DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA
INDIAN HEALTH SERVICES

We will not accept faxed or emailed applications.

Applications mailed using government postage or through an internal government mail system will not be considered.

VACANCY ANNOUNCEMENT
GA-09-030

OPENING DATE
05/12/2009

CLOSING DATE
05/26/2009

POSITION
Telephone Operator

LOCATION AND DUTY STATION
Gallup Indian Medical Center
Information Resource Management
Gallup, NM 87301

NUMBER OF VACANCIES
One (1) 202708

GRADE/SALARY
GS-0382-04 $27,504 - $35,753 per annum

APPOINTMENT
☒ **Permanent**

WORK SCHEDULE
☒ Full-time

AREA OF CONSIDERATION
☒ Commuting Area

PROMOTION POTENTIAL
☒ No Promotion Potential

SUPERVISORY/MANAGERIAL
☒ No

HOUSING
☒ Private Housing Only

TRAVEL/MOVING EXPXENSE
☒ No Expenses Paid

DUTIES: This position serves as a telephone operator for the entire Gallup Service Unit that includes the main hospital, a large ambulatory care clinic system, an administrative building that is located off-campus, and two satellite clinics also located off-campus. The incumbent operates a computerized console telephone switchboard to connect incoming and outgoing calls. The incumbent also operates and/or monitors associated equipment such as radios, a centralized medical gas, fire and patient alarm systems, paging systems, security surveillance cameras and cell phones. Incumbent receives local and long-distance commercial or government telephone calls and connects to the appropriate office or individual by regular extension or by utilizing the paging system. Incumbent utilizes exceptional telephone courtesy and tact in dealing with a diversity of callers, sometimes under difficult and stressful circumstances. Ascertains information from callers in order to make proper connection when the caller is unclear. Provides direct factual information on routine matters such as hospital visiting hours, clinic appointment system, and other requested information when there is no question as to propriety of releasing such information. Refers inquiries on inpatient patient conditions to the appropriate nursing station, nursing supervisor, doctor or in accordance to Health Insurance Portability and Accountability Act (HIPAA) regulations. Refers other inquiries to appropriate office or staff. Incumbent responds to hospital emergency alarms by announcing the proper code via the overhead system and contacting appropriate personnel on the radio pocket pagers or telephone. Utilizes the two-way radio to contact Security in emergency situation. Monitors the hospital fire alarm system and takes appropriate actions. Monitors multi-unit s of security surveillance cameras that are located throughout the hospital and General Services area. Insures that all surveillance cameras are in operating condition and reports any discrepancies to the appropriate official and supervisor. Notifies Security personnel of any unusual or suspicious situations immediately. Establishes and maintains a current directory of staff personnel, administrative and medical callback duty schedules and listing of assigned pagers and telephone numbers. Insures that key personnel on the priority list for emergency call are updated for each shift. Performs routine clerical services for the Branch on evening and night shifts by retrieving and filing documents; including typing assignments. Performs other related duties as assigned.

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

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS: The following shows the amounts of education and/or experience required.

GENERAL EXPERIENCE: Candidate must have 52 weeks of general experience to qualify for the GS-4 level. Progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

OR

EDUCATION: Two (2) years above high school graduation or the equivalent is the normal prerequisite. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school.

POSITIVE EDUCATION REQUIREMENT: None

SELECTIVE PLACEMENT FACTOR: None **LICENSURE REQUIRED:** None

CONDITION OF EMPLOYMENT: Position requires a rotating shifts, which includes evenings, weekends and/or holidays.

IMMUNIZATION REQUIREMENT 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 Unit or any Area Office position, which requires regular work at a Service Unit.

TIME-IN-GRADE REQUIREMENTS: If selected under the Excepted Service Examining Plan, applicant may be appointed under Schedule A authority without regard to Time-In-Grade Requirements. Candidates applying under the provisions of the Merit Promotion Plan must have completed at least 52 weeks at the GS-03 level to qualify for the GS-04.

LEGAL AND REGULATORY REQUIREMENTS: Proof of U.S. citizenship is required for appointment to the I.H.S. Candidates must meet time-after-competitive appointment, time-in-grade (if applicable), and qualification requirements by the closing date of the vacancy announcement.

••• NOTE ••• Refer to OPM Handbook Qualification Standards Operating Manual or the IHS Excepted Service Qualification Standards, **Series 0382**, for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your Servicing Human Resources Office. **IF YOU ARE SUBSTITUTING EDUCATION FOR EXPERIENCE, YOU WILL BE REQUIRED TO PROVIDE EVIDENCE OF THE EDUCATION BY PROVIDING OFFICIAL TRANSCRIPTS.**

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), and from current permanent IHS employees in the Excepted federal service who are entitled to Indian Preference.

Excepted Service Examining Plan (ESEP) Candidates: Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted service employees and Competitive service employees or

Reinstatement eligibles 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 Merit Promotion Plan, or both.**

NOTE: 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 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 Office of Personnel Management (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 or II) competitive service employees who:
      1. Received a specific RIF separation notice; or
      2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies it is unable to place; or
      3. Retired with a disability and whose disability annuity has been or is being 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.

   OR

   B. Former Military Reserve or National Guard Technicians who are receiving a special 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 from which you have been separated. The position must not have a greater promotion potential than 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 factor, 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, Awards and Outside Activities, which are related to this position. To receive full credit for your qualifications, provide a narrative statement of training, awards, hobbies, self-developed achievements, and any other aspects of your background as they relate to the knowledge, skills, and abilities (KSAs) outlined below and show the level of accomplishment and degree of responsibility.

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

1. KNOWLEDGE OF THE BASIC OPERATIONS OF THE SWITCHBOARD CONSOLE SYSTEMS.
2. KNOWLEDGE AND SKILL IN THE OPERATION OF COMPUTERS AND OTHER OFFICE MACHINES.
3. ABILITY TO WORK INDEPENDENTLY AND UNDER PRESSURE.
4. ABILITY TO COMMUNICATE ORALLY AND GIVE DIRECTIONS.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS

HOW AND WHERE TO APPLY: All applicants must submit the following to the Gallup Indian Medical Center, Human Resources Office, 217 Marguerite Street, P. O. Box 1337, Gallup, New Mexico 87301, by 4:30 p.m., on the closing date of: 05-26-2009. For more information contact: Donita Lomatska at 505-722-1412. **Electronic or telefaxed resumes' or applications will not be accepted.**

1. OF-612, Optional Application for Federal Employment; **or** SF-171, Application for Federal Employment; **or** *Resume; or any other written application format**. **INFORMATION REQUIRED ON RESUMES' AND OTHER APPLICATION FORMATS outlined below.**

2. "Declaration for Federal Employment" (OF-306), and Addendum for Child Care & Indian Child Care Worker Positions both forms 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 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.**

3. 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. Current employees with acceptable proof (as identified above) on file in their Official Personnel Folder are still required to submit a copy of the documentation with their application. **Indian preference will not be given unless the Form BIA-4432 is attached to the application.**

4. Submit DD-214 Veterans' Preference Certification, if claiming Veterans' preference. In addition, if claiming 10-point preference, submit SF-15 to show proof of 10-point preference. Veterans' Preference is not applicable to current HHS permanent employees, federal employees with competitive status, or Reinstatement eligible;

5. Copy of latest SF-50, Notification of Personnel Action, if a current or prior federal employee;

6. Latest Performance Appraisal, if a current federal employee;

7. An Official College Transcript, to show proof of undergraduate or graduate education.

8. Supplemental Questionnaire (KSA) – failure to submit KSA narrative may adversely affect your ranking for this position.

INFORMATION REQUIRED ON RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. Specifically, the information provided under #6 (High School), #7 (Colleges and Universities), and #8 (Work Experience) would 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 code), day and evening phone numbers (with area codes);
3. Social Security Number;
4. Country of Citizenship;
5. Highest Federal civilian grade held (give series and dates held; attach SF-50, if applicable;
6. High School: Name, City, State (zip code, if known), and date of diploma or GED;
7. Colleges and Universities: Name, City, State (zip code, if known), Majors, Type and Year of Degrees received (if no Degree, show total semester or quarter hours earned); attach official transcript;
8. Work Experience (paid and non-paid) – Job title, duties and accomplishments, Employers' names and addresses, Supervisors' names and phone numbers, starting and ending dates (month/year), hours worked per week, and salary;
9. Indicate if we may contact your current supervisor;
10. Job-related training courses; skills, certificates, registrations, and licenses (current only), honors, awards, special accomplishments, etc.

NOTE: THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION. Applicants 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 determination, Indian preference, education, training, and/or experience.

REASONABLE ACCOMMODATION: This agency provides 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.

VETERANS: Veterans who are preference eligible or who have been separated from the Armed Forces under honorable conditions after three (3) years or more of continuous active service may apply.

ADDITIONAL SELECTIONS: Additional or alternate selections 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 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.

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. PROMOTIONS OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

Donita Lomatska (s)	May 11, 2009
Human Resources Clearance	Date

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER GA-09-030. 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 HUMAN RESOURCES OFFICE AND WILL NOT BE RETURNED.

SUPPLEMENTAL QUESTIONNAIRE
TELEPHONE OPERATOR
GS-0382-04

1. KNOWLEDGE OF THE BASIC OPERATIONS OF THE SWITCHBOARD CONSOLE SYSTEMS. The person in this position must have a working knowledge of the basic operations of the switchboard console systems in an organization. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

2. KNOWLEDGE AND SKILL IN THE OPERATION OF COMPUTERS AND OTHER OFFICE MACHINES. The person in this position must possess this knowledge and skill to accomplish the mission of the department. Specific knowledge and competence with IBM-compatible, PC, including facility with complex data management, spreadsheet and word processing is required. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. ABILITY TO WORK INDEPENDENTLY AND UNDER PRESSURE. The person in this position must have the ability to function independently, maintain control and composure under stressful working conditions. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. ABILITY TO COMMUNICATE ORALLY AND GIVE DIRECTIONS. The person in this position must have the ability to communicate orally with the employees, the public, and be able to exchange information necessary to connect callers and route personal direction to hospital customers. This person must be able to communicate orally in a clear and concise manner under a variety of circumstances. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

CERTIFICATION

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

_____ _____

Signature of Applicant Date