

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No.  
GS=S4008A

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# S0486A				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 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 0456	
								14. Agency Use 8888	

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment	Program Manager	GS	0340	14	DC	
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.

Typed Name and Title of Official Taking Action Denise Copeland, Director, Position Management & Classification		22. Position Classification Standards Used in Classifying/Grading Position OPM PC PROGRAM MANAGEMENT, SEREIS, GS-0340 OPM PC ADMINISTRATIVE ANALYSIS GRADE EVALUATION GUIDE AUG 1990, TS-98	
Signature	Date	<b>Information for Employees.</b> 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.	
	2/27/15		

23. Position Review	Initials	Date								
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks \_\_\_\_\_

25. Description of Major Duties and Responsibilities (See Attached)

Program Manager  
GS-340-14  
PD# S4008a

## INTRODUCTION

This position is located in a major organization within the U.S. Customs & Border Protection, Department of Homeland Security (DHS). The purpose of the position is to serve as a Program Manager over a critical program segment for which both the scope and effect of the work have department-wide or government-wide impact.

## MAJOR DUTIES AND RESPONSIBILITIES

Plans, organizes, coordinates, controls, and evaluates the activities of an organization(s). The incumbent directs a program segment that performs professional, technical, and/or administrative work. The program directed and services provided have a significant impact on a substantial part of the department, and 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.

Incumbent is responsible for leading complex projects, often cutting across organizational/activity lines. Defines critical quality factors, process improvements on key initiatives that result in significant improvements in service delivery, reduced operational unit costs, increased quality, and reduced process cycle time. The incumbent serves as the project leader for Program Segment and/or Program Office projects as a Subject Matter Expert (SME). Provides technical direction in project management, team building, facilitation, process improvement analysis, and the methodology required to develop and substantiate a business case for the selected project. The incumbent provides technical advice on strategic issues; collaborates with other Program Offices across CBP and other components within DHS to improve end-to-end processes throughout the Program Office/component, or equivalent organization; utilizes various analytical methodology including but not limited to a wide range of statistical methods and tools, mathematical techniques, and process mapping. Work results will resolve problems or issues, impacting programs that extend across the Program Segment/Program Office/CBP/DHS, or equivalent organization.

Assures implementation by subordinate organizations and operating units of the goals and objectives of a department-wide program. 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. Incumbent is responsible for implementing quantitative and qualitative methods within the scope of the respective project and reporting of results; is responsible for analysis, facilitation, reporting, and providing recommendations for process improvements, improving quality, reducing costs, and establishing appropriate process metrics and process controls. The incumbent works with senior leadership as a change agent in assuring, directing, and performing the steps necessary to create business cases within established budgets and timeframes. Manages the development, assignment, and higher-level clearance of goals and objectives of subordinate organizational units or lower organizational levels. Approves multi-year work plans developed by subordinate organizational units and subsequently manages the overall work to enhance achievement of the goals and objectives.

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Manages organizational changes or major change to the structure and content of the program or program segments directed. Exercises discretionary authority to approve the allocation and distribution of funds in the organization's budget. Identifies and resolves, as applicable, unique issues where no policy exists, taking innovative actions to address new needs and/or issues. 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).

Performs liaison with high-ranking officials in other Federal agencies, top-level managers in DHS, and various governing boards/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.

**EVALUATION FACTORS**

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

Mastery of analytical tools and methodology to provide a comprehensive knowledge of management issues and programs for: the development and-or implementation of DHS and CBP laws, policies and regulations; resolving broad, complex, and-or unprecedented planning,

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evaluation, control, and resource allocation problems; and an ability to provide authoritative advice to parties dealing with various management levels throughout the DHS and CBP.

Superior interpersonal and administrative skills, sufficient to organize and coordinate thorough, systematic, professional efforts to meet the more complex planning needs and unanticipated requirements, and to provide written and oral reports, with conclusions, alternatives and recommendations, on national policies, projects or studies for CBP.

Ability to plan, organize and direct team-task force efforts across organizational lines, including the ability to monitor progress to ensure that realistic objectives and milestones are established, to clearly assign responsibilities, and to get mission requirements accomplished in a timely manner.

Ability to effectively communicate, both orally and in writing, and an ability to grasp conceptual ideas and exercise original thought where there is an established time limit for deliberation, consultation and evaluation, and to present well-considered and sound suggestions.

Factor 2, Supervisory Controls, Level 2 – 5, 650 points

Works under broad administrative direction of designated supervisor, who makes assignments in terms of broadly defined functions and in accordance with mission objectives. Responsible for independently planning, designing, scheduling, and carrying out programs, major projects and-or studies in support of organizational effectiveness. Incumbent exercises extreme discretion and judgment in determining whether to broaden or narrow the scope of assignments. Results of work are considered technically authoritative and are normally accepted without significant change. When work is reviewed, the review is concerned with such matters as fulfillment of assignment objectives, effect of advice and influence on the overall program, DHS and CBP policy and political constraints and for responsiveness to the needs of the supervisor and upper level management.

Factor 3, Guidelines, Level 3 - 5, 650 points

Guidelines are only sketchy or broadly stated, and may consist of broad policy statements, basic legislation, regulations and state-of-the-art information relative to the area of involvement and-or study. Incumbent uses initiative, judgment, and ingenuity in developing guidelines or interpreting the intent of guides that do exist, and in the development of applications to specific areas of work. They must also exercise considerable judgment in interpreting, adapting and-or deviating from existing procedures and guides, in developing new or improved approaches for analyzing, developing and presenting authoritative information or analyses on complicated matters of national or international importance, to persons with conflicting views. Incumbent is recognized as a technical authority in the development and interpretation of guidelines.

Factor 4, Complexity. Level 4-5, 325 points

Work consists of a wide-range of projects and-or studies involving broad and-or in- depth analysis and evaluation of not always clearly related facts, practices and issues, to enhance operational effectiveness, efficiency, and productivity for substantive mission-oriented programs.

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Assignments require developing detailed plans, goals, and objectives for the short and long-range implementation of programs, and-or developing criteria for evaluating the effectiveness of same. It also requires analyzing and formulating CBP requirements for resource management of information, and resource management to support allocation targets for national, as well as International mission requirements.

Decisions are complicated by conflicting program goals and objectives which may derive from changes in legislation or regulatory guidelines, and-or variations in the demand for program services. Assignments are further complicated by the need to deal with subjective concepts, such as value judgments and findings, and conclusions of higher level officials who may not be desirous of changes.

Factor 5, Scope and Effect, Level 5 -5, 325 points

Purpose of the work is to assist policy makers in developing, evaluating, analyzing and interpreting program management policies to resolve complex problems of national and international significance and impact; also to analyze major administrative aspects of substantive, mission-oriented programs, and to generate and apply new hypotheses and concepts to improve effectiveness and efficiency of operations, to resolve complex policy questions, and to provide a basis for major decisions that affect activities and operations internal to CBP and potentially external across DHS service-wide.

Factors 6 & 7, Personal Contacts and Purpose, Level 3c, 180 points

Contacts are with high level managers, supervisors and program staff throughout DHS and CBP, representatives of the trade community and-or members of the public; and with representatives of Department of Treasury and other Government agencies, Congressional staff, etc. The purpose of contacts is to gather and analyze information; to develop hypotheses; present information and resulting analysis to policy makers, other DHS and CBP staff and officials; to influence these individuals to accept the analysis and findings for implementation; to participate in conferences, meetings and presentations involving policy issues that have focal, national and-or international consequences; to facilitate and coordinate office projects and policy-procedural changes; establish and maintain liaison with other program-administrative support staffs; to persuade policy makers on the type, nature and time of new policy initiatives; and to evaluate and critique new or revised policies or procedures.

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

Work is primarily sedentary.

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

Work is normally performed in an office environment; may require some travel to meet mission requirements.

TOTAL POINTS: 3690; POINT RANGE: 3605 – 4050; GRADE CONVERSION: GS-14

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: S4008A	<b>FINAL FLSA DETERMINATION</b> <input checked="" type="checkbox"/> EXEMPT <input type="checkbox"/> NONEXEMPT
Title/Pay Plan/Series/Grade: Program Manager, GS-340-14	
Organization (Program Office/Division, Branch): Various	
<p><b>SPECIAL INSTRUCTIONS FOR THIS FORM:</b></p> <ul style="list-style-type: none"> <li>• This worksheet <b>must</b> be used in conjunction with FLSA guidance in 5 C.F.R. § 551 in making FLSA designations on Federal position descriptions .</li> <li>• For each exemption category, <b>check boxes that apply</b>. If sufficient criteria are checked, mark the corresponding box in the upper left-hand corner for that exemption.</li> </ul>	
<p><input type="checkbox"/> <b>5.1a. EXECUTIVE EXEMPTION (5 C.F.R. § 551.205)</b> An employee whose primary duty is managing an organizational unit, and who meets <b>both</b> of the conditions below.</p> <ul style="list-style-type: none"> <li><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</li> <li><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.</li> </ul>	
<p><input checked="" type="checkbox"/> <b>5.1b. ADMINISTRATIVE EXEMPTION (5 C.F.R. § 551.206)</b> An employee whose primary duty meets <b>A, B, and C</b> below.</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> A. The work is office or non-manual in nature <b>and</b></li> <li><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</li> <li><input checked="" type="checkbox"/> C. The work includes the exercise of discretion and independent judgment with respect to <b>matters of significance</b>. Check the box by the appropriate statement(s) below to determine if <b>C</b> is met. <b>One or more must be checked to meet C.</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> 1. Has authority to formulate, affect, interpret, implement management policies or operating practices;</li> <li><input checked="" type="checkbox"/> 2. Carries out major assignments in conducting the operations of the organization;</li> <li><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;</li> <li><input type="checkbox"/> 4. Has authority to commit the employer in matters that have significant financial impact;</li> <li><input checked="" type="checkbox"/> 5. Has authority to waive or deviate from established policies and procedures without prior approval;</li> <li><input checked="" type="checkbox"/> 6. Has authority to negotiate and bind the organization on significant matters;</li> <li><input checked="" type="checkbox"/> 7. Provides consultation or expert advice to management;</li> <li><input checked="" type="checkbox"/> 8. Is involved in planning long or short-term organizational objectives;</li> <li><input checked="" type="checkbox"/> 9. Investigates and resolves matters of significance on behalf of management;</li> <li><input type="checkbox"/> 10. Represents the organization in handling complaints, arbitrating disputes, or resolving grievances;</li> <li><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.</li> </ul> </li> </ul>	
<p><input type="checkbox"/> <b>5.1c. PROFESSIONAL EXEMPTION (5 C.F.R. § 551.207) AND LEARNED PROFESSIONAL EXEMPTION (5 C.F.R. § 551.208)</b></p> <p><b>5.1c.(1) LEARNED PROFESSIONAL EXEMPTION (5 C.F.R. § 551.207)</b> 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.</p>	

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: