

Animal and Plant Health Inspection Services
Emergency and Regulatory Compliance Services
Emergency Management, Safety & Security Division
Security Branch

I am seeking VRA/30% or More Disabled Vets to non-competitively fill a Program Assistant GS-07 in Fort Collins, CO. This position is not remote. Please send resumes to me directly.

Sincerely,
Ram
Mr. Monshi "Ram" Ramdass
Military Veteran Agricultural Liaison Specialist
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Office of the Secretary
Office of Partnerships and Public Engagement
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Program Support Assistant
GS-0303-07

MR# 9MB280

INTRODUCTION

This position is located in the Security Branch of the Emergency and Regulatory Compliance Services (ERCS), Emergency Management Safety & Security Division (EMSSD) in APHIS. The incumbent is responsible for serving as an Agency local point of contact for all issues pertaining to the APHIS PIV (personal identification verification) or LincPass credentialing program. The incumbent will be working at our Fort Collins, Co Credentialing office.

Performs HSPD-12 Personal Identity Verification (PIV) card registrar activation and credentialing duties, as well as a variety of duties in one or more of the following areas; administrative services, program records and reports, data processing, etc. The position requires successfully acquiring Registrar credentials through the USAccess training program. Work assignments will be progressively more complex to provide experience and knowledge, under the mentorship of higher level staff. The incumbent is also involved in developing, implementing, and executing strategic short- and long-range plans associated with the program.

APHIS is an emergency response agency. This means that all Agency employees may be asked or assigned to participate in rotating temporary duty assignments away from their assigned duty station to support emergency programs at some time during their careers with APHIS.

DUTIES AND RESPONSIBILITIES

Performs HSPD-12 PIV card LincPass registrar credentialing and activation duties in accordance with HSPD-12 and FIPS-201. The credentialing and activation customers are Federal and Contract employees from various Federal agencies within commuting distance of Fort Collins, CO. Manages the customer PIV

card appointment schedule and makes arrangements for servicing customers in accordance with instructions from the supervisor.

Frequently creates and maintains spreadsheets. Uses Agency e-mail system and Agency standard software for everyday correspondence needs. Establishes effective communication and confers with a variety of facility, headquarters, and Regional Hub employees, supervisors, and managers.

Assists the Agency Security Officer in ensuring that all MRP personnel obtain the PIV or LincPass. Ensures that each new employee has the proper clearance, this includes conducting full investigations and coordinating these investigations with outside agencies, such as USDA-Office of the Inspector General. In the course of these investigations, security specialists interview witnesses, victims, and subjects, and present findings and recommendations to APHIS management.

Enforces standards for controlling work flow and the integrity of data by ensuring security standards are being followed for hardware, software, and electronic case files in order to protect Agency data and equipment.

Receives, checks-in, and queues for destruction and activate all incoming credentials as needed. Acts as a liaison with the facility manager and security guard staff daily to provide incoming customer rosters. Prepares and ships in accordance with policy and procedure reroute requests and outbound packages. Logs and destroys returned credentials along with managing the credentialing office phone calls and voice-mails.

Ensures that all requests are closed out of the database upon completion of the credentialing request case.

Manages all aspects of the Credentialing Office, provides customer service for all credentialing appointments, and uses automated appointment website to provide maximum availability to our customers. Manages the inventory of card holders, lanyards, reels and cleansing materials for our stations.

Reviews, formats, and finalizes outgoing correspondence and records.

EVALUATION FACTORS

1. Knowledge Required by the Position

- Extensive knowledge of the HSPD-12 and FIPS-201 guidelines and regulations as it relates to credentialing and activation procedures.
- Broad working knowledge of the APHIS organizational structure, the basic nature of the activities associated with each functional area, and the various roles of APHIS officials located within the building.
- Knowledge of grammar, punctuation, and spelling to prepare and type correspondence, reports, and perform other clerical tasks.
- Skill in the use of modern information technology including personal computer, word processing, spreadsheet software, electronic mail, conference and meeting room equipment (i.e. LCD projectors, video conferencing equipment, etc.), and database management software to accomplish assignments that are difficult in nature.

- Skill in accessing electronic databases and utilizing word processing for input and withdrawal of information.
- Ability to follow instructions when the material to be completed is in an unusual form.
- Considerable experience and ability to provide customer service; communicate orally and in writing in order to respond to inquiries, provide information, and schedule and perform HSPD-12 identification card activation and credentialing.
- Practical knowledge of the USAccess and LiveScan programs.
- Knowledge of grammar rules, punctuation, capitalization, and the GPO Style Manual.
- Ability to work under pressure.
- Ability to meet and deal with people with tact and diplomacy.

2. Supervisory Controls

This position is under the supervision of the Supervisory Physical Security Specialist who defines objectives, priorities, and deadlines for projects or assignments and assists the employee with unusual situations, problems, or studies that do not have clear precedents.

The incumbent operates independently and uses judgment while carrying out the HSPD-12 PIV card activation and credentialing functions. The supervisor is notified of results and major problems that adversely affect the program. Consults with the supervisor before initiating major/new activities. The supervisor provides directions when complex problems arise. Work is reviewed for accomplishment of objectives.

The supervisor or higher-level employee evaluates reports and other completed work for technical soundness, appropriateness of conclusions or recommendations, consistency, relevance of support material, and compliance with policies and requirements. The methods used in arriving at the end results are not reviewed in detail.

3. Guidelines

Available guidelines include those of the USAccess and LiveScan programs, protection of personal information guidelines, Agency administrative policies and procedures. Departmental regulations, standard procedures established by the Director, senior specialists, and administrative office procedures, and standards references such as the GPO Style Manual and office automations manuals.

Guidelines consist of extensive Agency directives and regulations, correspondence manual, dictionaries and oral instructions that apply to the work. The incumbent is required to use judgment in locating and selecting the most appropriate guides and adapting them according to different circumstances. When available guidelines cannot be applied, the incumbent refers to the supervisor for guidance.

4. Complexity

The work consists of a wide variety of tasks, including but not limited to; HSPD-12 PIV card registrar credentialing and activation duties in accordance with HSPD-12 and FIPS-201, managing the customer PIV card appointment schedule, providing assistance with managing and monitoring conference activities, and a wide variety standard and non-standard clerical tasks. Work assignments vary from task to task, requiring the incumbent to use discretion in choosing a course of action.

5. Scope and Effect

The purpose of the work is to plan and carry out assignments or projects to improve the efficiency and productivity of the PIV credentialing process and operations. The work affects the ability of staff to access offices, computers, programs, etc.

6. Personal Contacts

Internal contacts are with APHIS officials at various levels. External Agency contacts are with representatives of other government agencies, members of professional organizations, media contacts and the public.

7. Purpose of Contacts

Contacts are to gather or exchange information, obtain agreements on goals, objectives, and time frames and to coordinate work with others. Typically, the contacts are established with a common understanding of each individual's role and responsibilities.

8. Physical Demands

The work is primarily sedentary.

9. Work Environment

The work is performed in an office setting.

Definitions

FIPS 201 (Federal Information Processing Standard Publication 201) is a United States federal government standard that specifies Personal Identity Verification (PIV) requirements for Federal employees and contractors.

HSPD-12 (Homeland Security Presidential Directive 12) Policy for a Common Identification Standard for Federal Employees and Contractors.