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## Management and/or Program Analyst 14

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### GS-0343-14

NOTE: THE SENTENCE IN PART I DESCRIBING THE REASON FOR THE POSITION AND PARTS II AND III IN THEIR ENTIRETY ARE PERMANENT PARTS OF THE LIBRARY AND MAY NOT BE CHANGED OR EDITED.

#### I. INTRODUCTION

This position is established to analyze and advise management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management, or both.

#### II. MAJOR DUTIES AND RESPONSIBILITIES

Directs and develops plans for project teams or other groups in accomplishing/producing projects/studies.

Analyzes and evaluates on a quantitative/qualitative basis the effectiveness of line program operations in meeting established goals and objectives.

Evaluates and advises on organization, methods, and procedures.

Analyzes management information requirements.

Develops, analyzes, and evaluates new or modified program/management policies, regulations, goals, or objectives.

Develops procedures and systems for assessing the effectiveness of programs/management processes.

#### III. FACTOR LEVELS

FACTOR 1: KNOWLEDGE REQUIRED - Level 1-8, 1550 points

Knowledge at a level to serve as an expert in the application of a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems.

Knowledge of a comprehensive range of administrative laws, policies, regulations, and precedents applicable to the administration of one or more important public programs.

Knowledge of bureau program goals and objectives, the sequence and timing of key program events and milestones, and methods of evaluating the worth of program accomplishments.

Knowledge of relationships with other programs and key administrative support functions within the employing bureau or other agencies.

Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations, where the proposals involve substantial bureau resources, require extensive changes in established procedures, or may be in conflict with the desires of the activity studied.

FACTOR 2: SUPERVISORY CONTROLS - Level 2-5, 650 points

The employee is subject only to administrative and policy direction concerning overall project priorities and objectives. The employee is typically delegated complete responsibility and authority to plan, schedule, and

carry out major projects concerned with the analysis and evaluation of programs and organizational effectiveness. Analyses, evaluations, and recommendations developed by the employee are normally reviewed by management officials only for potential influence on broad agency policy objectives and program goals.

**FACTOR 3: GUIDELINES - Level 3-5, 650 points**

Guidelines consist of basic administrative policy statements concerning the issue or problem being studied. The employee uses judgment and discretion in interpreting and revising existing policy/regulatory guidance for use by others. Some employees review proposed regulations which would significantly change the basic character of bureau programs, the way the bureau conducts its business with the public or with private industry. Develops study formats for use by others on a project team or at subordinate echelons in the organization.

**FACTOR 4: COMPLEXITY - Level 4-5, 325 points**

The work consists of projects and studies which require analysis of interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Decisions about how to proceed in planning, organizing and conducting studies are complicated by conflicting program goals and objectives. Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

**FACTOR 5: SCOPE AND EFFECT - Level 5-5, 325 points**

The purpose of the work is to analyze and evaluate major management/program aspects of substantive, mission-oriented programs. The work involves identifying and developing ways to resolve problems or cope with issues which directly affect the accomplishment of principal program goals and objectives. Work products are complete decision packages and staff studies, and typically contain findings/recommendations of major significance which serve as the basis for new administrative systems, legislation, regulations, or programs.

**FACTORS 6&7: PERSONAL CONTACTS AND PURPOSE OF CONTACTS - Level 3c, 180 points**

Contacts are with persons outside the bureau and with high level program officials in a moderately structured setting. The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness. The employee may encounter resistance due to organizational conflict, competing objectives, or resource problems.

**FACTOR 8: PHYSICAL DEMANDS - Level 8-1, 5 points**

No unusual physical exertion is required.

**FACTOR 9: WORK ENVIRONMENT Level 9-1, 5 points**

The work is performed in an office setting.

TOTAL = 3690 pts.

This position is exempt from coverage under the Fair Labor Standards Act.

#### **IV. UNIQUE POSITION REQUIREMENTS**

(Last Updated: November 4, 1994)

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