

U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OKLAHOMA CITY AREA INDIAN HEALTH SERVICE  
DIVISION OF HUMAN RESOURCES



**VACANCY ANNOUNCEMENT:** SER-09-0028-NSC

**OPENING DATE:** 10-28-08

**POSITION:** Supervisory Quality Assurance Specialist

**CLOSING DATE:** 11-18-08

GS-1910-12/13 (One Full Time Permanent Position)

**DUTY LOCATION:** National Supply Service Center, Oklahoma City, Oklahoma

**STARTING SALARY:** GS-12 \$65,315; GS-13: \$77,670 per annum (May be adjusted on Present/Former Federal Employees)

**PROMOTION POTENTIAL:** None Beyond GS-13

**RELOCATION EXPENSES:** May be authorized in accordance with Federal regulations.

**SUPERVISORY/MANAGERIAL:** Yes, first time supervisors in competitive service being subject to one year probationary period.

**AREA OF CONSIDERATION:** IHS WIDE

**DESCRIPTION OF ASSIGNMENT:** Serves as Supervisor for the NSSC Quality Assurance/Customer Service Branch which involves direct supervisor on two federal employees and one contract personnel. The QA/CS Branch is responsible for the evaluation, supervision, standardization, and replenishment of products maintained and distributed by the NSSC Distribution Program and the Medical Surgical Prime Vendor Program. This branch also coordinates all NSSC Customer Service functions and oversees the dissemination of administrative, accounting, education, or technical information to I/T/U facility representatives, various healthcare providers and representatives throughout the Department, Agency, and other government agencies pertaining to pharmaceuticals and/or medical supplies. The incumbent will serve as the NSSC liaison and technical representative for product quality assurance and provide advice on the selection of medical surgical healthcare and other supplies for purchase and usage. Coordinate the operation and management of the NSSC Product Quality Assurance Program for medical supplies and other healthcare related supplies. Oversee and coordinate the activities of the NSSC Product Evaluation committees for the purpose of evaluating and standardizing products to be purchased, stocked, and distributed by the NSSC and its Medical Surgical Prime Vendor Program. Performs administrative functions including computer systems, reports, and correspondence.

**INDIAN PREFERENCE:** In the filling of this position by appointment, promotion, transfer, reassignment, reinstatement, or any other personnel action, we are required by law to give absolute preference in selection to qualified Indian preference candidates. Eligibility will be determined from current Indian Health Service Policy.

**EQUAL EMPLOYMENT:** Except for Indian Preference, consideration will be made without regard to any non-merit factor such as race, color, religion, sex, sexual orientation, national origin, politics, disabilities, marital status, age, or membership or non-membership in any employee organization.

**REASONABLE ACCOMMODATIONS:** Reasonable accommodation is provided to applicants with disabilities, except when so doing would impose an undue hardship on the Indian Health Service. 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 made on a case-by-case basis.

**SELECTIVE SERVICE CERTIFICATION:** 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.

**MULTIPLE GRADE ANNOUNCEMENT:** Announcement at the multiple grade interval is intended as a mechanism of providing consideration for the greatest number of potential candidates. This position may be filled at any level, dependent upon the applicant's demonstrated ability, experience, and other qualifying criteria. If the position is filled at less than the upper level, there is NO commitment for future promotions, based solely on selection resulting from this announcement. Conversely, if the employee demonstrates the ability to perform at a higher level, is recommended by the supervisor, and otherwise meets the qualifications, he/she may be promoted without further competition under the Area Merit Promotion Program, however for temporary positions, conversion without competition may not be possible unless the selectee was within reach at the higher grade on the initial certificate of eligibles. Also, no further competition is required if it becomes necessary through the reclassification process to upgrade the position.

**WHO MAY APPLY:**

**MERIT PROMOTION PLAN (MPP) CANDIDATES:** Applications will be accepted from status eligibles (e.g. reinstatement eligibles and current permanent employees in the competitive Federal service), from current IHS employees who are eligible for Indian Preference, and from individuals who are eligible for excepted appointment in IHS under some other authority (e.g. handicapped authority, etc.) Those MPP candidates eligible for Indian Preference, who so desire, may also apply under ESEP provisions by indicating on their application, "Consideration under both MPP and ESEP". Other than above, non-status eligibles are not included in the area of consideration.

THIS POSITION IS IN A TOBACCO-FREE ENVIRONMENT

**ADDITIONAL SELECTIONS OF CANDIDATES MAY BE POSSIBLE WITHIN 90 DAYS FROM DATE THE CERTIFICATE OF ELIGIBLES IS ISSUED FROM THE ANNOUNCEMENT, FOR FILLING ADDITIONAL SIMILAR VACANCIES.**

Under the Veterans Employment Opportunities Act (VEOA), veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply for permanent positions as an MPP candidate; however veterans' preference is not a factor in these appointments. Candidates must submit a copy of their DD-214 or other proof of eligibility.

**EXCEPTED SERVICE EXAMINING PLAN (ESEP) CANDIDATES:** Applications will be accepted from individuals entitled to Indian Preference who wish consideration for excepted appointment in IHS, under the authority of 5 C.F.R., Part 213, Schedule A 213.3116(B)(8). (See APPLICATION FORMS for information on how to claim Indian Preference).

To Claim **Veterans' Preference** – applicants must submit a copy of their DD-214 or other proof of eligibility. Veterans with service connected disability and others claiming 10 point preference, must submit a completed SF-15, "Application for 10-Point Veterans' Preference", with all supporting documents. For more specifics on all Veterans employment issues such as Veterans' preference or special appointing authorities, please refer to this hyperlink: VetsInfoGuide at: <http://www.opm.gov/veterans/html/vetguide.asp>

**COMMISSIONED CORPS CANDIDATES:** See instructions at the end of this announcement.

**CAREER TRANSITION ASSISTANCE PLAN (CTAP) /INTERAGENCY CAREER TRANSITION PLAN (ICTAP):** Surplus or displaced employees covered by the U.S. Department of Health & Human Services CTAP program or the ICTAP program for all agencies, may apply and will be given special selection priority if determined to be eligible and well qualified. Well qualified is defined as meeting all education, experience, knowledge's, skills & abilities (KSA's) with a score in the above average range of a four-level crediting plan for all KSA's. For information on how to apply and required proof of eligibility, please refer to these hyperlinks: for **CTAP** at: <http://www.ihs.gov/JobCareerDevelop/JobAtIHS/doc/ctap.doc>, and for **ICTAP** at <http://career.psc.gov/chpublic/ictap.html>.

**CONDITIONS OF EMPLOYMENT:**

1. One Full-Time Permanent position.
2. Occasional travel is required and may involve a limited amount of driving and other forms of travel.
- 3 This is a Public Trust Position; background investigation and credit check is required.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet all requirements cited in the following "QUALIFICATIONS REQUIRED" and "TIME-IN-GRADE REQUIREMENTS" sections within 30 days after the closing date of this announcement.

**QUALIFICATION REQUIREMENTS:** Excepted Service Indian Preference applicants, both those who apply under the Excepted Service Examining Plan (ESEP) and those who are currently on permanent appointment in Indian Health Service, will be rated in accordance with the Indian Health Service Excepted Service Qualification Standards (if established). Normally, Competitive Service Indian Preference applicants will be rated in accordance with the Office of Personnel Management (OPM) Qualification Standards Handbook; however, these applicants who wish to be considered under the ESEP will be rated separately under the IHS Excepted Service Qualification Standards, or under both standards, if requested. All Non-Indian Preference applicants will be considered under OPM Qualification Standards. The two Qualification Standards are essentially the same; however, any Time-In-Grade requirements will not apply to ESEP applicants. Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements.

**QUALIFICATIONS REQUIRED:**

GS-12: One year of specialized experience at the GS-11 grade level.

GS-13: One year of specialized experience at the GS-12 grade level.

**SPECIALIZED EXPERIENCE:** Experience which equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and which is typically in or related to the work of the position to be filled. Examples of qualifying specialized experience include: Experience that demonstrated a practical knowledge in monitoring, controlling, or maintaining the quality of products or services in quality assurance, procurement, inspection, production, or related areas.

- Reviewing production activities and capabilities in light of contract quality requirements.
- Reviewing written quality or inspection procedures for adequacy, and evaluating the implementation and effectiveness of quality/inspection systems, including sampling plans.
- Analyzing quality data to detect unsatisfactory trends or weaknesses in the quality/inspection system.

- Verifying by test or inspection, using sampling inspection or intensive product inspection techniques, that products comply with requirements prior to acceptance.
- Identifying inadequacies and requesting corrective action.
- Computing data, summarizing results, and preparing reports or charts depicting pertinent relationships using statistical methods.
- Investigating customer complaints and deficiency reports, and providing identification of causes to appropriate authorities.
- Reading, interpreting, and applying technical data such as blueprints, engineering drawings, product specifications, or technical manuals.
- Reviewing and evaluating supply systems operations and procedures through periodic audits and surveillance inspections.

**SUPERVISORY ABILITIES:** This is a supervisory position and candidates, in addition to the professional qualifications listed, must have demonstrated in their work experience or training, that they possess, or have potential to develop, the qualities of successful supervision, as required for this position

**TIME-IN-GRADE-REQUIREMENTS:** MPP candidates must have completed at least one-year of service at the GS-11 for the GS-12 grade level and one year at GS-12 for the GS-13 grade level. Time-in-grade provisions do not apply under ESEP.

**EVALUATION METHODS:** When required by Personnel Regulations, an evaluation will also be made to the extent to which experience, education, training, self-development, outside activities, and/or awards demonstrate that basically qualified applicants possess the Ranking KSA's described below. This will determine the Highly qualified applicants among the Basically qualified eligibles. Measurement of possession of the KSA's will be accomplished through review of the Application forms, performance appraisals (MPP candidates only), the Narrative Statement related to the KSA's, employment interviews and reference check results.

Ranking KSA's:

1. Knowledge of material management, product standardization, product formularies, cost analysis, usage review procedures, and techniques involving healthcare supplies and the ability to supervise employees.
2. Knowledge of IHS supply management programs, tribal organizational structures, internal operational procedures and reporting systems, which include knowledge of federal laws, regulations, and policies governing healthcare services. Thorough understanding of DDDH/IHS policies and procedures regarding supply management, standardization, procurement, and quality assurance and the ability to analyze quality data and operational procedures to detect unsatisfactory trends or weaknesses.
3. Knowledge of information management systems involved in the procurement, storage and distribution of medical supplies and other healthcare supplies and the ability to technically advise on product quality and the selection of medical/surgical healthcare and other supplies.

**APPLICATION PROCEDURES**

**SUBMIT APPLICATION TO THE FOLLOWING ADDRESS,** Oklahoma City Area Indian Health Service, Southeast Region Division of Human Resources, 701 Market Drive, Oklahoma City, OK 73114. All applications become property of the Division of Human Resources and will not be returned. Therefore, all original documents and the completed application forms should be duplicated before being submitted. **ALL APPLICATIONS AND FORMS MUST ACTUALLY BE RECEIVED IN HUMAN RESOURCES BY 4:30 P.M. ON THE CLOSING DATE. ELECTRONICALLY FILED APPLICATIONS (email attachments) WILL BE ACCEPTED. FAXED APPLICATIONS WILL NOT BE ACCEPTED.** We do not fax vacancy announcements. For further information or application forms contact the Southeast Region Division of Human Resources at 405-951-3750. Forms may also be available at nearest IHS facility. Vacancy announcements may also be downloaded from the OPM Website - USAJOBS at <http://www.usajobs.opm.gov> or IHS Website at <http://www.ihs.gov>. The IHS Website has current vacancy locations listed.

**EMAIL APPLICATIONS:** These applications must be sent as an email attachment to: [aov@ihs.gov](mailto:aov@ihs.gov). The Vacancy Announcement Number must be included in the subject line of the e-mail. Additional required forms may be sent as e-mail attachments or mailed as hard copies. Application materials provided by different means must be cross-referenced so they may be combined at the Human Resources office. Applicants are responsible for ensuring that application materials are formatted in a manner that will transmit successfully.

**APPLICATION FORMS LISTED BELOW MUST BE SUBMITTED AND INDIVIDUALLY IDENTIFIED  
BY ANNOUNCEMENT # SER 09-0028-NSC**

1. **The Federal Government does not require a standard application form for most jobs, but certain information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment.** Applicants must submit one of the following: (1) OF-612 (Optional Application for Federal Employment), (2) Resume, or (3) any other written application format. **For (2) and (3) see "ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE." section below.** Position Descriptions will not be accepted.
2. **"Declaration for Federal Employment"- OF-306** (revised January 2001) must be fully completed and submitted with current dated 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. **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.** Form may be downloaded from: the IHS Human Resources Website at: <http://www.ihs.gov/NonMedicalPrograms/DHR/index.cfm?module=applicants>.
3. **Verification of Indian Preference:** If claiming Indian Preference, applicants must submit a copy of a properly completed and signed Bureau of Indian Affairs (BIA) certification form, 4432, "Verification of Indian Preference for Employment in BIA and IHS". Current employees with acceptable proof (as identified above) on file in their Official Personnel Folder are still required to submit a copy of the required BIA form 4432 with their applications. **Indian Preference will not be given unless the BIA form 4432, as previously explained, is attached to the application/resume.**
4. **Copy of latest Personnel Action (SF-50)**, if a current or former Federal Employee, or if requesting Reinstatement Eligibility, the SF-50, proof of Career or Career-Conditional Status must be submitted.
5. If claiming Veterans' Preference or eligibility for VEOA or other special appointing authority for Veterans, a copy of all DD-214 forms, one for each period of service, and if claiming 10-point Veterans' preference, a completed SF-15 with all supporting documents.
6. A copy of your most recent performance appraisal for current Federal employees.
7. Narrative Statement, related to the Quality Ranking Knowledge's, Skills, and Abilities (KSA's) as outlined in Evaluation Methods.
8. Copy of college transcript(s), listing the college courses and credits earned is required in order to receive appropriate credit for education. When allowed by Qualification Standards, copies of training certificates (non-college) must be submitted for appropriate credit. Although a transcript is always preferred, a list of courses and credit hours earned is sufficient at the time of application; however, by the time of appointment, an appointee must provide an official college transcript (not a copy).
9. To request CTAP/ICTAP special selection priority, you must submit a copy of the RIF separation notice, Certification of Expected Separation (CES) or Notice of Proposed Separation for declining a Directed Reassignment or Transfer of Function outside the local commuting area.

**ADDITIONAL 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 Division of Human Resources to make a determination that you have the required qualifications for the position. Applicants for positions in some occupational series must meet certification, licensure, or registration requirements, if required by law, in addition to meeting experience and/or educational requirements. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #6 (HIGH SCHOOL), #7 (COLLEGES AND UNIVERSITIES), #8 (WORK EXPERIENCE), AND #10 (JOB-RELATED TRAINING) 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. **ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.**

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with Zip Code) and Day and Evening Phone Numbers (with Area Codes).
3. Social Security Number.
4. Country of Citizenship.
5. Highest Federal civilian grade held (give Job Series and Dates held).
6. High School - Name, City, State (Zip Code if known), and date of Diploma or GED.
7. College and University Credit/Degrees - 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).
8. Work Experience (paid and nonpaid) - Job Title (include series and grade if Federal job), Duties and Accomplishments, Employer's Name and Address, Supervisor's Name and Phone Number, Starting and Ending Dates (month, day and year), Hours Per Week, and Salary.
9. Indicate if we may contact your current Supervisor.
10. Job-related Training Courses, Skills, Honors, Awards, Special Accomplishments.

**INSTRUCTIONS FOR PHS COMMISSIONED CORPS CANDIDATES**

Selection for this position will be in accordance with the Indian Preference policies of the Indian Health Service and the Oklahoma Area. Applications from Commissioned Corps Officers, who wish to receive Indian preference, will be evaluated by the Oklahoma City Area Indian Health Service Human Resources Office using the same criteria as that stated in this announcement section for EXCEPTED SERVICE EXAMINING PLAN (ESEP) civil service applicants. For information on application procedures for the USPHS Commissioned Corps, please contact **Laura Goddard at (405) 951-3742**.

APPLICANTS MUST SUBMIT THE FOLLOWING:

1. Curriculum Vitae: which states Announcement Number, Title and Grade of the job for which you are applying; Full Name, Mailing Address, Day and Evening Phone Numbers; Social Security Number; Work Experience (paid and nonpaid) listing Positions held, Duties and Accomplishments, Employer's Name and Address, Supervisor's Name and Phone Number, Starting and Ending Dates (month and year), Hours Per Week and Salary; and Job related Training Courses, Skills, Honors, Awards, Special Accomplishments.
2. Verification of Indian Preference: If claiming Indian Preference, applicants must submit a copy of a properly completed and signed Bureau of Indian Affairs (BIA) certification form, 4432, "Verification of Indian Preference for Employment in BIA and IHS". Current employees with acceptable proof (as identified above) on file in their Official Personnel Folder are still required to submit a copy of the required BIA form 4432 with their applications. **Indian Preference will not be given unless the BIA form 4432, as previously explained, is attached to the application/resume.**

**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 VETERANS' PREFERENCE, INDIAN PREFERENCE, EDUCATION, TRAINING AND/OR EXPERIENCE.** All application forms are subject to verification. Therefore, careful attention should be given to the information provided. Fraudulent statements or any form of misrepresentation in the application process could result in loss of consideration for this position and/or a determination of unsuitability for Federal employment.

**SELECTION FOR THIS POSITION WILL BE IN ACCORDANCE WITH THE INDIAN PREFERENCE POLICIES OF THE INDIAN HEALTH SERVICE AND THE OKLAHOMA CITY AREA. CANDIDATES, IF CLAIMING INDIAN PREFERENCE, MUST FURNISH THE APPROPRIATE DOCUMENTATION AS EXPLAINED UNDER "APPLICATION PROCEDURES" OR WILL BE CONSIDERED AS A NON-INDIAN CANDIDATE.**

RECRUITMENT CASE FILE CONTACT:

*La Donna M. Cortez*

La Donna M. Cortez  
Human Resources Specialist  
(JR#69711)

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