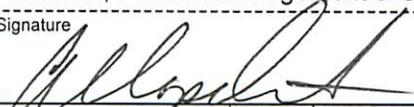


POSITION DESCRIPTION (Please Read Instructions on the Back)							1. Agency Position No. GS=S4005A						
2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input checked="" type="checkbox"/> Hdqtrs <input type="checkbox"/> Field		4. Employing Office Location Washington, DC		5. Duty Station Various Locations			6. OPM Certification No.				
Explanation (Show any positions replaced) Replaces PD# S0488A				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 (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input type="checkbox"/> 1--Non-Sensitive <input checked="" type="checkbox"/> 3--Critical <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 4--Special Sensitive			13. Competitive Level Code E452		
									14. Agency Use 8888				
15. Classified/Graded by		Official Title of Position				Pay Plan		Occupational Code		Grade		Initials	Date
a. Office of Personnel Management		Program Manager				GS		0340		13		DC	
b. Department, Agency or Establishment													
c. Second Level Review													
d. First Level Review													
e. Recommended by Supervisor or Initiating Office													
16. Organizational Title of Position (if different from official title)						17. Name of Employee (if vacant, specify)							
18. Department, Agency, or Establishment Department of Homeland Security						c. Third Subdivision							
a. First Subdivision U.S. Customs and Border Protection						d. Fourth Subdivision							
b. Second Subdivision						e. Fifth Subdivision							
19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.						Signature of Employee (optional)							
20. Supervisory Certification. 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						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 (optional) Michael J. Wenzler, Acting Executive Director Human Resources Operation, Program and Policy							
Signature			Date			Signature			Date				
									2/24/2015				
21. Classification/Job Grading Certification. 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.						22. Position Classification Standards Used in Classifying/Grading Position OPM PC Program Management Series, GS-0340 OPM PC Administrative Analysis Grade Evaluation Guide Aug 1990, TS-98							
Typed Name and Title of Official Taking Action Denise Copeland, Director, Position Management & Classification						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.							
Signature			Date										
			2/27/15										
23. Position Review		Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date		
a. Employee (optional)													
b. Supervisor													
c. Classifier													
24. Remarks													
25. Description of Major Duties and Responsibilities (See Attached)													

Program Manager
GS-0340-13
PD# S4005A

Introduction:

This position is located in a major organization within the U.S. Customs & Border Protection (CBP), Department of Homeland Security (DHS). The purpose of this position is to serve as a Program Manager over a major programmatic/geographic area and/or a critical program segment for which both the scope and effect of the work have department-wide or government-wide impact. The incumbent provides advice and consultation to programs that involve and support the mission of CBP.

Major Duties

At the direction of a higher-level supervisor/manager is responsible for a variety of diverse programs and/or services of an organization(s). Plans, organizes, coordinates, controls, and evaluates the activities an organization(s). The incumbent oversees a program segment that performs professional, technical, and/or administrative work. Incumbent may be responsible for all or some of the following administrative activities relating to programming, financial management including budget planning, project control, purchasing of supplies and equipment, logistics management, security management, personnel management including performance management, and information technology support services. The program services provided may have a significant impact on a substantial part of the program segment. The incumbent facilitates the organization's accomplishment of its primary mission or programs administered nationwide. Oversees the overall planning, direction, and timely execution of a program or several program segments, each of which is managed through separate subordinate organizational units. Manages the development, assignment, and higher-level clearance of goals and objectives of subordinate organizational units or lower organizational levels. Reviews multi-year work plans developed by subordinate organizational units and subsequently coordinates the overall work to enhance achievement of the goals and objectives.

Collaborates with heads of other CBP organizational elements to negotiate, decide on, and coordinate work changes affecting the assigned program segment. Provides timely, authoritative, and sound advice to supervisor and operating officials relative to programs managed. Provides information for submission to higher echelons. Maintains contact and liaison with appropriate persons to maintain awareness of policies, regulations and technological changes. Responsible for initiating and monitoring special studies to include analysis of workload, personnel utilization, administrative facilities, and organization operating requirements for the program segment. Administers the effective utilization of resources for the program segment. Assures that un-financed requirements are fully documented and processed through approved levels.

Responsible for ensuring that assigned programs and processes are covered by internal controls and that appropriate precautions are taken to prevent fraud, waste, and misuse of resources in accordance with the Federal Managers' Integrity Act (FMIA). Incumbent is responsible for identifying problems and developing and implementing solutions. Conducts recurring review of operating procedures and advises the program segment in planning,

developing and integrating an organizational capability, from an overall program management standpoint, to accomplish the business and operational aspects of the program segment. Develops methods, internal controls, programs and procedures to improve cost-effectiveness, streamline organizational structures, and assures conformity with sound management principles. Relieves the supervisor of special action projects requiring continuous monitoring and/or action. Incumbent's decisions are viewed as authoritative due to knowledge of all managerial and administrative programs. Provides information, alternatives and recommendations on the current and long-range plans pertaining to managerial and administrative procedures and operations program and financial management.

Assures implementation by organization(s) and operating units of the goals and objectives of the program(s). Determines goals and objectives that need additional emphasis; develops measures that evaluate performance; makes recommendations for program improvement; and manages all resources as corporate assets. In coordination with higher-level supervisor/manager, Identifies and resolves, as applicable, unique issues where no policy exists, taking innovative actions to address new needs and/or issues. Incumbent is relied upon to keeps abreast of trends within the program segment by review of reports from each organization, and through meetings and conferences with key supervisors, managers, and operating personnel. Provides leadership in developing and maintaining sound organization structures; improving management methods and procedures; insuring the effective use of personnel, materials and money; and propose solutions to management problems which may have an impact on employees. Provides leadership to the key officials in initiating program and procedure changes to correct unfavorable trends in any aspect of operation and corrects situations or deviations from established plans. Reviews reports and special studies conducted by various elements and assures proper and timely action is taken to resolve controversial situations. Keeps informed on status of various aspects of operating programs, staff activities, new or changed concepts and special projects in order to provide broad managerial guidance to program segment managers. Exercises authority in resolution of problem areas through discussions with key supervisors and operating personnel. Provides leadership in the interpretation and application of directives and policy statements which have inter-program segment impact and recommends solutions to major problem areas. Keeps all elements informed of overall goals, special emphasis areas, priority projects and status of other programs.

When requested by higher-level supervisor/manager, serves as a liaison with high-ranking officials in other Federal agencies, top-level manager in the department, and various governing board/committees.

100%

Performs other related duties as assigned.

Incumbent of this position regularly performs duties identified in 5 U.S.C. § 7112, under one or more of the following categories:

INTELLIGENCE OR NATIONAL SECURITY:

- Employee engaged in intelligence, counterintelligence, investigative, or security work that directly affects national security.
- Employee responsible for receiving, reviewing, analyzing or disseminating sensitive national security data or information.

EMPLOYEE ENGAGED IN PERSONNEL WORK:

- Employee performs non-clerical personnel work; and regularly exercises independent judgment and discretion in carrying out non-clerical duties.
- Employee involved in the administration of human resources functions (staffing, classification, and action processing, for example).

CONFIDENTIAL:

- Employee involved in projects directly supporting the management negotiation team, and deals with union representatives on a regular basis on behalf of management.

EMPLOYEE INVOLVED IN INTERNAL AUDIT FUNCTIONS:

- Employee engaged in investigation or audit functions relating to the work of other employees whose duties directly affect the internal security of the agency, and major duties are undertaken to ensure that the duties are discharged honestly and with integrity.
- Employees responsible for supporting Department of Homeland Security Inspector General reviews of CBP activities through conducting investigations or gathering, compiling, analyzing or submitting information in response to DHS Inspector General inquiries.
- Office of Internal Affairs employees engaged in investigations of allegations of integrity violations are ineligible for bargaining unit coverage under this category.

Factor Evaluation

Factor 1. Knowledge Required by the Position, Level 1-8 1550 points.

Extensive knowledge and understanding of DHS operating components, program objectives, and goals, the sequence and timing of key program events and milestones, and significant criteria to evaluate the program accomplishment. Is an expert in 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. Skill in the planning and organizing of work and the effective negotiation with management to accept and implement recommendations where the proposals involve substantial agency- resources, require extensive changes in established procedures, or may be in conflict with the desires of the DHS program studied.

Skill in formulating and directing written and oral strategies for a variety of administrative processes, which may include programming, financial management including budget planning, project control, purchasing of supplies and equipment, logistics management, security management, personnel management including performance management, and information technology support services. Issues cover alternative courses of action and require the ability to present information in a manner conducive to securing acceptance of stated strategies and goals.

Skill in analyzing, interpreting, and applying complex legislative policy and regulatory decisions to develop plans, procedures and guidance for all disciplines within the program segment.

Factor 2. Supervisory Controls, Level 2-4 450 points

The supervisor and employee develop a mutually acceptable project plan, which typically includes identification of the work to be done, the scope of the project, and deadlines for its

completion. Within the parameters of the approved project plan, the employee is responsible for planning and organizing the study, estimating costs, coordinating with staff and line management personnel, and conducting all phases of the project. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

Factor 3. Guidelines, Level 3-4 450 points

Guidelines consist of general administrative policies and management and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative policies and precedent studies provide a basic outline of results desired, but do not go into detail as to the methods used to accomplish the project. Administrative guidelines usually cover program goals and objectives of DHS. Within the content of broad regulatory guidelines the employee may refine or develop more specific guidelines such as implementing regulations or methods.

Factor 4. Complexity, Level 4-5 325 points

Analyzes interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Develops detailed plans, goals, and objectives for the long-range implementation and administration of the program, and/or develops criteria for evaluating the effectiveness of the program. Decisions concerning planning, organizing, and conducting studies are complicated by conflicting program goals and objectives. Assignments are complicated by the need to deal with subjective concepts. The quality and quantity of actions are measurable primarily in predictive terms, and findings and conclusions are highly subjective and not readily susceptible to verification through replication of study methods or reevaluation of results.

Options, recommendations, and conclusions 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

Analyzes and evaluates major management aspects of substantive, mission oriented programs. Develops long-range program plans, goals, objectives, or milestones or evaluates the effectiveness of programs conducted throughout the DHS, or for a significant organizational segment of the DHS. Identifies and develops ways to resolve problems or cope with issues which directly affect the accomplishment of principal program goals and objectives. Develops new ways to resolve major management problems or plans the most significant administrative management aspects of DHS program. Develops administrative regulations or guidelines for the conduct of program operations or new criteria for measuring program accomplishments. Study reports contain findings and recommendations of major significance to top management of the DHS, and often serve as the basis for new administrative systems, legislation, regulations, or programs.

Factor 6 Factor 7. Personal Contacts Purpose of Contacts, Level 3C 180 points

Contacts include DHS staff and management, grantees, professionals in law enforcement

response disciplines, as well as other related fields, specialists/officials throughout Federal and public sector, and the general public. The purposes of contacts are to summarize, interpret, and provide information on complex emergency management programs and activities. These activities are often non-specific and require varying levels of support for acceptance of the policies and program goals. Contacts require the exercise of seasoned judgment, tact, and patience to adequately represent DHS.

Factor 8. Physical Demands, Level 8-1 5 points.

Work is primarily sedentary.

Factor 9. Work Environment, Level 9-1 5 points.

Work is in an adequately lighted, heated, and ventilated office setting.

Total Point 3190

Point Range 3155-3600

Final Grade GS-13

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

FLSA DESIGNATION FORM

ATTACHMENT 2: Title 5 C.F.R. 551 Evaluation Guideline

Master Record Number: S4005A	FINAL FLSA DETERMINATION <input checked="" type="checkbox"/> EXEMPT <input type="checkbox"/> NONEXEMPT
Title/Pay Plan/Series/Grade: Program Manager, GS-340-13	
Organization (Program Office/Division, Branch): Various	
SPECIAL INSTRUCTIONS FOR THIS FORM: <ul style="list-style-type: none">• This worksheet must be used in conjunction with FLSA guidance in 5 C.F.R. § 551 in making FLSA designations on Federal position descriptions .• For each exemption category, check boxes that apply. If sufficient criteria are checked, mark the corresponding box in the upper left-hand corner for that exemption.	
<input type="checkbox"/> 5.1a. EXECUTIVE EXEMPTION (5 C.F.R. § 551.205) An employee whose primary duty is managing an organizational unit, and who meets both of the conditions below. <ul style="list-style-type: none"><input type="checkbox"/> A. Customarily and regularly directs the work of two or more employees. (<i>Customarily and regularly means more than occasional, but may mean less than all the time.</i>) and<input type="checkbox"/> B. Has authority to hire or fire other employees or whose suggestions and recommendations as to the hiring, firing, advancement, promotion, or any other change of status of other employees, are given particular weight by higher-level management. To have particular weight, these suggestions and recommendations must be an expected and frequent part of the employee's job upon which higher-level management must frequently rely.	
<input checked="" type="checkbox"/> 5.1b. ADMINISTRATIVE EXEMPTION (5 C.F.R. § 551.206) An employee whose primary duty meets A, B, and C below. <ul style="list-style-type: none"><input checked="" type="checkbox"/> A. The work is office or non-manual in nature and<input checked="" type="checkbox"/> B. The work is directly related to the management or general business operations of the office or its customers (<i>rather than "production" functions</i>) and<input checked="" type="checkbox"/> C. The work includes the exercise of discretion and independent judgment with respect to matters of significance. Check the box by the appropriate statement(s) below to determine if C is met. One or more must be checked to meet C.<ul style="list-style-type: none"><input checked="" type="checkbox"/> 1. Has authority to formulate, affect, interpret, implement management policies or operating practices;<input checked="" type="checkbox"/> 2. Carries out major assignments in conducting the operations of the organization;<input checked="" type="checkbox"/> 3. Performs work that affects the organization's operations to a substantial degree, even if the employee's assignments are related to operation of a particular segment of the organization;<input type="checkbox"/> 4. Has authority to commit the employer in matters that have significant financial impact;<input checked="" type="checkbox"/> 5. Has authority to waive or deviate from established policies and procedures without prior approval;<input checked="" type="checkbox"/> 6. Has authority to negotiate and bind the organization on significant matters;<input checked="" type="checkbox"/> 7. Provides consultation or expert advice to management;<input checked="" type="checkbox"/> 8. Is involved in planning long or short-term organizational objectives;<input checked="" type="checkbox"/> 9. Investigates and resolves matters of significance on behalf of management;<input type="checkbox"/> 10. Represents the organization in handling complaints, arbitrating disputes, or resolving grievances;<input checked="" type="checkbox"/> 11. Provides a representative duty or responsibility of the position that matches or is equivalent to those provided in the checked block(s) above.	
<input type="checkbox"/> 5.1c. PROFESSIONAL EXEMPTION (5 C.F.R. § 551.207) AND LEARNED PROFESSIONAL EXEMPTION (5 C.F.R. § 551.208) 5.1c.(1) LEARNED PROFESSIONAL EXEMPTION (5 C.F.R. § 551.207) An employee whose primary duty is work requiring knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized, intellectual instruction. In general, to meet the "learned professional" definition, the employee must do work that is mostly intellectual and requires the consistent exercise of discretion and judgment (not routine mental, manual, mechanical, or physical work). The employee must use the advanced knowledge to analyze, interpret, or make deductions from varying facts or circumstances. Advanced knowledge cannot be obtained at the high school level.	

5.1c(2). **CREATIVE PROFESSIONAL EXEMPTION (5 C.F.R. § 551.209)**

An employee whose **primary duty** is the performance of work requiring invention, imagination, originality, or talent in a recognized field of artistic or creative endeavor rather than routine mental, manual, mechanical, or physical work. This requirement is generally met by actors, writers, musicians, composers, conductors, and soloists as well as painters who at most are given the subject matter of their work and writers who choose their own subjects and hand in a finished piece of work to their employers.

5.1c(3). **COMPUTER EMPLOYEE EXEMPTION (5 C.F.R. § 551.210)**

An employee whose earnings are \$27.63 per hour (\$57,663 per year) or more **and** whose primary duties consist of one or more of the following:

- A. The application of systems-analysis techniques and procedures, including consulting with users to determine hardware, software, or system functional specifications; **and/or**
- B. The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications; **and/or**
- C. The design, documentation, testing, creation, or modification of computer programs related to machine-operating systems; **and/or**
- D. A combination of the aforementioned duties, the performance of which requires the same level of skills.

6. **EMPLOYEE - SPECIFIC EXEMPTION (5 C.F.R. § 551.212 THROUGH 5 C.F.R. § 551.216)**

An employee who:

- A. Serves on a foreign assignment located outside the U.S. and its territories as defined in 5 C.F.R. § 551.212; **and**
 - 1. The employee is permanently stationed in an exempt area and spends all hours of work in a given work week in one or more exempt areas; **or**
 - 2. The employee is not permanently stationed in an exempt area, but spends all hours of work in a given work week in one or more exempt areas.

ADDITIONAL COMMENTS / EXPLANATORY INFORMATION:

Add additional pages as needed.

OFFICIAL MAKING FLSA DETERMINATION (REQUIRED)

HRM:

OCC:

Print/Type Name: Denise Copeland

Print/Type Name:

Date: 02/27/2015

Date:

OCC Remarks: