

POSITION DESCRIPTION <i>(Please Read Instructions on the Back)</i>							1. Agency Position No. S000396		
2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Hdqtrs <input type="checkbox"/> Field <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation <i>(Show any positions replaced)</i> Approved for Service-wide use		3. Service		4. Employing Office Location varies		5. Duty Station varies		6. OPM Certification No.	
7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input checked="" type="checkbox"/> Employment and Financial Interest		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither	
12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 4--Special Sensitive		13. Competitive Level Code		14. Agency Use BUS: 8888		15. Classified/Graded by		Official Title of Position	
a. Office of Personnel Management		b. Department, Agency or Establishment		c. Second Level Review Equal Employment Manager		d. First Level Review		e. Recommended by Supervisor or Initiating Office	
16. Organizational Title of Position <i>(if different from official title)</i> Zone EEO Manager		17. Name of Employee <i>(if vacant, specify)</i>		18. Department, Agency, or Establishment Department of the Interior		c. Third Subdivision		a. First Subdivision U.S. Fish & Wildlife Service	
b. Second Subdivision Region		d. Fourth Subdivision		e. Fifth Subdivision		Signature of Employee <i>(optional)</i>		19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.	
20. Supervisory Certification. <i>I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that</i>		this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.		a. Typed Name and Title of Immediate Supervisor		b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i>		Signature _____ Date _____	
21. Classification/Job Grading Certification. <i>I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.</i>		22. Position Classification Standards Used in Classifying/Grading Position PCS for Equal Employment Opportunity Series, GS-0260, TS-49, dated 11/80; GSSG, dtd 04/93		Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.		Typed Name and Title of Official Taking Action Cecilia E. King Classification & Compensation Manager		Signature <i>Cecilia E. King</i> Date <i>6/4/12</i>	
23. Position Review		Initials		Date		Initials		Date	
a. Employee <i>(optional)</i>									
b. Supervisor									
c. Classifier									
24. Remarks FPL: GS-14; Drug Testing: No; Risk Designation: Moderate Risk									
25. Description of Major Duties and Responsibilities <i>(See Attached)</i>									

Equal Employment Manager
Zone EEO Manager
GS-0260-14
S000396

Introduction

This is a standardized position description (SPD) for a Zone EEO Manager responsible for two or more Regional Diversity and Civil Rights Programs within the U. S. Fish and Wildlife Service (FWS or Service). The Service provides leadership in the scientific conservation of the Region's sport fish, wild birds, and mammals and the natural habitat required for their continued survival. The Regions vary in size, but each has employees that range in number between hundreds to two thousand (or more), and a large number of field stations disbursed throughout the geographic area assigned.

The Diversity and Civil Rights Program includes the Administrative Remedy process (pre-complaint counseling, the formal EEO complaint process, Alternative Dispute Resolution (ADR), and conflict management) including COREPLUS; the Affirmative Employment Program; Special Emphasis Programs for minorities, women, and persons with disabilities; employment and student internship recruitment outreach for the OPM Pathways Programs (formerly - the Regional Student Career Experience Program (SCEP) and the Student Temporary Employment Program (STEP)); accessibility to facilities, programs, activities and services pursuant Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA) of 1990, Title VI of the Civil Rights Act of 1964; Limited English Proficiency Program (LEP), Environmental Justice Program (EJ) and training on a wide range of EEO subject matter areas.

The incumbent serves as advisor and consultant to the Regional Director, Deputy Regional Director, Regional Directorate members, and other management officials as it pertains to equal employment opportunity, diversity, inclusion, and other areas of civil rights. The equal employment opportunity program is an integral component of the total management process. The incumbent is primarily responsible for program management (i.e., reviews program activities, makes major program management decisions, and selects and trains program staff); providing expert advisory/guidance; and serving as representative/liason for the assigned region.

Major Duties

1. Program Management (30%)

Provides broad program leadership, management and coordination.

Formulates Program resources, sets priorities, and authority is delegated to subordinate senior level staff members.

Develops regional policies and ensures that standards are met within the framework of EEO laws, precedent setting court cases, regulations, and policies issued from the Department and the Service.

Manages the Affirmative Employment Program (AEP). Provides leadership in Regional affirmative employment planning efforts to include employment outreach, recruitment, position management, selection, training, promotion, career development, and incentives. Serves as project manager for the development and implementation of the Regional Management Directive 715 (MD 715) plans that addresses barriers to the recruitment, hiring, advancement, and retention of targeted groups.

Manages the Pre-complaint Counseling Program, and Alternative Dispute Resolution (ADR) Programs, in line with Equal Employment Opportunity Commission (EEOC) regulations, and Department of Interior (DOI) and

FWS policy. Monitors and evaluates the processing of EEO complaints of discrimination. Provides expert technical advice to the Regional Director, Deputy Regional Director, and the Regional Directorate members concerning resolution of equal employment opportunity complaints and workplace conflict issues at all levels of the process, and the resolution of EEO complaints and other conflicts at the lowest level and least cost to the regions.

Provides guidance and supervision to EEO counselors in the conduct of official counseling activities, and when necessary, intercedes in bringing management and the complainant together for impartial resolution. Negotiates for informal adjustment whenever possible. Draws upon a depth of knowledge of affirmative employment, accessibility, Environmental Justice, Limited English Proficiency programs, reasonable accommodation, employment outreach, merit principles, conflict management, mediation, and other workplace civil rights issues to actively reduce vulnerability involving EEO and other civil rights related complaints that result in significant cost savings to the Service and the Department.

Directs the Regional Diversity Employment Recruitment and Outreach Program utilizing such programs as the OPM Pathways Programs, Departmental Intern Program, Partners in Education and the Student Conservation Association Internship Program. Directs the development, implementation, monitoring, and evaluation of short and long-range employment outreach and recruitment objectives with Historically Black Colleges and Universities (HBCUs), Hispanic Association of Colleges and Universities (HACUs) and Tribal Colleges and Universities (TCUs) and schools with significant Asian-American, Pacific Islander students.

Directs the development, implementation, coordination, and evaluation of the Zone's facility accessibility programs for persons with disabilities, as required under Section 504 and 508 of the Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA) of 1990, and Title VI of the Civil Rights Act of 1964. Directs or conducts facilities evaluations and develops prioritized recommendations for eliminating barriers and making changes to physical installations based on assessments. Provides guidance and supervision to a Zone Accessibility Coordinator.

Directs the development, implementation, coordination and evaluation of Regional Military internship programs such as the WRP, Operation Warfighter Programs, Coming Home to Work Program, Veterans Administration Chapter 31 Internship Program, and other Federal, VA and State Vocational Rehabilitation Programs.

Plans, directs and evaluates various outreach activities of DCR staff associated with advancing the Agency's youth programs related to environmental education and employment/careers with the Service.

Administers and provides overall coordination of the Environmental Justice (EJ) Program pursuant to Presidential Executive Order 12898. Provides assistance to State Fish and Wildlife agencies in establishing their own EJ Program. Establishes and fosters active partnerships with external community organizations and provides training to external clients, especially State agencies on EJ Program requirements. Serves as Team Leader for cross-function Regional EJ Team.

Directs development of plans to implement special emphasis programs for targeted groups. Manages the Special Emphasis Program Managers/Coordinators. Oversees plans and program implementation and evaluates results of special emphasis programs such as the Black Employment Program, the Hispanic Employment Program, the Native American Employment Program, and the Federal Women's Program. Directs and coordinates special emphasis outreach/recruitment activities and other program-related special observance events. Serves as Zone Disability Program Manager.

Develops and/or administers EEO and diversity related training activities on a variety of subject matter areas such as conflict management, the EEO Pre-Complaint and Complaint Process, affirmative employment, the prevention of sexual harassment, accessibility and cultural diversity through the use of a variety of modalities.

Formulates annual program budget requests and tracks and reports on the execution of the program budget.

2. Advisory/Representation (30%)

Serves as the senior advisor and consultant to the Regional Directors, Deputy Regional Directors, members of the Regional Directorates, and other management officials in the planning, development, implementation, coordination, and evaluation of complex, comprehensive, proactive, and positive equal employment opportunity (EEO) and civil rights programs. Provides expert guidance and actively participates in Regional Directorate meetings, which includes discussions, decision-making and issues that are both routine or highly complex and sensitive in nature. The incumbent's expertise and input is utilized on a regular basis, so that it has direct impact on Regional decisions and policies.

Advises the Regional Directors, Deputy Regional Directors, Regional Directorate members, and other managers and supervisors on the resolution of complex systemic equal employment problems and issues. Advises Regional Directors and Regional Directorate members on short and long-term strategies to overcome barriers, and identify solutions to systemic problems such as low participation rates of all targeted groups, particularly in professional, mission-related, supervisory, and higher graded positions. Serves as technical authority on these issues by playing a key role in resolving and recommending disposition of major/significant issues.

Assists (as requested) and interfaces with Regional Office of the Solicitor on behalf of the assigned Regions.

Fosters and develops good public and working relations with special interest groups within regional boundaries. May represent the Regional Director at meetings, conferences, and workshops as well as meetings with public and private groups, universities, minority and women's organizations, other special interest groups, Interior Department components, other Federal agencies, and State and local government. May represent the Regional Director in interagency recruitment efforts through the Federal Executive Board/Council. Establishes and maintains continuing liaison with the Equal Employment Opportunity Commission.

3. Special Projects/Ad-hoc assignments/Reporting (15%)

On an ad hoc basis, serves on task forces that promote diversity and inclusion principles and practices and/or reduce the discrimination complaint backlog by processing complaints from other zones or regions when there is a conflict of interest. Such assignments include preparation of comprehensive reports of findings similar to legal briefs designed to provide Regional Directors with pertinent information in order to make informed decisions as it relates to recommendations and proposed disposition of complaints.

Analyzes and determines solutions to operating problems involving EEO issues where guidelines and precedent either do not exist or require substantial adaptation and legal research.

Directs the gathering, maintenance, and reporting of information and statistics concerning the employment profile of the Regional workforce compared to the Civilian Labor Force, and other indicators of employment patterns and practices, and the identification of areas of absence and/or imbalance; and evaluates and reports the results achieved by the MD 715 plans. Advises managers at all levels on all aspects of the development and implementation of affirmative employment plans.

4. Supervision (25%)

Directs and manages staff within the Diversity and Civil Rights Program who are geographically dispersed between two or more Regional offices. Carries out all responsibilities in accordance with legal, regulatory and policy requirements. Provides leadership to subject matter experts in the fields of Affirmative Employment,

outreach, recruitment, accessibility, mediation, educational employment/internship programs, Special Emphasis, by establishing program direction, providing guidance on implementation, setting performance standards and evaluating results by preparing plans for the accomplishment of work and assigns work based on subordinates' capabilities.

More specifically, supervisory responsibilities involve coaching, facilitating and mentoring; planning work to be accomplished, setting and adjusting short-term priorities, and preparing schedules for completion of work; monitoring and evaluating completed actions, decisions, and recommendations; evaluating overall annual work performance; recommending awards, rewards and recognition; providing advice, counsel, or instruction on both work and administrative matters; identifying developmental and training needs, providing or arranging for needed development and training; finding ways to improve production or increase the quality of the work directed; developing performance standards; approving emergency leave for up to three days; eight hours or less for medical appointments and/or other types of leave; and resolving simple, informal complaints of the employee and refer others, such as formal grievances and appeals, to the appropriate management official.

Factor Evaluation System (FES) Factor Level Descriptions (technical, nonsupervisory)

Factor 1. Knowledge Required by the Position (FL 1-8, 1550 pts)

Comprehensive knowledge and skill to plan, direct, staff, execute, and evaluate a complete equal employment program, including affirmative action, special emphasis programs, minority and female recruitment planning, facility and program accessibility, conflict management, Alternative Dispute Resolution (ADR), EEO pre-complaint and formal complaint processing, investigation, and adjudication.

Expert level skill in consulting managers at all levels to assist them in identifying institutional barriers to equal employment opportunity for employees and job applicants, to assist them in carrying out affirmative action, and to assist them in the resolution of EEO complaints of discrimination.

Extensive knowledge of EEO laws, executive orders, Equal Employment Opportunity Commission (EEOC) regulations, Office of Personnel Management guidelines, and Department of Interior (DOI) regulations; and of the laws, regulations, and policies governing the EEO Administrative Remedy System, including pre-complaint counseling, acceptance/dismissal, analysis and investigation of Complaints of Discrimination, development of proposed dispositions, and/or Terms of Resolution (settlement agreements), hearings and appellate procedures. This includes knowledge of EEOC and court decisions and the practical application of those decisions. This knowledge is used to more effectively administer the program.

Expert level of skill in conducting studies, organizational reviews, and workforce analysis, and to participate in personnel management evaluations, management evaluations, and similar reviews in order to identify systemic equal employment problems such as management policies and practices that may have a disparate impact on classes of employees or job applicants.

Expert level of skill in coaching, counseling, consulting, conflict management, dispute resolution and applying other Alternative Dispute Resolution (ADR) techniques, such as facilitation and conciliation in order to resolve discrimination issues as soon as possible at the least cost and lowest level.

Skill in serving as a technical authority in conducting investigations, including fact finding; collecting evidence; preserving the rights of aggrieved persons; and analyzing, formulating and presenting technically accurate and clearly understandable conclusions so that the goals and objectives of the program are met.

Ability to develop and offer suggestions and recommendations involving coordinated diversity employment outreach and recruitment planning, training, job design, and career management efforts to solve systemic equal employment problems.

Knowledge of the organizational structure of the Service, including the assignment of functions to subordinate organizations, nature of their missions, and composition of the work force by occupations, relative grade levels, race, sex, and other relevant characteristics in order to apply effective tools to eliminate barriers.

Skill in oral and written communications in order to provide advice and assistance on EEO and civil rights matters.

Skill in the performance of supervisory responsibilities so that all of the goals and objectives of the office can be effectively met.

Factor 2: Supervisory Controls (FL 2-5, 650 pts)

Incumbent is under the general administrative supervision of a Regional Director who gives assignments in terms of broad policy goals and objectives and sets the limits of resources available to the program. Technical program direction, guidance and program review will come from the Service EEO Director. The work is planned and carried out independently and the incumbent must exercise initiative and apply sound judgment in carrying out each step of the program. Results are accepted as technically authoritative, and are usually accepted without significant change. The work is reviewed in terms of achievement of broad program goals.

Factor 3: Guidelines (FL 3-5, 650 pts)

Guidelines include Federal laws on civil rights and equal employment opportunity, such as the Civil Rights Act of 1964, the Equal Employment Opportunity Act of 1972 (P.L. 92-261), the Rehabilitation Act of 1973, the Fair Labor Standards Act Amendments of 1974 (P.O. 93-259), the Civil Service Reform Act of 1978 (P.L. 95-454), the Civil Rights Act of 1991, and the ADA of 1990. Guidelines also include Code of Federal Regulations; related statutes; various Executive Orders; case law and precedent as developed through decisions of the Equal Employment Opportunity Commission (EEOC), the Merit Systems Protection Board (MSPB), and Federal District Court systems; and operating policies and procedures instituted by the Department of the Interior, the Department of Justice, and the Fish and Wildlife Service.

Guidelines are general in nature and not specifically applicable to many equal employment opportunity program areas or issues. Therefore, the incumbent uses considerable judgment and ingenuity in interpreting guidelines and extending them to deal with specific EEO issues/problems within the Region. The incumbent is considered the technical expert within the assigned.

Factor 4: Complexity (FL 4-5, 325 pts)

The incumbent has responsibility for managing and administering a highly complex and sensitive equal employment opportunity program in two or more of the Service's Regions. A wide range of duties are performed, which are directly related to a variety of programs and activities governed by differing and often competing groups of participants and cooperators both within and outside of the Service.

The program focuses on identifying and changing significant policies and practices to eliminate barriers to equal employment opportunity, and the complex, controversial nature of the work requires substantial depth of analysis to identify and recommend solutions to individual and systemic problems. Advisory recommendations include agency-wide goals and objectives, action plan items designed to eliminate the underlying causes of problems, and attempts to resolve individual and systemic equal employment opportunity problems. Accordingly, most of the

work requires the knowledge and skills to apply laws and regulations in an environment of negotiation and conflict resolution, and the remainder is coordinative, requiring the origination of innovative methods.

In managing the program, the incumbent markets/promotes program goals, plans short and long-range program objectives, and evaluates progress and recommends changes. The nature of the work requires a substantial analysis to identify and recommend resolutions to individual and systemic problems. The incumbent makes recommendations and plans of action designed to eliminate the underlying causes of problems, and attempts to resolve individual and systemic equal employment opportunity problems such as significant policies and practices that are barriers to equal employment opportunity. The incumbent utilizes a high degree of judgment in establishing the direction and priorities of the program to achieve maximum results, and in deciding and recommending actions to achieve the best results throughout the Region. The incumbent makes technical decisions concerning enforcement cases that could affect funding of State organizations receiving Federal Assistance funds.

Factor 5: Scope and Effect (FL 5-4, 225 pts)

The work involves managing a comprehensive Diversity and civil rights program including developing and managing highly complex affirmative employment plans, implementing the program and facility accessibility program, Environmental Justice, Limited English Proficiency, Section 508, Reasonable Accommodations, Title VI Programs, implementing outreach recruitment for targeted outreach to persons with disabilities Veterans and OPM Pathways Programs (formerly SCEP), ensuring the proper processing and resolution of complaints, analyzing and evaluating employment policies, and making recommendations to solve difficult discrimination problems.

The work efforts determine the overall adequacy of the Region's equal employment opportunity program, the effectiveness of complaint processing, and the compliance with pertinent civil rights rules and regulations.

The effects of the incumbent's work is to ensure effective management performance in equal employment opportunity programs in an environment of increasing litigation and judicial scrutiny, and challenges by internal and external advocacy groups. The effects of the incumbent's advice could have significant impact on program finances. The results of Title VI reviews of State agencies could affect their receipt of federal funding and have a major impact on the equal opportunity of beneficiaries that the agencies serve.

Factor 6: Personal Contacts (FL 6-4, 110 pts)

Contacts are with top and middle managers, supervisors, key staff officials, and individual employees in the Regions and other field and headquarters organizations of the Service; Equal Employment practitioners in the Service, the EEOC, and the Department of Interior and other Federal and State agencies; HR Specialists, project leaders, and special emphasis program managers at the Office of Personnel Management; and complainants, their representatives, and attorneys. Additional contacts include personnel with State Fish and Game agencies; members of the public; and representatives of educational, industrial, and civic organizations, as well as of community and advocacy groups, civil rights organizations, consultants, local/regional/national officials of large unions of employee organizations and contractors. The nature of each contact is different, depending on the person contacted and the situation, and may require modification of ground rules. The role and authority of each party is identified and developed during the course of the contact.

Factor 7: Purpose of Contacts (FL 7-3, 120 pts)

The purpose of contacts with managers, employees, complainants, and legal representatives is to consult on, negotiate, and settle equal employment opportunity issues ranging from individual complaints to systemic equal employment problems; and negotiate funds for a more proactive program. Contacts with others are to develop

new sources for recruitment, coordinate outreach initiatives, develop good public and working relations with special interest groups, and consult with and assist Service employees.

Often the purpose of contact is to negotiate on procedural points, conduct interviews, mediate or negotiate between individuals or advise or persuade individual parties. The person may be a party to a complaint, a representative of a party to a complaint (often an attorney), a representative of an organization challenging the agency's policies, or an official of a firm or agency whose policies or practices are being challenged. For these higher-level contacts, the incumbent may be required to justify or defend the Service's decisions on major controversial issues and not merely offer recommendations.

Factor 8: Physical Demands (FL 8-1, 05 pts)

The work is usually carried out at a desk, in briefing, at conferences, etc. Occasional travel is required. The regular and recurring work requires some physical exertion, such as visits to field station sites which may include movement over or through rough terrain and on uneven surfaces; and travel by boat or small planes to remote locations with few or no facilities (mountain tops, reservoirs, boat launches, hunting or fishing areas).

In addition, the negotiation/mediation duties of this position often entail intensive conciliation/negotiation meetings with complainants, attorneys, and members of the public which are conducted for periods from 4 to 6 hours or more without breaks.

Factor 9: Work Environment Level (FL 9-1, 05 pts)

The work is most often performed in an office setting or conference environment. During regular trips to field station sites, field visits may include exposure to inclement weather conditions, insects, allergens or irritant-causing plants, and lack of sanitary facilities.

Total points: 3640 (GS-14 range: 3605 – 40)

General Schedule Supervisory Guide (GSSG) Factor Level Descriptions

Factor 1: Program Scope and Effect (FL 1-3, 550 points)

As a Zone EEO Manager, the scope of the incumbent's responsibility involves managing a comprehensive Equal Opportunity, Diversity and Inclusive Workforce program for 2 or more of the Service's geographic regions. A wide range of duties are performed, which are directly related to a variety of programs and activities governed by differing and often competing groups of participants and cooperators which involve developing and implementing an affirmative employment plan, implementing the program and facility accessibility program, implementing outreach recruitment for the Regional Student Career Experience Program (formerly Co-op Education), ensuring the proper processing and resolution of complaints, analyzing and evaluating employment policies, and making recommendations to solve difficult discrimination problems.

In managing the program for the assigned Zone, the incumbent works with the Service EEO Director to ensure compliance with Service/Department program goals, plans short- and long-range program objectives, and evaluates progress and recommends changes. The nature of the work requires a substantial analysis to identify and recommend resolutions to individual and systemic problems. The incumbent makes recommendations and plans of action designed to eliminate the underlying causes of problems, and attempts to resolve individual and systemic equal employment opportunity problems such as significant policies and practices that are barriers to equal employment opportunity. The incumbent utilizes a high degree of judgment in establishing the direction and priorities of the program to achieve maximum results, and in deciding and recommending actions to achieve the best results throughout the Zone.

The work efforts determine the overall adequacy of the assigned Zone's equal employment opportunity, diversity and inclusive workforce programs; the effectiveness of complaint processing; and the compliance with pertinent civil rights rules and regulations.

Factor 2: Organizational Setting (FL 2-3, 350 points)

The position reports to the assigned Regional Directors, members of the SES.

Factor 3 – Supervisory and Managerial Authority Exercised (Level 3-2, 450 points)

The incumbent is the first level supervisor of a small number of employees who are geographically dispersed within the assigned Zone. He or she plans work and adjusts priorities, assigns work, evaluates work performance, counsels and advises employees, interviews candidates and recommends selection, hears and resolves employee complaints, effects minor disciplinary actions and recommends more action, identifies training needs and recommends courses, develops performance standards, and recommends performance-based recognition/awards.

Factor 4 – Personal Contacts

Sub-Factor 4A – Nature of Contacts (Level 4A-4, 100 points)

Personal contacts include all levels of managers and supervisors, as well as complainants (employees and applicants for employment) complainant's representatives (mostly attorneys), key staff officials and staff within the Service, DOI and other DOI bureaus. Additional contacts outside the agency include EEOC, OPM, other Federal agencies, States Attorney Generals, State and U.S. Territorial Fish and Wildlife agencies, community and other outside private and public groups, special interest groups, and local/regional/national officials of large unions of employee organizations and contractors

Sub-Factor 4B – Purpose of Contacts (Level 4B-4, 125 points)

Contacts are made to provide guidance to clarify complex areas in formal complaints (laws, or court decisions; and to consult on, negotiate, or settle complex and emotionally charged EEO issues ranging from individual complaints to systematic EEO problems. The incumbent participates in or leads negotiations which include top management officials, employees and their union or legal representatives, all of whom may hold strongly divergent positions. Settlements may impact on management practices and policies of the Service, and the issues involved are often of high level visibility with a potential for adverse publicity.

Factor 5 – Difficulty of Typical Work Directed (Level 5-7, 930 points)

Base grade level of nonsupervisory work performs that represents 25% or more is GS-12.

Factor 6 – Other Conditions (Level 6-5a, 1225 points)

The incumbent supervises a geographically dispersed staff who fall under the managerial authority of two or more Regional Directors. The majority of the work directed is analytical in nature and is comparable to the GS-12 level or above.

Total Points = 3730.

Point range for GS-14 (3605 – 4050 points)