are entitled to Indian Preference.

Excepted Service Examining (ESEP) Candidates: Applicants will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees of Reinstatement eligible entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates **MUST** indicate on their "Application for Federal Employment" whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., Applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, or those with a 30% or more compensable service-connected disability).

INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION. If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice of a certificate of expected separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration you must be a current DHHS career or career-conditional (tenure group I or II competitive service employee who has receive a RIF separation notice or a Certificate of Expected Separation (CES) and the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice of CES along with your application.

Be applying for a position that is at or below the grade level of the position fro which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.

1. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
2. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
3. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all

required documentation, etc.).

4. Meet the basic qualifications for the position any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position without undue interruption.

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.

- A. Current or former career or career-conditional (tenure Group I and II) competitive service employees who:
 1. Received a specific RIF separation notice; or current
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is begin terminated; or
 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submit a Standard Form 50 that indicates "Retirement in lieu of RIF", or
 5. Retired under the discontinued service retirement option; or
 6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
- B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
 2. Be applying for a position at or below the grade level of the position for which you have been separated. The position must not have a greater promotion potential that the position from which you were separated.
 3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
 4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 5. File your application by the vacancy announcement closing date and meet all the application criteria e.g., submit all required documentation, etc.)
 6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to this position. To receive full credit for your qualifications, provide a narrative statement, training, awards, hobbies, self-developed achievements, and any other aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principal basis for determining whether or not you are highly qualified for this position. Describe your qualifications in each of the following:

1. Ability to supervise and review the work of others.
2. Knowledge of Property Management and Acquisition.
3. Ability to communicate orally and in writing.
4. Ability to plan, organize work and set priorities.
5. Knowledge of Fiscal Rules, regulations and procedures.
6. Ability to meet and deal with a variety of individuals and groups.

HOW & WHERE TO APPLY: All applicants must submit the following to the Crownpoint Healthcare Facility, Human Resources Department, P.O. Box 358, Crownpoint, New Mexico 87313 by 4:30 p.m. on the closing date.

1. OF-612 - Optional Application for Federal Employment; or
2. SF-171 - Application for Federal Employment; or
3. Resume; or...
4. Any other written application format; PLUS transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled. Copy of latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
5. A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service employees claiming Indian Preference need not submit BIA Form 4432, but must state such documentation is contained in their Official Personnel Folder.
6. "Declaration for Federal Employment" (OF-306) and Addendum must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding yes to any one of these two questions can make you ineligible for employment in this position. If you make a false statement in any part of your application; you may not be hired; you may be fired after you begin work; or you may be fined or jailed.

Veterans: Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

For more information contact: Victoria J Pablo, Human Resources Specialist, 505/786-6213; E-mail: victoria.pablo@ihs.gov.

INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying;
2. Full Name, Mailing Address (with zip codes) and day and evening phone numbers (with Area Codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veterans; Preference Certificate - DD-214, indicating Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligible.
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest federal civilian grade held (give series and dates held);
8. High School - Name, City, State (zip code if known), and date of diploma or GED.
9. Colleges and Universities - Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no degree show total semester or quarter hours earned). (attach transcript);
10. Work Experience (paid and non-paid) - Job title, duties and accomplishments, Employer's Name and Address, Supervisor's names and phone number, starting and ending dates (month/year), hours/week, and salary.
11. Indicate if we may contact your current supervisor;
12. Job-related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training and/or experience. THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION.

REASONABLE ACCOMMODATION: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

ADDITIONAL SELECTIONS: Additional or alternate selection may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographical location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

SELECTIVE SERVICE CERTIFICATE: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

/s/ Victoria J Pablo 10-17-2008
HR CLEARANCE DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER **CP-08-035**. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS ARE TO BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED. ORIGINAL SIGNATURES ARE REQUIRED ON DECLARATION OF FEDERAL EMPLOYMENT FORM (OF-306).

SUPPLEMENTAL QUALIFICATION STATEMENT
Support Services Supervisor, GS-0342-9/11

1. Ability to supervise and review the work of others. This includes the ability to make work assignments based upon changing conditions to a variety of employees and to evaluate the work of subordinates, counsel employees, recommend employees for selection and promotion, awards, discipline, formal training; schedule leave, resolve complaints; and provide on the job training. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

2. Knowledge of Property Management and Acquisition. The person in this position must be well-versed in Federal Property Management acquisition regulations, IHS internal policy and procures, etc., in order to provide competent and consistent consultant services to the Service Unit supervisors and staff on property and acquisition matters. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

3. Knowledge of federal regulations, policies and procedures. This is the knowledge of federal regulations in covering a wide span of guidelines related to supply management program functions. This includes knowledge of various guidelines such as the Inventory Control and Accounting Procedures Guide; Personal Property Utilization & Disposal Procedures Guide; Personal Property Management Review Guides in order to comply with laws set forth. What in your background would indicate that you possess this knowledge?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

4. Ability to communicate orally and in writing. The person in this position must have the ability to communicate to a variety of individuals and groups on program goals, objectives, and requirements to discuss pertinent policies and regulations involved in the program. Oral presentations are expected to the medical administrative staff. Written work for this program is an expectation as reports on a quarterly and annual basis are required. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

5. Ability to plan, organize work and set priorities. The person in this position must have the ability to effectively anticipate workload demands, to establish the manner in available resources will be utilized and to schedule performance to best ensure that all requirements are met in a timely fashion. This also includes the ability to independently complete work assignments under changing conditions and short deadlines. What in your background would indicate that you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

6. Knowledge of Fiscal Rules, regulations and procedures. The person in this position should have knowledge of rules, regulations and procedures needed to prepare reports, monitor expenditures, and analyze spending trends and reports. What in your background shows you possess this ability?

Who can verify this information? (Please provide telephone numbers)

What was the duration of these activities?

CERTIFICATION

I, CERTIFY, that all the statements in the above statements are true, complete and correct to the best of my knowledge and belief and are made in good faith.

Signature of Applicant

Date