

Training and Planning Guide for Administrative Series Positions

This guide is for ARS employees needing general information on the basic training requirements for certain administrative series positions. Managers and supervisors may find this document useful in the employee development process and should supplement as needed. The guide can be used in conjunction with the Individual Development Plan (IDP) or with other internally developed career planning tools.



INTRODUCTION

The ARS Administrative Series Training Matrices that follow are intended as a general guide and/or basic reference to use solely or supplement with individual position or headquarters/field mission requirements. This guide is considered to be applicable to most administrative positions in General Schedule (GS) series 201, 203, 230, 318, 326, 334, 341, 503, 525, and 560. Each occupational series in the training matrices has three levels:

Entry Level	Typically consisting of introductory, fundamental, basic, and routine activities.
Intermediate Level	Typically consisting of activities which address specifics, proficiency, applications, and local missions.
Advanced Level	Typically consisting of activities which address complex, expertise, program impact or extended operations involving multiple organizations.

The Employee Development Section, Human Resources Division, identified three methods to obtain the knowledge, skills, and abilities (KSAs) listed on the matrices. The methods are formal training courses, on-the-job training, and self-study. Any other activities that can be collectively outlined as developmental may also be included as needed.

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ACCOUNTING TECHNICIAN

GS-525

This series includes account maintenance clerical and accounting technician support positions requiring a basic understanding of accounting systems, policies, and procedures in performing or supervising the examination, verification, and maintenance of accounts and accounting data. Positions in this series require a knowledge of existing accounting policies, procedures, and requirements and the ability to apply various accounting methods, forms, and techniques.

ACCOUNTING TECHNICIAN – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of standardized, established accounting procedures, and techniques.</p> <p>Knowledge of accounting terminology, policies, standard procedures, and regulations.</p> <p>Skill in working with automated accounting systems.</p> <p>Ability to learn to detect and analyze simple data errors.</p> <p>Ability to learn software packages used to perform accounting functions.</p> <p>Skill in reconciling LOTS to CAS.</p>	<p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communications Skills; Accounting for Non-Accountants; and Introduction to Federal Accounting USDA Graduate School</p> <p>ARS Financial Management Training National Finance Center, New Orleans, LA</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>WordPerfect ZDU - In-House Training (Information Technology Division)</p> <p>GroupWise ZDU - In-House Training (Information Technology Division)</p> <p>Lotus/Excel ZDU - In-House training (Information Technology Division) USDA Graduate School</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Consider Basic Math Courses and/or Math Refresher</p>

ACCOUNTING TECHNICIAN – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of accounting procedures and techniques.</p> <p>Knowledge of Agency accounting terminology, policies, standard procedures, and regulations.</p> <p>Knowledge of complex automated accounting systems and procedures.</p> <p>Skill in analyzing numerous accounts and determining needs for adjustments.</p> <p>Ability to learn methods of maintaining and analyzing salary data.</p> <p>Ability to learn budget formulation and execution process.</p> <p>Ability to learn CAS/NFC Payment System/Reconciliation Process.</p> <p>Ability to learn to locate and apply reference material applicable to specific transactions.</p> <p>Ability to learn Government Commercial Credit Card Program.</p>	<p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Procurement Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Interpersonal Communications American Management Association SMART Center</p> <p>Listening and Memory Development; Budget Execution; and Budget Formulation USDA Graduate School</p> <p>Principles of Accounting I Local Community College</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>PCMS Training In-House Training (Procurement and Property Division)</p> <p>Lotus/Excel - Level II ZDU - In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Effective Writing Shadow a Senior/Lead Accounting Technician</p>

ACCOUNTING TECHNICIAN– ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of accounting procedures and techniques.</p> <p>Knowledge of budget formulation and execution processes.</p> <p>Knowledge of the CAS/NFC Payment System/Reconciliation Process.</p> <p>Ability to use reference material applicable to specific transactions.</p> <p>Ability to examine and verify data and draw conclusions.</p> <p>Skill of internal control for the purpose of safeguarding government resources.</p>	<p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Communicating for Results; Briefing Techniques; Report Writing; Budget Analysis Workshop; and Introduction to Federal Budgeting USDA Graduate School</p> <p>ARMPS In-House Training (Financial Management Division)</p> <p>Principles of Accounting II Local Community College</p> <p>Principles of Auditing Local Community College</p> <p>Civil Rights_ In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Budget Analyst</p>

BUDGET AND ACCOUNTING ASSISTANT
GS-503

This series includes positions the duties of which are to perform or supervise clerical or assistant work in support of accounting, auditing, budgeting or financial management functions. The work requires a knowledge of the procedures and techniques involved in carrying out the work of an organization and the application of procedures and practices within the framework of established guidelines. The GS-503 series covers only clerical and assistant one-grade interval work.

BUDGET AND ACCOUNTING ASSISTANT – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of Agency organizational structure as it relates to budgeting, accounting, auditing, and financial management functions.</p> <p>Knowledge of accounting and procedures, terminology, documents, and account structures.</p> <p>Knowledge of financial acquisition and reporting fund control and accounting procedures.</p> <p>Knowledge of records maintenance and filing systems.</p> <p>Skill in operating a personal computer.</p>	<p>Financial Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Accounting for Non-Accountants; Contracting Basics for Support and Administrative Personnel USDA Graduate School</p> <p>Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p>WordPerfect and GroupWise ZDU In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior Budget Assistant</p>

BUDGET AND ACCOUNTING ASSISTANT – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of accounting and budget procedures, terminology, documents, and account structures to determine errors and resolve underlying causes of problems.</p> <p>Ability to identify, categorize, and analyze salary data in order to relate effects of changes in salary obligations to overall costs.</p> <p>Knowledge of Annual Resources Management Systems (ARMS) and associated documentation.</p> <p>Knowledge of NFC regulations and instructions concerning the preparation and submission of time and attendance reports.</p> <p>Knowledge of travel and correspondence regulations.</p> <p>Skill in operating a personal computer and systems in accounting and programming functions.</p>	<p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Budget Analysis Workshop and Simplified Acquisition Procedures USDA Graduate School</p> <p>Project Management for the Office Professional USDA Graduate School</p> <p>Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior Budget Assistant</p>

BUDGET AND ACCOUNTING ASSISTANT – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of budget and fiscal administration, laws, principles, objectives, and regulations.</p> <p>Knowledge of the NFC centralized accounting system to follow individual funds and specific monies from initiation through expenditure stages in order to trace discrepancies and determine underlying causes.</p> <p>Knowledge of procurement transactions and documents, symbolic codes, account structures, and procedures for setting up, liquidating, and transferring obligations.</p> <p>Knowledge of fund accounting methods, procedures, and techniques used in maintaining and analyzing all classes of accounts in an accounting system encompassing a great number of diversified activities.</p>	<p>Administrative Management</p> <p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Project Management USDA Graduate School</p> <p>Activity-Based Workshop; Budget Analysis; Budget and Accounting for Revolving Funds; Federal Cost Accounting Concepts; and Working Capital Funds USDA Graduate School Management Concepts, Inc.</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Budget Analyst Take developmental detail assignments</p>

BUDGET ANALYST
GS-560

This series includes all positions the paramount duties of which are to perform, advise on, or supervise work in any of the phases or systems of budget administration in the Federal service. Work primarily requires knowledge and skill in the application of related laws, regulations, policies, precedence, methods and techniques of budgeting. The primary work of the position is two-grade interval in nature.

BUDGET ANALYST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of principles and objectives of Government budget and fiscal administration to perform routine, continuing assignments for appropriate fund activities.</p> <p>Knowledge of Departmental and Agency management and functional policies and regulations, Federal Statutes, Comptroller General Decisions, and ARS regulations and procedures relating to budget and fiscal administration.</p> <p>Ability to prepare financial statements and reports for fund managers.</p> <p>Knowledge of the Agency=s financial management functions and responsibilities related to budgetary and fiscal control methods, including internal and external reporting.</p>	<p>Financial Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Introduction to Federal Budgeting; Budget Formulation; and Federal Budget Process USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p>WordPerfect ZDU Training (Information Technology Division)</p> <p>GroupWise – Optional (specific to Location) ZDU Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Leadership Training Shadow a Senior Budget Analyst</p>

BUDGET ANALYST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of budget and fiscal administration, laws, principles, objectives, and regulations.</p> <p>Knowledge of the NFC centralized accounting system to follow individual funds and specific monies from initiation through expenditure stages in order to trace discrepancies and determine underlying causes.</p> <p>Knowledge of procurement transactions and documents, symbolic codes, account structures, and procedures for setting up, liquidating, and transferring obligations.</p> <p>Knowledge of fund accounting methods, procedures, and techniques used in maintaining and analyzing all classes of accounts in an accounting system encompassing a great number of diversified activities.</p>	<p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Accounting for Non-Accountants; Budget and Accounting for Revolving Funds; Budget Analysis Workshop; Contracting Basics for Administrative Personnel; Federal Appropriations Law; Federal Cost Accounting Concepts; Simplified Acquisition Procedures; and Working Capital Funds USDA Graduate School</p> <p>Project Management for the Office Professional Management Concepts, Inc. USDA Graduate School</p> <p>Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Cooperative Resolution Training Leadership Training Shadow a Senior Budget Analyst Supervisory Training Work towards obtaining/completing Certificate in Financial Management (USDA Certification Program from USDA Graduate School)</p>

BUDGET ANALYST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of Government principles and objectives of budget and fiscal administration.</p> <p>Knowledge of Departmental and Agency management and functional policies and regulations, Federal Statutes, Comptroller General Decisions, and ARS regulations and procedures relating to budget and fiscal administration; and ability to interpret and apply directives and guidelines to a variety of situations.</p> <p>Knowledge of the varied and complex methods used by ARS managers and units to plan, coordinate, and support agricultural research programs, to help ensure the resources available to support these methods are adequate, efficiently planned for, and utilized.</p> <p>Analytical knowledge to plan, develop and evaluate procedures to ensure that a sound and effective budget and fiscal program is in place to meet regulatory requirements and to satisfy the principles of good budget and fiscal management.</p>	<p>Administrative Management</p> <p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Project Management (Advanced) USDA Graduate School</p> <p>Activity-Based Workshop In-House Training (Human Resources Division/Location)</p> <p>Budget Analysis and Budget and Accounting for Revolving Funds USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Cooperative Resolution Training Shadow a Senior Budget Analyst Leadership Training Work towards obtaining/completing Certificate in Financial Management (USDA Certification Program from USDA Graduate School)</p>

COMPUTER SPECIALIST

GS-334

This series includes responsibility for analyzing, managing, supervising or performing work necessary to plan, design, develop, acquire, document, test, implement, integrate, maintain or modify systems for solving problems or accomplishing work processes by using computers. Positions are included in this series when the primary need is knowledge of information processing methodology/technology, computer capabilities, and processing techniques.

COMPUTER SPECIALIST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of LAN/WAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communication Skills and Fundamentals of Business Writing USDA Graduate School</p> <p>Data Communications and Telecommunications Global Knowledge Bellcore</p> <p>Introduction to Networking Learning Tree International</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training and Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>UNIX or equivalent and Windows NT Learning Tree International Orange Technologies Institute</p> <p>WordPerfect ZDU - In-House Training (Information Technology Division)</p> <p>GroupWise - Optional (Specific to Location) ZDU - In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior Level Computer Specialist</p>

COMPUTER SPECIALIST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of WAN/LAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Communication Skills for Information Technology Professionals Global Knowledge</p> <p>Communicating for Results USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training and Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>UNIX or equivalent Learning Tree International Orange Technologies Institute</p> <p>Windows NT Learning Tree International</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior Level Computer Specialist</p>

COMPUTER SPECIALIST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Knowledge of system architecture and design.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of WAN/LAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Communication Skills for Information Technology Professionals Global Knowledge</p> <p>Communicating for Results USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>UNIX or equivalent Learning Tree International Orange Technologies Institute</p> <p>Windows NT Learning Tree International</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>AFM Supervisory Training Team Leadership Leadership Training Opportunities</p>

EMPLOYEE RELATIONS SPECIALIST
GS-230

This series covers positions that involve the administration, supervision, evaluation or performance of technical work concerned with establishing and maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, morale, and discipline. Positions in this series are concerned with providing guidance, consultation, and assistance to management and employees on employee relations matters and advising on grievances and appeals, adverse actions, employee discipline, and related matters. This work requires a knowledge of the theories, principles, practices, and techniques of employee relations and a knowledge of the objectives, principles, and procedures of personnel management in the Federal service.

EMPLOYEE RELATIONS SPECIALIST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of employee relations laws and regulations.</p> <p>Ability to analyze, interpret, and organize information.</p> <p>Skill in written and oral communications.</p> <p>Knowledge of basic staffing and classification.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving; Basic Communications Skills; Interpersonal Communications; Fundamentals of Writing; and Basic Employee Relations USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Introduction to Personnel Management USDA Graduate School</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>WordPerfect ZDU – In-House Training (Information Technology Division)</p> <p>GroupWise ZDU – In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Attend a MSPB/EEO hearing Attend an onsite investigation or training provided by a Senior Employee Relations Specialist Attend a Career Planning Workshop</p>

EMPLOYEE RELATIONS SPECIALIST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of principles, rules, regulations, practices, and case law applicable to administrative hearings.</p> <p>Knowledge of procedures required to represent the Agency in administrative hearings.</p> <p>Skill in conducting analysis, developing solutions, and recommending alternative solutions.</p> <p>Skill in both oral and written communications.</p>	<p>Communications Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Briefing Techniques Management Concepts, Inc.</p> <p>Effective Communications with Customers; Clear Writing Through Critical Thinking; Adverse and Performance Based Actions; Alternative Dispute Resolution; and Basic Labor Relations USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>MSPB Case Preparation and Presentation Workshop In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior/Lead Employee Relations Specialist</p>

EMPLOYEE RELATIONS SPECIALIST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of principles, rules, regulations, practices, and case law applicable to administrative hearings before MSPB, EEOC, and grievance examiners.</p> <p>Knowledge of representing the Agency in administrative hearings before MSPB, EEOC, and grievance examiners.</p> <p>Skill in problem analyses and resolution techniques to provide alternative solutions to complex issues or solutions.</p> <p>Skill in both oral and written communications.</p>	<p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>EEOC and MSPB Advocacy and Advanced EEOC and MSPB Advocacy USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Attend Symposium on Labor Relations Attend Society of Labor Employee Relations Specialists Shadow a Senior Employee Relations Specialist</p>

**EXTRAMURAL AGREEMENTS SPECIALIST
GS-201**

This series includes positions which provide functional leadership, technical direction, and policy guidance for the Agency=s cooperative agreement and grant issuance programs. The paramount qualifications for these positions include the execution of extramural agreement awards and assisting senior staff personnel in the development and monitoring of policies and procedures for extramural agreements programs and conducting reviews of these programs.

EXTRAMURAL AGREEMENTS SPECIALIST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of rules, regulations, principles, practices, and concepts related to extramural agreements programs.</p> <p>Skill in formulating contractual documents.</p> <p>Ability to apply cost accounting standards and related financial operating practices in order to develop financial accountability controls for monitoring extramural agreements.</p> <p>Knowledge of related functional areas such as acquisition, property, records, ADP/information processing, budget, and fiscal management. Extramural agreements interface with all of these functional areas and consideration of their requirements is required when formulating any extramural agreements.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Extramural and Agreements Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Administrative and Financial Management Workshop In-House Training (Human Resources Division)</p> <p>Basic Communications Skills and Interpersonal Communications USDA Graduate School</p> <p>Grants Management Certificate Program: Cooperative Agreements for Federal Personnel Cost Principles: OMB Circulars A-21, A-122, and A-87, & FAR 31.2 Introduction to Grants and Cooperative Agreements for Federal Personnel</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training and Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>The Essentials of Excellent Customers Service USDA Graduate School</p> <p>WordPerfect and GroupWise ZDU - In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Gain knowledge of ARS Programs Gain knowledge of RMIS Gain knowledge of CRIS Accountability Network/Shadow a Senior Extramural Agreements Specialist Review P&P applicable to Extramural Agreements Office Review and adhere to Customer Service Plan</p>

EXTRAMURAL AGREEMENTS SPECIALIST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of Federal statutes and Government-wide policies, rules, and regulations, principles, practices, and concepts related to extramural agreements programs.</p> <p>Knowledge of Federal contractual policies, procedures, and requirements in order to evaluate a wide variety of extramural agreements and determine their applicability to coverage under formal contract administration.</p> <p>General familiarity with related functional areas such as acquisition, property, records, ADP/information processing, budget, and fiscal management. Extramural agreements interface with all of these functional areas and consideration of their requirements is required when formulating any extramural agreements.</p> <p>Skill in formulating unique extramural agreement documents that are technically sound and in compliance with applicable policy and law.</p> <p>Ability to apply cost accounting standards and related financial operating practices in order to develop financial accountability controls for monitoring extramural agreements.</p> <p>Ability to write effective agreements, letters, memoranda, and reports which accurately present findings on a wide range of assistance-related topics.</p>	<p>Communications Management</p> <p>Extramural Agreements Management</p> <p>Human Resource Management</p> <p>Financial Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Briefing and Presentation Skills: Capturing and Holding Their Attention and Creative Thinking: Setting the Stage for Innovation Management Concepts, Inc.</p> <p>Creative Problem Solving USDA Graduate School</p> <p>Effective and Technical Writing and Practical Negotiation USDA Graduate School Management Concepts, Inc.</p> <p>Extramural Agreements Management (All Courses Listed) USDA Graduate School Management Concepts, Inc.</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training and Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>Ethics in the Grants Environment Management Concepts, Inc.</p> <p>Financial Management Training National Finance Center</p> <p>Windows 95 at a Glance SMART Center</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Shadow a Senior Level Extramural Agreements Specialist Participate in Area level Staff Meetings Review Annual Appropriations Bill Review NEPA Laws Review updates of State Laws</p>

EXTRAMURAL AGREEMENTS SPECIALIST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of Federal statutes and Government-wide policies, rules, and regulations, principles, practices, and concepts related to extramural agreements programs.</p> <p>Knowledge of Federal contractual policies, procedures, and requirements in order to evaluate a wide variety of extramural agreements and determine their applicability to coverage under formal contract administration.</p> <p>General familiarity with related functional areas such as acquisition, property, records, ADP/information processing, budget, and fiscal management. Extramural agreements interface with all these functional areas and consideration of their requirements is required when formulating any extramural agreements.</p> <p>Skill in formulating unique extramural agreement documents that are technically sound and in compliance with applicable policy and law.</p> <p>Ability to apply cost accounting standards and related financial operating practices in order to develop financial accountability controls for monitoring extramural agreements.</p> <p>Ability to write effective agreements, letters, memoranda, and reports which accurately present findings on a wide range of assistance-related topics.</p> <p>Skill in developing innovative and creative solutions to complicated technical or managerial issues and must exercise initiative, originality, and sound judgement.</p>	<p>Communications Management</p> <p>Extramural Agreements Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Advanced Briefing Techniques and Benchmarking; Effective Communications with Customer; Effective Writing; and Negotiation Techniques USDA Graduate School</p> <p>Critical Thinking and Problem Solving and Decision Making Management Concepts, Inc.</p> <p>Mapping Business Communications Information Mapping</p> <p>Technical Writing Management Concepts, Inc. USDA Graduate School</p> <p>Extramural Agreements Management (All Courses Listed) Management Concepts, Inc.</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Conflict Across Cultures USDA Graduate School</p> <p>Conflict Resolution Management Concepts, Inc.</p> <p>Ethics and Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Attend Congressional Briefing Conference - HRD Attend Research Leader Meetings Attend ARMPS Reviews Attend Grants Management Association Conferences Review Annual Appropriations Bill</p>

LOCATION ADMINISTRATIVE OFFICER

GS-341

This series includes positions in which the employees are responsible for providing or obtaining a variety of management services essential to the direction and operation of an organization. The paramount qualifications required are extensive knowledge and understanding of management principles, practices, methods and techniques, and skill in integrating both administrative and management services with the general management of an organization. Positions will require an understanding of basic budgetary and financial management principles and techniques as they relate to long range planning of programs and objectives. The work requires skill in oral and written communications, supervisory skills, and knowledge of computer systems internal and external to the organization. Also required are basic skills in procurement, safety and health, personnel, and property management.

ENTRY LEVEL LAO TRAINING SKILLS MATRIX

Entry Level LAO Competencies	Suggested Training Types	Suggested Courses	Suggested Sources
<p>Knowledge of federal procurement, purchasing and contracting, including grants, agreements, and trusts.</p>	<p>1. Mentoring/ Shadowing 2. Formal classroom 3. Distance learning/on-line 4. Manuals</p>	<p>Basic Simplified Acquisitions; Simplified Acquisitions; Introduction to Contracting; Contract Administration; Appropriations Law Seminar; COR training; PCMS; PROP; ARIS; PRCH;</p>	<p>MCI, USDA Grad School faion-line, SMART Center materials ARS- Area, HQ</p>
<p>Knowledge of accounting procedures and guidelines, terminology, documents and account structures to be able to determine errors and resolve underlying causes of problems.</p>	<p>1. Mentoring/ Shadowing 2. Formal classroom 3. Distance learning/on-line 4. Manuals</p>	<p>Fundamental Acctg Proc in Federal Agencies; Budgeting and Accounting: Making the Connection; Basic accounting course LOTS, CAM, SAMS, FFIS, BRIO training;</p>	<p>MCI; USDA Grad School; AMA; local colleges NFC, ARS- Area/HQ;</p>
<p>Ability to advise on budget and fiscal management including budget formulation and execution, monitor fund expenditures and reconciliation of accounts.</p>	<p>1. Mentoring/ Shadowing 2. Formal Classroom</p>	<p>Federal Budget Process; Budgeting and Accounting: Making the Connection; Budget Formulation; Budget Execution; ARMP; Congressional Brief. Conf.</p>	<p>MCI; USDA Grad School, AMA ARS- Area/HQ;</p>
<p>Ability to identify, categorize and analyze salary data including projecting salaries in order to relate effects of changes in salary obligations to overall appropriated budget.</p>	<p>1. Mentoring/ Shadowing 2. Formal Classroom</p>	<p>The Federal Budget Process; ARMP/ ABFO training</p>	<p>MCI; USDA Grad School; AMA ARS- Area/HQ;</p>

Knowledge of Annual Resources Management System, NFC regulations, time and attendance reports and regulations, and travel guidelines and rules.	1. Mentoring/ Shadowing 2. Formal Classroom 3. Manuals	ARMP; STAR; ARIS; TRAV; PCMS	NFC; ARS- Area/HQ; Websites; on-line
Knowledge of human resources processing procedures, requirements, and terminology; OPM, USDA, ARS, and delegated authorities, rules, regulations and policies.	1. Mentoring/ Shadowing 2. Formal Classroom 3. Manuals/websites	LA/STEP training; Personnel Management; OWCP; IRIS; PINQ; Pay and Leave/ Retirement Position Classification; Qualifications Standards for GS Positions; Intro to Supervision; Interpersonal Skills Development; Seminar for New Managers;	ARS- HRD; , SMART Center USDA Grad School; MCI; AMA; OPM
Ability to prepare personnel actions and knowledge of position classification procedures and Special Employment Programs.	1. Mentoring/ Shadowing 2. Formal Classroom 3. Manuals/websites	Position Classification; Qualifications Standards; HRD training; LA/STEP training	MCI; AMA; USDA Grad School ARS-HRD;
Knowledge of and ability to interpret administrative management policies, procedures, and operating guidelines and to implement them in accordance with existing laws, regulations, and policies.	1. Mentoring/ Shadowing 2. Formal Classroom 3. Distance learning/on-line	AFM Administrative Management Workshop; Appropriations Law;	ARS- Area/HQ; MCI; USDA Grad School
Ability to direct facility and property management programs including vehicle fleet management, facility and infrastructure repair and maintenance, energy conservation, accessibility standards. Preventative maintenance practice/strategies, environmental issues, soace standards, revokable permits, and easements.	1. Mentoring/ Shadowing 2. Formal Classroom 3. Distance learning/on-line 4. Manuals	Basics of Property Manage-ment; Use and Disposal of Personal Property; PC- PROP;	MCI; USDA Grad School ARS- Area/HQ;

Skill in communicating effectively with Agency and university personnel, as well as vendors, contractors, and the general public.	1. Formal Classroom 2. Distance learning/on-line 3. OJT	Basic Communication Skills; Speaking with Confidence; Interpersonal Skills: Developing Effective Relationships; Effective Writing;	SMART Center materials; MCI; USDA Grad School; REE training; local colleges; adult education centers
Skill in computer software including spreadsheets, word processors, and Agency developed software (including ARMP, SAMS, LOTS, STAR, FFIS, etc.) to prepare budget packages, inventories, administrative reports, and documents.	1. Mentoring/ Shadowing 2. Formal Classroom 3. OJT	USDA-ARS software training for individual programs	ARS, NFC; Manuals; local colleges; adult learning centers
Knowledge of personal computer fundamentals such as being able to solve minor hardware problems and perform back up procedures.	1. Formal Classroom 2. Distance learning/on-line 3. OJT	Basic Computers; specific software training i.e. spreadsheets and word processors	Local college or university; SMART Center; on-line courses
Ability to acquire basic knowledge of the program to better understand the scientific needs of the staff.	1. Mentoring/ Shadowing 2. OJT	CRIS reports, attend location seminars about research; read abstracts or manuscripts	Work with location SYs and RLs, Area Office, NPS
Knowledge of proper safety and health practices, policies, and procedures including OWCP, OSMP, and training requirements for various staff members.	1. Formal Classroom 2. Distance learning/on-line	If appropriate, CDSO Training for Federal Agencies; OSHA Laboratory and Health Safety Training; view SHEM videos.	OSHA; Area ASHEM offices
Knowledge of EEO/Civil Rights rules, regulations and guidelines including HR issues, employee relations and conflict resolution.	1. Formal Classroom 2. Distance learning/on-line 3. Printed materials	EEO for Supervisors and Managers; EEO for Federal Employees; Civil Rights training	MCI, USDA Grad School, OPM; SMART Center ARS- HRD,
Overview of AFM functions, operations, and key contacts.	1. Formal classroom 2. Visits/shadowing at HQ	AFM Workshop	HR Division, HQ Divisions and personnel
Overview of Area Office: key personnel, operating procedures, relationship to locations.	Visit to Area Office	Visit to Area Office	AAO, Area office personnel

EXPERIENCED LAO TRAINING SKILLS MATRIX

Advanced LAO Competencies	Suggested Training Types	Suggested Courses	Suggested Sources
Advanced knowledge of budget and fiscal administration, laws, principles, objectives, regulations, and NFC centralized accounting systems to follow specific monies from initiation through expenditure and accountability.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 	Budget Analysis Workshop; Federal Appropriations Law Refresher; Federal Cost Accounting Concepts; Congressional Briefing Seminar; ARS Refresher courses for FFIS, ARIS, BRIO, etc.	<p>Management Concepts; USDA Grad School; NFC training courses; AMA;</p> <p>ARS Area Offices and HQ</p>
Working knowledge of rules, regulations, principles, practices, and concepts related to extramural agreements and skill in formulating contractual documents.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. Mentoring/Shadowing 4. Manuals 	Introduction to Grants and Cooperative Agreements for Federal Personnel; Budget and Accounting for Revolving Funds; Area developed training	<p>Management Concepts; USDA Grad School; AMA;</p> <p>Area office Agreements Specialists;</p>
Knowledge of human resources processing procedures, requirements, terminology and principles related to human resource management. Knowledge of Special Employment Programs, REE organizational structure, programs and occupations.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 4. Shadow HR Specialist and Retirement/Pay and Leave Specialist 	Basic Processing of Personnel Actions; Basic Position Classification; Basic Position Management; Basic Staffing and Placement; Retirement and Benefits Seminar; Personnel Management training	<p>USDA Grad School; Management Concepts, OPM,</p> <p>ARS HRD training; SMART Center</p>
Knowledge of employee and labor relations laws and regulations with ability to analyze, interpret, and organize information.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 	Introduction to Human Resources Management; Introduction to Federal EEO; Basic Employee Relations; Constructive Conflict Resolution; Into to Labor Relations. Workplace Violence and Ethics Training, Civil Rights Training;	<p>USDA Grad School; Management Concepts, OPM,</p> <p>ARS HRD training; SMART Center</p>

Knowledge of personal computer fundamentals, data communications concepts, and basic knowledge of WAN/LAN architecture and software operation.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 4. Shadow an IT specialist 	Introduction to Networking; Basic troubleshooting and repair	Learning Tree International Global Knowledge; ARS IT Division
Advanced knowledge of administrative regulations as they pertain to contracting, procurement, property, personnel, safety and health, and facilities management.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 	Refresher courses to maintain warrants, hiring authorities, COR, etc.	ARS HRD training; USDA Grad School; Management Concepts; faionline.com; OPM, SMART Center
Broad knowledge of the mission and functions of ARS, and in depth knowledge of the program at the specific location in order to participate in daily operations and overall planning.	<ol style="list-style-type: none"> 1. OJT 2. In-house training/seminars 3. Organize/participate in location tours 4. Attend program reviews 	ARS training courses, NPS seminars/meetings, reading ARS News and Ag Research Magazine	ARS in-house programs and publications
Ability to oversee and manage programs and procedures involved in operating and maintaining a variety of special use and multi-use government owned facilities and university leased property and buildings.	<ol style="list-style-type: none"> 1. OJT 2. Formal training 	Space Management: Office Layout Workshop; Strategic Planning; Federal Real Property Leasing; Lease Administration	ARS Property office; USDA Grad School; Management Concepts
Ability to direct an administrative and facilities management program through subordinate personnel along with ability to advise and counsel management, and staff on procedural matters within the full range of administrative duties including general services, budget and fiscal administration, and human resource issues.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 	Interpersonal Skills: Developing Effective Relationships; Resolving Conflict; Leading and Managing Change; Refresher courses from ARS	USDA Graduate School; Management Concepts; OPM; ARS HQ training
Ability to express oneself logically, concisely, and persuasively in both oral and written form to secure understanding and support from program and other officials.	<ol style="list-style-type: none"> 1. Formal Classroom 2. Distance learning/on-line 3. OJT 	Communicating for Results; Effective Communications with Customers; Leadership Skills and Techniques; Speaking with Confidence; Clear Writing through Critical Thinking	USDA Grad School; Management Concepts; SMART Center; OPM

Leadership skills as distinguished from management abilities. Envisioning the future, thinking strategically, inspiring others, coaching and nurturing, enabling others, challenging the process, modeling behavior.	<ol style="list-style-type: none">1. Formal classroom2. LEAD Program3. Shadowing assignments4. Details	OPM Leadership Development courses, AFM LEAD Program, AFM PLP program	OPM, AFM, SMART Center, AAOs, Division Directors, etc.
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OFFICE AUTOMATION CLERK/ASSISTANT

GS-326

The Office Automation Clerk and Assistant GS-326 series includes all positions with the primary duty of performing office automation work, which includes word processing, either solely or in combination with clerical work, when such work is performed in the context of general office clerical support. Positions in this series require knowledge of general office automation software, practices and procedures, and the ability to apply these knowledge and skills in the performance of general office support work.

OFFICE AUTOMATION CLERK/ASSISTANT – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of secretarial and clerical occupational requirements and procedures.</p> <p>Skill in interpersonal communications.</p> <p>Knowledge of state-of-the-art office procedures.</p> <p>Skill in secretarial/clerical functions such as making travel arrangements, completing time sheets, making credit card purchases, etc.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Procurement Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Better Office Skills and Service Fred Pryor</p> <p>Basic Communications Skills; Essentials of English; Interpersonal Communications; and Telephone Service Skills USDA Graduate School</p> <p>PC-TRAV and Basic Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>PC-TARE and Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>PCMS In-House Training (Procurement and Property Division)</p> <p>WordPerfect and GroupWise ZDU - In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

OFFICE AUTOMATION CLERK/ASSISTANT – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Skill in organization and coordination of office work.</p> <p>Knowledge of how to develop, process, and recommend improvements to the administrative process.</p> <p>Ability to write clear and logical reports and correspondence.</p> <p>Ability to analyze office procedures.</p> <p>Skill in operating a personal computer and application of various software packages.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving American Management Association</p> <p>Time Management; Letter Writing; Listening and Memory Development; Proofreading; and Report Writing SMART Center USDA Graduate School</p> <p>Civil Rights_ In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>Basic Graphics Skills and Basic Internet Skills SMART Center USDA Graduate School</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

OFFICE AUTOMATION CLERK/ASSISTANT – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Ability to interpret and carry out difficult assignments.</p> <p>Ability to design and present well-developed briefings.</p> <p>Ability to provide guidance and information on administrative processes to all levels of Agency personnel, other government agencies, and customers.</p>	<p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Dealing with Angry Customers SMART Center USDA Graduate School</p> <p>Federal Budgeting for Non-Budget Personnel USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

PERSONNEL CLERK/ASSISTANT
GS-203

This series includes all positions the primary duties of which are to supervise, lead or perform: (1) clerical work requiring substantial knowledge of civilian personnel terminology, requirements, procedures, and functions to process documents (applications for employment, promotion, Federal benefits and services, training, official personnel actions, etc.), prepare recurring personnel reports, explain personnel procedures, maintain master personnel and organizational records, and provide miscellaneous clerical support in personnel-related units; and (2) limited technical work requiring substantial practical knowledge of one or more civilian personnel management specialties such as staffing, employee relations, and classification. These positions do not require the broad knowledge of Federal personnel systems or the depth of knowledge about personnel management concepts, principles, and techniques characteristic of the recognized personnel management specialist positions.

PERSONNEL CLERK/ASSISTANT – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personnel management.</p> <p>Knowledge of personnel documentation and record keeping procedures.</p> <p>Skill in effective communications and customer service.</p> <p>Understanding of the organization and workflow structure.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communication Skills USDA Graduate School SMART Center</p> <p>Effective Communications with Customers and Introduction to Personnel Management USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Processing Personnel Actions In-House Training (Human Resources Division/Location)</p> <p>Payroll/Personnel Operational Procedures National Finance Center USDA Graduate School</p> <p><u>PACT/PRES for Beginners</u> In-House Training (Human Resources Division/Location)</p> <p><u>WordPerfect</u> ZDU - In-House Training (Information Technology Division)</p> <p><u>GroupWise</u> ZDU - In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Personnel Management Specialist View Video on Customer Service - SMART Center</p>

PERSONNEL CLERK/ASSISTANT – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personnel processing procedures.</p> <p>Knowledge of procedures, requirements, and terminology related to personnel management.</p> <p>Skill in basic communications.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Time Management Fred Pryor Seminars SMART Center USDA Graduate School</p> <p>Communicating for Results Management Concepts USDA Graduate School</p> <p>Customer Service Excellence Management Concepts USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>HCUP Processing In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Personnel Management Specialist Consider an Advanced Processing Course (NISC)</p>

PERSONNEL CLERK/ASSISTANT – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of specialized personnel methods, regulations, and principles related to a personnel specialty.</p> <p>Skill in basic research and how to apply it to solving routine personnel cases.</p> <p>Extensive knowledge in both oral and written communications.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving Management Concepts, Inc. USDA Graduate School</p> <p>Dealing with Angry Customers USDA Graduate School</p> <p>Effective Supervision USDA Graduate School</p> <p>Basic Staffing and Placement In-House Training (Human Resources Division/Location)</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Personnel Management Specialist</p>

**PERSONNEL MANAGEMENT SPECIALIST
GS-201**

This series includes positions which either (1) direct or assist in directing a personnel management program or (2) advise on, supervise, perform or provide staff leadership and technical guidance for work which involves two or more specialized personnel functions or (3) perform specialized personnel management work not covered by other series in this group.

PERSONNEL MANAGEMENT SPECIALIST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of OPM, USDA, ARS, and delegated examining authority rules, regulations, and policies.</p> <p>Knowledge of position classification.</p> <p>Ability to process personnel actions.</p> <p>Skill in both oral and written communications.</p> <p>Skill in using personal computers.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communication Skills Fred Pryor Seminars SMART Center USDA Graduate School</p> <p>Clear Writing Through Critical Thinking Management Concepts, Inc. USDA Graduate School</p> <p>Basic Processing of Personnel Actions; Basic Pay Setting Training; Basic Position Classification; Basic Position Management; and Basic Staffing and Placement USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Qualification Standards for GS positions In-House training (Human Resources Division/Location)</p> <p>WordPerfect ZDU – In-House Training (Information Technology Division)</p> <p>GroupWise ZDU – In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Personnel Management Specialist View self-study videos on Staffing and Classification</p>

PERSONNEL MANAGEMENT SPECIALIST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of OPM, USDA, ARS, and delegated examining authority rules, regulations, and policies.</p> <p>Knowledge of Special Employment Programs.</p> <p>Knowledge of REE organizational structure, programs, and occupations.</p> <p>Skill in processing personnel actions.</p> <p>Skill in both oral and written communications.</p> <p>Skill and proficiency with personal computers.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Administrative Management Training In-House Training (Human Resources Division/Location)</p> <p>Communicating for Results; Clear Writing Through Critical Thinking; Effective Communication with Customers; Intermediate Business Writing; and Interpersonal Communications Management Concepts USDA Graduate School</p> <p>Job Analysis and KSA Setting, Qualifications Analysis Workshop; Processing Personnel Actions; and Qualifications Standards for GS/WG Positions USDA Graduate School</p> <p>New Panelist RPES Training In-House Training (Human Resources Division/Location)</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>Windows 95 ZDU In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Gain knowledge of Special Employment Programs Shadow a Personnel Management Specialist on special or progressively complex projects Review self-study videos on staffing and classification</p>

PERSONNEL MANAGEMENT SPECIALIST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of OPM, USDA, ARS, and delegated examining authority rules, regulations, and policies.</p> <p>Skill in processing personnel actions.</p> <p>Knowledge of Special Employment Programs.</p> <p>Skill in organization analysis.</p> <p>Knowledge of REE organizational structure, programs, and occupations.</p> <p>Skill in both oral and written communications.</p> <p>Skill and proficiency with personal computers.</p>	<p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Advanced Position Classification; Advanced Staffing; Advanced Employee Relations; Job Analysis and KSA Examining Course; Qualifications Analysis Workshop; and Organizational Development</p> <p>USDA Graduate School</p> <p>Civil Rights</p> <p>In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence</p> <p>In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Detail assignment in another Human Resource discipline such as Employee Relations or Employee Development.</p> <p>Consider Supervisory Training</p>

SECRETARY
GS-318

This series includes all positions the duties of which are to assist one individual, and in some cases the subordinate staff of that individual, by performing general office work auxiliary to the work of the organization. The position is the principal office clerical. Office Automation Clerk and Assistant GS-326 series includes all positions with the primary duty of performing office automation work, which includes word processing, either solely or in combination with clerical work, when such work is performed in the context of general office clerical support. Positions in this series require knowledge of general office automation software, practices and procedures, and the ability to apply these knowledge and skills in the performance of general office support work.

SECRETARY – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of secretarial and clerical occupational requirements and procedures.</p> <p>Skill in interpersonal communication skills.</p> <p>Ability to assist management in applying state-of-the-art office procedures.</p> <p>Skill in secretarial/clerical functions such as completing time sheets, ordering supplies, making travel arrangements, preparing general correspondence, etc.</p> <p>Skill in operating a personal computer and using required applications.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Procurement Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Better Office Skills and Service Fred Pryor</p> <p>Basic Communications Skills; Essentials of English; Interpersonal Communications; and Telephone Service Skills USDA Graduate School</p> <p>On-line TRAV/PC-TRAV and Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training; PC-TARE; and Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>PCMS Training In-House Training (Procurement and Property Division)</p> <p>WordPerfect ZDU Training (Information Technology Division)</p> <p>GroupWise (optional) ZDU Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

SECRETARY – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Skill in organizing and planning the workflow of an office.</p> <p>Knowledge of developing, processing, and recommending improvements to the administrative process.</p> <p>Skill in writing clear and logical reports and correspondence.</p> <p>Ability to analyze office procedures and make suggestions to their maintenance and improvement to managers.</p> <p>Skill in operating a personal computer and application of various software packages.</p> <p>Skill in both written and oral communications.</p> <p>Skill in tracking and maintaining budget systems and reconciling accounts.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving American Management Association</p> <p>Time Management; Letter Writing; Listening and Memory Development; Proofreading; and Report Writing SMART Center USDA Graduate School</p> <p>Basics of Budget Tracking Senior Level Secretary/Office Manager</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>Basic Graphics Skills and Basic Internet Skills SMART Center USDA Graduate School</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p>

SECRETARY – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Ability to interpret and carry out difficult assignments.</p> <p>Skill in designing and presenting well-developed briefings.</p> <p>Ability to provide guidance and information on administrative processes to all levels of Agency personnel, other government agencies, and customers.</p> <p>Knowledge and ability to follow-through on documents, correspondence, and other assignments to completion.</p> <p>Advanced skill in both written and oral communications.</p> <p>Skill in tracking and maintaining budget systems, reconciling accounts, and providing guidance to other secretaries within the organization on same.</p>	<p>Administrative Management</p> <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Management Analysis American Management Association USDA Graduate School</p> <p>Project Management; Stress Management; Dealing with Angry Customers; and Federal Budgeting for Non-Budget Personnel SMART Center USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence In-House Training (Human Resources Division/Location)</p> <p>PowerPoint 6 In-House Training (Information Technology Division)</p> <p>Advance Desktop Publishing Software USDA Graduate School</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>AFM Supervisory Training ARMPS Training Developmental Detail Assignments Project Management Training Shadow a Senior Level Secretary</p>

SPECIFIC TRAINING RESOURCES

Conflict Resolution Training

Contact: Pat Frick
Human Resources Division
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1450

Employee Development Training

Contact: Employee Development Section, HRD
5601 Sunnyside Avenue
Beltsville, MD 20705-5104
Telephone: 301-504-1470
E-mail: trainingeds@ars.usda.gov

IT Training (new required applications only)

Contact: Kirk Webber
Information Technology Division
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1064

PCMS Training

Contact: Pam Rogers
Procurement and Property Division
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1741

PC-TARE

Contact: Denise Corbitt
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1443

Retirement and Benefits Training

Contact: Donna Kern
Retirement and Benefits Section, HRD
5601 Sunnyside Avenue
Beltsville, MD 20705-5104
Telephone: 301-504-1505

RMIS - NPS Training

Contact: Jill Stetka
National Program Staff
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-4581

Safety and Health Training (Basic)

Contact: Terry Roark/Bill Benson
Facilities Division
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1248

Travel Training (Rules/Regs)

Contact: Linda Mahoney
Financial Management Division
5601 Sunnyside Avenue
Beltsville, MD 20705
Telephone: 301-504-1307

USDA SMART Center

Contact: Anita Kopman
5601 Sunnyside Avenue
Beltsville, MD 20705-5104
Telephone: 301-504-1428
E-mail: smartcen@ars.usda.gov

NATIONAL TRAINING RESOURCES

American Management Association

P.O. Box 169
Saranac Lake, NY 12983
Telephone: 1-800-262-9699
Website: www.ama.org

Fred Pryor Seminars

P.O. Box 2951
Shawnee Mission, KS 66202
Telephone: 1-800-255-6139
Website: www.etrain.com

Graduate School, USDA

National Capital Training Center
Telephone: 202-314-3400

Denver Computer Training Center
Telephone: 800-787-9074

Midwest Training Center
Telephone: 312-353-2919

Northeast Training Center
Telephone: 215-861-4700

Pacific Training Center
Telephone: 808-523-1650

Southeast Training Center
Telephone: 404-331-3488

Southwest Training Center
Telephone: 214-767-8245

Western Training Center
Telephone 415-281-7025

Global Knowledge

P.O. Box 1039
Cary, NC 27512
Phone: 1-919-461-8600
Website: www.globalknowledge.com

Learning Tree International

1805 Library Street
Reston, VA 20190-5630
Telephone: 1-800-843-8733
Website: www.learningtree.com

Management Concepts, Inc.

8230 Leesburg Pike
Suite 800
Vienna, VA 22182
Telephone: 703-790-9595
Website: www.managementconcepts.com

National Finance Center

13800 Old Dentilly Road
New Orleans, LA 70129
Information Center: 504-255-5230
Website: www.nfc.usda.gov/

Orange Technologies Institute

13 Firstfield Road
Gaithersburg, MD 20878
Telephone: 301-840-2220
Or 1-800-895-8008
Website: www.orangetechinc.com

SkillPath Seminars

6900 Squibb Road
P.O. Box 2768
Mission, KS 66201-2768
Telephone: 1800-873-7545
Website: www.skillpath.com