

**Vacancy Announcement  
Federal Retirement Thrift Investment Board**

<b>Participant Correspondence Specialist</b> <b>Job Announcement Number: FRTIB-DE-09-005</b>	
<b>Salary Range : Per Year</b> <b>GS-09 \$50,408 - \$65,531</b> <b>GS-11 \$60,989 - \$79,280</b>	<b>Open Period: January 6, 2009</b> <b>Closing: February 6, 2009; 5:00 p.m. EST.</b>  <b>1 Vacancy</b>  <b>This position is also being advertised under FRTIB-MP-09-005 – Status Candidates</b>
<b>Series &amp; Grade: GS-301-9/11</b>	<b>Position Information: Full-time Permanent</b>
<b>Promotion Potential: GS-13</b>	<b>Duty Location: Washington, DC</b>

**WHO MAY BE CONSIDERED:** Open Public - all US Citizens

**RELOCATIONS EXPENSES:** Travel, transportation, and relocation expenses for this position will not be paid.

**ORGANIZATIONAL NARRATIVE:**

The Federal Retirement Thrift Investment Board is an independent Federal agency in the Executive branch created by the Federal Employees' Retirement System Act of 1986 (FERSA), Pub. L. No. 99-335, 100 Stat. 514 (codified as amended largely at 5 U.S.C. § 8351 and §§ 8401-79) to administer the Thrift Savings Plan (TSP). The TSP is a daily-valued, participant-directed retirement savings and investment plan for Federal civilian employees and members of the uniformed services. It offers its participants the same type of saving and tax benefits that many private corporations offer their employees under 401(k) plans. Currently, the TSP is the largest defined contribution plan in the world with over four million participants and assets over \$200 billion.

The Agency has a staff of approximately 80 employees located in Washington, DC, who assist the Executive Director in carrying out the policies set by the Board members for investment, administration, and management of the TSP.

The Agency has seven primary departments: Office of Finance, Office of Investments, Office of the General Counsel, Office of Research and Strategic Planning, Office of External Affairs, Office of Automated Systems, and the Office of Participant Services.

**MAJOR DUTIES:**

The incumbent is responsible for preparing responses to a wide range of correspondence as it pertains to inquiries from participants, their representatives or other third parties, and agency or uniformed services TSP representatives. Incumbent also responds to Congressional inquires and White House referrals. In addition, incumbent reviews responses to participant inquiries that are elevated to the Agency for further review by the TSP call centers to ensure their accuracy and timeliness. Responsibilities include developing standards or variable responses to common or unique inquires which can be used by others (primarily contractor staff), reviewing and auditing

responses prepared by the call center with respect to accuracy and quality of the responses as well as compliance with performance metrics, preparing or reviewing materials for the TSP knowledge database, and other associated operational activities. The incumbent also responds to telephone inquires or referrals from the call centers or other operational groups.

**QUALIFICATIONS REQUIRED:**

**You may start between \$50,408 and \$65,531 (GS-9) per year. Applicants must meet all the below qualification requirements by the closing date of this announcement:**

Specialized Experience: specialized experience should include experience that equipped you with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that are typically in or related to having basic familiarity with the principles and operations of 401(k) type retirement plans; ability to identify and explain regulatory provision; computer knowledge and adaptability to new programs; ability to handle telephonic and written inquires that may include complaints. Include a 2-page writing sample of your work.

**You may start at \$60,989 and \$79,280 (GS-11) per year. Applicants must meet all the below qualification requirements by the closing date of this announcement:**

Specialized Experience: specialized experience should include experience that equipped you with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that are typically in or related to having knowledge of principles and operations of 401(k) type plans; ability to identify and explain regulatory provision; computer knowledge and adaptability to new programs; ability to handle telephonic and written inquires that may include complaints. Include a 3-page writing sample of your work.

These qualification requirements are condensed from the Office of Personnel Management (OPM) Operating Manual “Qualification Standards for General Schedule Positions” which is available in Federal Human Resources offices for review. See:

[www.opm.gov/qualifications/SEC-IV/A/gs-admin.asp](http://www.opm.gov/qualifications/SEC-IV/A/gs-admin.asp) for more information regarding OPM qualification requirements.

**HOW YOU WILL BE EVALUATED:**

You will be rated on the extent of your experience, education, and training that has prepared you to be able to perform this job. Your application will be evaluated to determine if you meet the minimum qualifications required. If you meet the minimum requirements your narrative responses to the knowledge, skills, and abilities associated with this position will be evaluated and assigned a numeric score by a subject matter expert. Applications will be rated to determine whether they meet basic qualification requirements on a scale of 70 to 100.

Please address each knowledge, skills, and ability (KSA) separately. Provide only one page per KSA using Times New Roman, 12 pitch. Consider giving examples. Explain what situation you were in, how it was rectified, and what the outcome was; explain the complexity of the knowledge you possess, the level of the people you interacted with, and the sensitivity of the issues you handled, etc.

Failure to submit narrative responses to the KSA’s will negatively affect your rating for this position.

## **KNOWLEDGE, SKILLS, AND ABILITIES (KSA):**

1. Describe your familiarity with the principles and operations of 401(k) type plans.
2. Describe your experience in establishing and maintaining effective working relationships among diverse groups which could be other Federal agency, uniformed services representatives, contractor personnel, employees, and other interested entities and organizations.
3. Describe your oral communications skills in handling irate customers. Please provide two examples of the situation you were involved in and how you handled it.
4. Describe your written communications skills to effectively convey complex information to a diverse group of individuals or to an individual reader.

## **IF YOU ARE APPLYING FOR THE GS-11 POSITION, PLEASE ANSWER KSA #4:**

5. Describe your ability to analyze a complex regulatory issue pertaining to a special condition and circumstance. Please provide two examples of the situation you were involved in and the outcome.

## **BENEFITS:**

Pay is only part of the compensation you will earn working for the Federal Government. The federal government offers a number of exceptional employee benefits. As a federal employee, you may be eligible for health benefits from a variety of providers, long-term care insurance, flexible spending accounts, term life insurance, generous sick and annual leave, 10 paid holidays a year, a family-friendly work environment, and a comprehensive retirement plan.

Most new employees to the Federal government are covered by the Federal Employees Retirement System. This retirement system is comprised of Social Security Benefits, a Basic Benefit Plan, and a Thrift Savings Plan (similar to a 401K Plan) that offers matching agency contributions.

## **OTHER INFORMATION:**

**Interagency Career Transition Assistance Program (ICTAP).** ICTAP provides most eligible displaced competitive service employees with external selection priority over other outside candidates for competitive service vacancies. Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. If you believe you meet these criteria, you must apply and be found to be well-qualified to receive consideration for special priority selection. Well-qualified means, you must meet the qualification standards and eligibility requirements for the position, including any suitability, minimum educational or experience requirements; either meet quality ranking factor levels at the level set by this agency, or are rated above minimally qualified in accordance with the agency's specific rating and ranking process; are physically qualified, with reasonable accommodation, to perform the essential duties of the position.

Your application package must include a copy of the agency notice, a copy of your most recent Performance Rating, and a copy of your most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

**Selective Service:** If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law. See [www.sss.gov](http://www.sss.gov) for more information.

**Veterans' Preference:** Veterans Employment Opportunities Act of 1998 (VEOA) entitles you to veterans' preference if you meet at least one of the below requirements:

### **5-Point Preference**

**Five points will be added to the overall score of a veteran who served:**

- During the period December 7, 1941, to July 1, 1955; or
- For more than 180 consecutive days, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- For more than 180 consecutive days, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; or
- During the Gulf War from August 2, 1990 through January 2, 1992; or
- In a campaign or expedition for which a campaign medal has been authorized, including El Salvador, Grenada, Haiti, Lebanon, Panama, Somalia, Southwest Asia, Bosnia, and the Global War on Terrorism.

Medal holders and Gulf War veterans who enlisted after September 7, 1980, or entered on active duty on or after October 14, 1982, must have served continuously for 24 months or the full period called or ordered to active duty. The service requirement does not apply to veterans with compensable service-connected disabilities, or to veterans separated for disability in the line of duty, or for hardship.

### **10-Point Preference**

**Ten points will be added to the overall score of:**

- A veteran who served any time and who (1) has a present service-connected disability or (2) is receiving compensation, disability retirement benefits, or pension from the military or the Department of Veterans Affairs; or
- Individuals who received a Purple Heart qualify as disabled veterans; or
- An unmarried spouse of certain deceased veterans; or
- A spouse of a veteran unable to work because of a service-connected disability, or
- A mother of a veteran who died in service or who is permanently and totally disabled.

To claim veterans' preference entitlement you must provide the proper documentation by the close of this announcement. See [www.opm.gov/veterans/html/vetguide.asp](http://www.opm.gov/veterans/html/vetguide.asp) and [www.usajobs.opm.gov/EI3.asp](http://www.usajobs.opm.gov/EI3.asp) for additional information.

**Required Documentation:** Those eligible under the Veterans Employment Opportunities Act of 1998 (VEOA), [www.usajobs.opm.gov/EI52.asp](http://www.usajobs.opm.gov/EI52.asp) **MUST** submit a DD-214 and/or SF-15 to establish eligibility under this program. The SF-15 is available in Federal Human Resources offices or on the OPM website at [http://www.opm.gov/forms/pdf\\_fill/SF15.pdf](http://www.opm.gov/forms/pdf_fill/SF15.pdf)

**Special Employment Programs:** Applicants applying based on eligibility for a special employment program/authority such as VRA, Severely Disabled, 30% or more compensably disabled veterans, or Peace Corp returnees **MUST** submit documentation (e.g., DD-214, SF-15, Vocational Rehabilitation certification/medical documentation) to establish program eligibility.

**(Please note:** An SF-50, Notification of Personnel Action, showing veterans' preference will not be accepted as proof of eligibility for any veterans programs.)

**Declaration of Federal Employment - OF-306,** applicants selected for Federal employment will be required to complete a "Declaration of Federal Employment" (OF-306) prior to being appointed to determine their suitability for Federal employment and to authorize a background investigation. Failure to answer all questions truthfully and completely or providing false statements on the application may be grounds for not hiring the applicant, for dismissing the applicant after they begin work, and may be punishable by fine or imprisonment (U.S. Code, Title 18, section 1001).

All applicants must be a United States citizen.

If selected, you will be required to arrange for direct deposit of your pay to a financial institution in accordance with the Debt Collection Improvement Act of 1996.

The Hatch Act Reform Amendments of 1993 (Public Law 103-94) prohibit individuals from requesting, making, transmitting, accepting, or considering political recommendations (as defined in 5 U.S.C. 2202) in effecting personnel actions.

## **HOW TO APPLY:**

### **The following forms are required:**

**A. Application/Resume:** You must submit a résumé, Optional Form 612, Application for Federal Employment (OF-612), or any other written application form, such as a Federal style résumé.

Your application must contain the following information:

1. Vacancy announcement number (FRTIB-DE-09-005);  
Full name;  
Social Security Number;  
Mailing Address;  
Email Address;  
Telephone Numbers (day and evening); and  
Country of Citizenship;
2. Educational information including the name, city and state of colleges or universities you attended, as well as your majors and type and year of any degrees;
3. Information about your paid and nonpaid work experience related to this position, including job titles; duties and accomplishments, ending salary, employers' names and addresses, starting and ending dates (month, day, and year), hours worked per week, supervisors' names and phone numbers and whether or not we may contact current supervisor; and

4. Other qualifications related to this job, including completed job related training courses, certificates, and licenses. You may also note any job-related honors, awards, and special (job-related) accomplishments, but do not send documents (e.g. letters of commendation, newspaper clippings).

**B. Narrative Statement** addressing each of the KSA's - including experience (paid and unpaid), education, training, awards, and/or self-development activities as related to each. Failure to submit a narrative response to each KSA will negatively affect your rating.

**C. Transcript(s):** Applicants substituting education for experience, or if the position has an education requirement, **MUST** furnish a copy of college transcript(s) for work completed.

**D. If a prior or current Federal employee,** provide a copy of a recent SF-50, "Notification of Personnel Action", that indicates Federal status, grade, tenure, and type of service (Federal Employees Only)

**E. Most recent performance appraisal** (from either the Federal or private sector).

### **HOW TO SUBMIT YOUR APPLICATION:**

All faxed, mailed, emailed, or hand-carried applications will be accepted, but must be received in the human resources office no later than 5:00 p.m., Eastern Standard Time, on February 6, 2009.

**Your application may be hand-delivered, mailed, emailed, or faxed to:**

Federal Retirement Thrift Investment Board  
1250 H Street, NW Ste 200  
Washington, DC 20005  
Fax: 202-942-1674  
Email: [personnel@tsp.gov](mailto:personnel@tsp.gov)

It is against the law to use Government franked envelopes to submit applications (18 USC 1719).

Do not submit original documents that may be needed in the future; application material will not be returned.

**NOTE:** If all required documents are not received by the closing date, you will be rated ineligible, and your application will not move forward to the selection official.

**For additional information about this position, please contact:**

Office of Human Resources  
Phone: 202-942-1600

Your application contains information subject to the Privacy Act (P.L. 930-579, 5 USC 552a). The information is used to determine qualifications for employment, and is authorized under Title 5 of the U.S. Code, Sections 3302 and 3361.

**EEO POLICY STATEMENT:**

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

**REASONABLE ACCOMODATIONS POLICY STATEMENT:**

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

**WHAT TO EXPECT AFTER YOU APPLY:**

You **will not** be contacted to discuss missing or illegible documents. Once your complete application is received, we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 45 days of the closing date of this announcement. You will be notified of the outcome.