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PROGRAM SPECIALIST,  
DEPARTMENT OF AGRICULTURE  
FOREST SERVICE

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## Request For Information

JANUARY 3, 2024  
CAREER RESULTS  
[www.acmecv.com](http://www.acmecv.com)

## Required KEYWORDS

Resume Must include support for these activities.

1. You will assist managers take a holistic approach to change-management by utilizing key strategies to assist in the identification of opportunities, establishment of goals/ objectives.
2. You will conduct/coordinate employee interviews and focus groups.
3. You will identify areas where existing policies, processes, and procedures require change, improvement, elimination, or development.
4. You will conduct organizational workflow and process mapping.
5. You will collaborate with WEPO Data Analysis and Evaluation Branch to review work environment data and determine themes.
6. You will make recommendations and provide resources and training to meet challenges or advance a positive work environment.
7. You will be involved in the initiation, formulation, planning, execution, and control of major special studies or continuing projects.
8. You will attend certain meetings on behalf of the program.
9. You will prepare comprehensive briefs of action taken to keep the Director apprised.
10. You will make recommendations and provide resources and training to meet challenges or advance a positive work environment.

## Second Level KEYWORDS

*Backup Should include support for these activities based upon personal attributes, unique talents, and personal attitudes.*

How You will be evaluated

1. Accessibility
2. Manages and Organizes Information
3. Oral Communication

## Additional Information required by Federal Resume

*Not normally Requested by employers*

- hours worked per week,
- dates of employment.
- Exact title,
- series, grade (if applicable)
- supervisor's phone number and whether or not the supervisor may be contacted for a reference check.
- 5) other qualifications.

## Suggested Required EXPERIENCE

Suggested experience Points.

Focus is using a variety of data sources, identification of improvements collaboration with stakeholders, and the influence to implement the changes suggested. Your experience may vary so we can include similar / less intense tasks assigned.

1. **Supervising Change Management.** Experience where you were assigned improving systems, procedures, or company policy to increase productivity.
2. **Communication with Employees** Gathering input from a wide variety of colleagues, (some at management level) to gather the necessary information.
3. **Identifying opportunities and Improvement.**
4. **Organizational Workflow-** the set of processes needed to accomplish, the set of people or other resources available to perform those processes, and the interactions among them. **Process Mapping** Process mapping is a technique used to visually map out workflows and processes. It involves creating a process map, also referred to as a flowchart, process flowchart, or workflow diagram. The purpose of process mapping is to communicate how a process works in a concise and straightforward way.
5. **Collaboration at all levels of the organization.**
6. **Make Recommendations-** The ability to make convincing and well thought out improvements and the confidence to implement these changes department wide.
7. **Assignment of Special Studies-** The imagination to design, plan and successfully implement special studies required by management / leadership.
8. **Presentations at meetings.** Especially those to senior leadership
9. **Reporting**

## Second Level KEYWORDS

Backup Should include support for these activities based upon personal attributes, unique talents, and personal attitudes.

Here is where you can mention successful assignments where you exhibited these important qualities.

4. Accessibility
5. Manages and Organizes Information
6. Oral Communication

## Additional Information required by Federal Resume

*Not normally Requested by employers. One of the main drawbacks of a Federal Application*

**BUT**

They reject those that don't include it.