

SOLICITATION OF INTEREST
Employee Engagement Program Analyst

TO ALL CURRENT, PERMANENT GS-12 or GS-13 EMPLOYEES

Opening Date: February 21, 2023 Closing Date: February 27, 2023

LOCATION AND DESCRIPTION OF DETAIL: The Social Security Administration (SSA), Office of the Inspector General (OIG), Office of Workforce Performance and Development (OWPD), Employee Engagement Team (EET), in Woodlawn, Maryland is soliciting for a current (permanent) GS-12 or GS-13 employee for a not-to-exceed 120-day detail to serve as an Employee Engagement Program Analyst.

OWPD was recently established as a new component in SSA OIG.

DUTIES: The selected incumbent assist the Team Leader in developing and implementing policies, processes, and operations needed to establish OWPD and the EET. The selected incumbent is also responsible for assisting the Team Leader with administrating and monitoring OIG's new employee onboarding and orientation program. These programs affect OIG staff who are geographically dispersed. In addition, the incumbent will assist in developing and implementing policies and administrative processes that ensure the effective and efficient operations of OWPD. **Please note that this can be a remote assignment completed from the selectee's current duty station.**

AREA OF SOLICITATION: Open to qualified, current, permanent, **bargaining** and **non-bargaining unit**, GS-12 and GS-13 employees in the OIG community and SSA. This is a lateral detail assignment and may be subject to a reimbursable agreement. A temporary promotion is **not** offered. This detail may become permanent. This is **not** a developmental assignment. The selectee should possess the demonstrated ability to execute most of the duties enumerated below.

NUMBER OF VACANCIES: 1

DUTIES: In this assignment, the selectee will work with OWPD team members, SSA and SSA OIG stakeholders, and external entities to perform the following duties in a manner that complies with diversity, equity, inclusion, and accessibility (DEIA) principles:

- Works with the Team Leader to develop and implement a 12-month new employee onboarding program, which includes, but is not limited to, orientation, mentoring, coaching, engagement surveys, workplace immersion, and career planning;
- Develops a comprehensive, automated, beginning-to-end new employee profile and onboarding tracker application;
- Consults and helps to develop a robust mentoring, coaching, and employee retention program;
- Consults and assists in establishing an OWPD automated help desk process designed to respond to customer questions and resolve problems related to OWPD's various workloads;
- Conducts independent analysis and provides new employee onboarding advice, guidance, and support to the employees of the OIG;

- Assists OWPD team members in establishing OWPD's other teams, including the Performance Management and Awards Team, Training and Professional Development Team, and the Diversity, Equity, Inclusion, and Accessibility Team.
- Coordinates with SSA's Office of Human Resources (OIG's Servicing Personnel Office) and others, internal and external to OIG, to establish programs and processes, benchmark and document best practices, and obtain other support and resources needed to establish the newly created EET;
- Evaluates the effectiveness of current new employee activities in meeting the needs of OIG;
- Monitors and reports progress to the Team Leader on individual and team accomplishments, challenges, and timeframe estimates on completing tasks;
- Addresses inquiries from management officials at all levels for new employee onboarding, and maintains open communication and positive working relationships with colleagues, subordinates, and leadership from other components;
- Prepares and presents written reports and briefings on various subjects related to new employee onboarding;
- Develops processes designs and documents standard operating procedures for all Team tasks, activities, and processes; and,
- Other duties as assigned.

QUALIFICATIONS:

Candidates for the detail must be in good standing and be a permanent GS-12 or GS-13 employee. Interested candidates should have:

- Experience coordinating and executing the full range of new employee orientation and onboarding functions (suggested);
- Experience analyzing and addressing new employee onboarding activities (required);
- Experience establishing a new program, office, component, or workflow (suggested);
- Experience administering and monitoring employee support services (strongly suggested);
- Experience consulting and assisting with the development of automated systems (suggested);
- Experience documenting processes and/or creating standard operating procedures (required);
- Knowledge of DEIA principles (required);
- Experience resolving customer questions and concerns (required);
- Experience defusing intense interactions and resolve conflicts (required);
- Excellent oral and written communication skills (i.e., applies plain language and agency writing principles) (required);
- Excellent organizational skills (required);
- Experience developing written instructions, guidelines, and other material (required);
- Experience working in a fast-paced environment (suggested); and,
- Experience using Microsoft Word, Excel, and/or PowerPoint (required).

HOW TO APPLY: Interested employees must submit, via email, the following information: name, title of your organizational component, permanent position title, permanent grade, the length of time served at current grade, work location, service computation date, and supervisor's name. Your email must also include a statement of interest (not to exceed 2 pages), a résumé/SSA-45, and a copy of your most recent performance appraisal.

Please email the requested information to oig.details@ssa.gov by **Close of Business February 27, 2023.**

*Please note that although the Detail period is not to exceed 120 days, at any point during that period, either the manager or the Detailee can request that the detail end prior to the last day. The employee will be returned to his or her permanent position of record, regardless of the duration of the temporary assignment.

For questions concerning this solicitation, please contact OIGHR@ssa.gov.

The United States Government does not discriminate in employment based on race, color, religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, disability, age, membership in an employee organization, or other non-merit factor.