

U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
OKLAHOMA CITY AREA INDIAN HEALTH SERVICE
DIVISION OF HUMAN RESOURCES



VACANCY ANNOUNCEMENT: OC 03-55

OPENING DATE: 03-12-03

POSITION: Telephone Operator, GS-382-03

CLOSING DATE: 03-25-03

(Full-Time Temporary Appointment Not-To-Exceed 13 Months)

DUTY LOCATION: PHS Indian Health Center, Anadarko, Oklahoma

STARTING SALARY: May be adjusted on Present/Former Federal Employees

GS-3: \$20,277.00 per annum

PROMOTION POTENTIAL: None Beyond GS-3

RELOCATION EXPENSES: Not Authorized

SUPERVISORY/MANAGERIAL: No

AREA OF CONSIDERATION: Lawton Commuting Area

DESCRIPTION OF ASSIGNMENT: This position is located at the Anadarko Health Center, Anadarko, Oklahoma. The incumbent operates a Merlin Legend interoffice telephone console. Routes, distributes and transfers incoming calls throughout the Health Center. Receives, time stamps, sorts and distributes all incoming mail. Receives and readies for mailing outgoing mail. Incumbent must maintain adequate security between the medical profession and the patients. Provides clerical assistance by making copies, filing and retrieving documents and typing simple letters, memorandums and reports. Acts as a receptionist for the Anadarko Indian Health Center for both in-person and telephone visitors.

INDIAN PREFERENCE: In the filling of this position by appointment, promotion, transfer, reassignment, reinstatement, or any other personnel action, we are required by law to give absolute preference in selection to qualified Indian preference candidates. Eligibility will be determined from current Indian Health Service Policy.

EQUAL EMPLOYMENT: Except for Indian Preference, consideration will be made without regard to any non-merit factor such as race, color, religion, sex, sexual orientation, national origin, politics, disabilities, marital status, age, or membership or non-membership in any employee organization.

REASONABLE ACCOMMODATIONS: Reasonable accommodations will be made for qualified applicants or employees with disabilities, except when so doing would impose an undue hardship on the Indian Health Service.

SELECTIVE SERVICE CERTIFICATION: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

WHO MAY APPLY:

MERIT PROMOTION PLAN (MPP) CANDIDATES - Applications will be accepted from status eligibles (e.g. reinstatement eligibles and current permanent employees in the competitive Federal service), from current IHS employees who are eligible for Indian Preference, and from individuals who are eligible for excepted appointment in IHS under some other authority (e.g. handicapped authority, etc.). Those MPP candidates eligible for Indian Preference, who so desire, may also apply under ESEP provisions by indicating on their application, "Consideration under both MPP and ESEP". Other than above, non-status eligibles are not included in the area of consideration.

EXCEPTED SERVICE EXAMINING PLAN (ESEP) CANDIDATES - Applications will be accepted from individuals entitled to Indian Preference who wish consideration for excepted appointment in IHS, under the authority of 5 C.F.R., Part 213, Schedule A 213.3116(B)(8).

VETERANS PREFERENCE - Preference eligibles or veterans who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

INFORMATION ON CAREER TRANSITION ASSISTANCE PLANS:

INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY UNDER THE DHHS CAREER TRANSITION ASSISTANCE PLAN (CTAP).

If you are currently a DHHS/IHS employee who has received a Reduction in Force (RIF) separation notice, a Certification of Expected Separation (CES), or notice of proposed separation for declining a directed reassignment or transfer of function outside of the local commuting area, you may be entitled to Special Selection Priority under CTAP. To receive this Special Selection Priority you must:

1. Be a current DHHS/IHS career or career-conditional (tenure group I or II) employee in the competitive or excepted service who has received a RIF separation notice, a Certification of Expected Separation (CES), or notice of proposed separation for declining a directed reassignment or transfer of function outside of the local commuting area, and the date of the RIF separation or date of the separation for declining a directed reassignment or transfer of function has not passed, and you are still on the rolls of DHHS/IHS.

This Position is in a Smoke-Free Environment

ADDITIONAL SELECTIONS OF CANDIDATES MAY BE POSSIBLE WITHIN 90 DAYS FROM DATE THE CERTIFICATE OF ELIGIBLES IS ISSUED FROM THE VACANCY ANNOUNCEMENT, FOR FILLING ADDITIONAL SIMILAR VACANCIES.

YOU MUST SUBMIT A COPY OF THE RIF SEPARATION NOTICE, CES, OR NOTICE OF PROPOSED SEPARATION FOR DECLINING A DIRECTED REASSIGNMENT OR TRANSFER OF FUNCTION OUTSIDE THE LOCAL COMMUTING AREA, ALONG WITH YOUR APPLICATION.

2. Be applying for a DHHS/IHS position that is at or below the grade level of the position from which you are being separated. (Note: If applying for DHHS position outside IHS, employee may need competitive status) The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting Special Selection Priority. For IHS employees occupying positions at grade GS-9 and above (or wage grade equivalent), Special Selection Priority is extended nation-wide when applying for IHS positions at grade 9 and above.
5. File your application by the vacancy announcement closing date, or within seven workdays after receiving notification of vacancy whichever is longer, and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Meet the qualifications for the position, any documented selective factor, physical requirements and be rated *"well-qualified."

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY UNDER OPM'S INTERAGENCY CAREER TRANSITION ASSISTANCE PLAN (ICTAP). Displaced employee means a current or former career or career-conditional competitive service employee, in tenure group I or II, who has received a specific RIF separation notice or meets one of the following conditions cited under 1. A.

If you are a displaced Federal employee you may be entitled to receive Special Selection Priority under the ICTAP. Eligibility expires one year after separation. To receive this Special Selection Priority, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your Special Selection Priority status with your application package. The following categories of candidates are considered displaced employees.
 - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is being terminated; or
 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in lieu of RIF"; or
 5. Retired under the discontinued service retirement option; or
 6. Were separated, or to be separated, because they declined a transfer of function or directed reassignment to another commuting area.

OR

- B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting Special Selection Priority.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated *"well-qualified" for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

*Well-qualified employees are eligible employees who satisfy all education, experience, and knowledge, skills, and abilities (KSA) factor(s) for this vacant position. Well qualified employees are those who meet the above average range of a four-level crediting plan for all KSA factor(s).

CONDITIONS OF EMPLOYMENT:

1. Full-Time Temporary Appointment Not-To-Exceed 13 Months. (Subject to termination at any time.)
2. IMMUNIZATION REQUIREMENT: In accordance with the IHS Employee Immunization policy, selectee will be required to be immunized against measles and rubella by providing documentation/proof of immunity to measles and rubella prior to entrance on duty. Exceptions are persons born before 1957 who are not required to take the measles vaccine or provide proof of immunity. Special consideration may be allowed to individuals who are allergic to a component of vaccine or have a history of severe reaction to a vaccine or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position which requires regular work at a Service Unit.
3. Before hiring, IHS will ask you to complete a "Declaration for Federal Employment" (OF-306) to determine your suitability for federal

employment, to authorize a background investigation and to certify the accuracy of all information in your application. **If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.** This form must be submitted within 10 workdays or your tentative job offer. You may submit the completed OF-306 with your application.

APPLICATION PROCEDURES

SUBMIT APPLICATION TO THE FOLLOWING ADDRESS: Oklahoma City Area Indian Health Service, Division of Human Resources, Five Corporate Plaza, 3625 NW 56th Street, Oklahoma City, OK 73112 . **ALL APPLICATIONS AND FORMS MUST ACTUALLY BE RECEIVED IN THE HUMAN RESOURCES OFFICE BY 4:30 P.M. ON THE CLOSING DATE.** All applications become the property of the Human Resources Office and will not be returned. Therefore all original documents and the completed application forms should be duplicated before being submitted. **TELEFAXED AND ELECTRONICALLY FILED APPLICATIONS WILL NOT BE ACCEPTED.** We do not fax vacancy announcements. For further information or application forms call the Lawton Indian Hospital Human Resources Office at (580) 353-0350 extension 455 or Area Office Human Resources Office at (405).951-3935. Forms may also be available at nearest IHS facility. Vacancy announcements may also be downloaded from the OPM Website – USAJOBS at <http://www.usajobs.opm.gov> or IHS Website at <http://www.ihs.gov>.

APPLICATION FORMS LISTED BELOW MUST BE SUBMITTED AND INDIVIDUALLY IDENTIFIED BY ANNOUNCEMENT # OC 03-55

- The Federal Government does not require a standard application form for most jobs, but certain information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment.**
Applicants must submit one of the following: (1) OF-612 (Optional Application for Federal Employment), (2) SF-171 (Application for Federal Employment), (3) Resume, or (4) any other written application format. **For (3) and (4) see "ADDITIONAL INFORMATION REQUIRED FOR RESUMES AND" section below.** On the SF-171, items 37-47 should not be completed. Position Descriptions will not be accepted.
- Verification of Indian Preference:** Applicants who wish to receive Indian Preference, must submit a copy of a properly completed and signed Bureau of Indian Affairs (BIA) certification form, 4432, "Verification of Indian Preference for Employment in BIA and IHS ONLY," that he/she is an Indian as defined by IHS Circular No. 87-2. An equivalent form is acceptable only when issued by a Tribe authorized by P.L. 93-638 contract to perform the certification functions on behalf of the BIA. Current employees with acceptable proof (as identified above) on file in their Official Personnel Folder are still required to submit a copy of such proof with their applications. Current employees who were employed by IHS on February 16, 1978 and who received preference according to the rules and procedures in effect at the time preference was granted, and who have been continuously employed with IHS, must submit a copy of the proof they submitted at the time preference was granted. **All applicants must submit documentation satisfying one of the above requirements by closing date of the announcement.**
- Copy of latest Personnel Action (SF-50), if a current or former Federal Employee, and if requesting Reinstatement Eligibility, the SF-50 proof of Career or Career-Conditional Status must be submitted.**
- If claiming Veterans Preference, a copy of all DD-214 forms, one for each period of service, and, if claiming 10 point Veterans Preference, and SF-15 with all supporting documents.]**
- A copy of your most recent performance appraisal (required for current Federal employees).**
- Narrative Statement, related to the Quality Ranking Knowledge, Skills, and Abilities (KSA's) as outlined in Evaluation Methods.**
- A copy of college transcript(s), listing college courses and credits earned, is required in order to receive appropriate credit for education. When allowed by Qualification Standards, copies of training certificates (non-college) must be submitted for appropriate credit.**
- Application Transmittal Sheet (attached) - complete Part I and submit with application. (Form also available at nearest IHS Facility).**

ADDITIONAL INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS:

Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. Applicants for positions in some occupational series must meet certification, licensure, or registration requirements, if required by law, in addition to meeting experience and/or educational requirements. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #6 (HIGH SCHOOL), #7 (COLLEGES AND UNIVERSITIES), #8 (WORK EXPERIENCE), AND #10 (JOB-RELATED TRAINING) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION. **ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.**

- Announcement Number, Title and Grade of the job for which you are applying.
- Full Name, Mailing Address (with Zip Code) and Day and Evening Phone Numbers (with Area Codes).
- Social Security Number.
- Country of Citizenship.
- Highest Federal civilian grade held (give Job Series and Dates held).
- High School - Name, City, State (Zip Code if known), and date of Diploma or GED.
- College and University Credit/Degrees - Name, City, State (Zip Code if known), Majors, Type and Year of any Degrees received (if no Degree show Total Semester or Quarter-Hours earned).
- Work Experience (paid and non-paid) - Job Title (include series and grade if Federal job), Duties and Accomplishments, Employer's Name and Address, Supervisor's Name and Phone Number, Starting and Ending Dates (month, day and year), Hours Per Week, and Salary.
- Indicate if we may contact your current Supervisor.
- Job-related Training Courses, Skills, Honors, Awards, Special Accomplishments.

NOTE: PERSONS WHO SUBMIT INCOMPLETE APPLICATIONS WILL BE GIVEN CREDIT ONLY FOR THE INFORMATION THEY PROVIDE AND MAY NOT, THEREFORE, RECEIVE FULL CREDIT FOR THEIR VETERAN PREFERENCE, INDIAN PREFERENCE, EDUCATION, TRAINING AND/OR EXPERIENCE. All application forms are subject to verification. Therefore, careful attention should be given to the information provided. Fraudulent statements or any form of misrepresentation in the application process could result in loss of consideration for this position and/or a determination of unsuitability for Federal employment.

QUALIFICATION REQUIREMENTS

Excepted Service Indian Preference applicants, both those who apply under the Excepted Service Examining Plan (ESEP) and those who are currently on permanent appointment in Indian Health Service, will be rated in accordance with the Indian Health Service Excepted Service Qualification Standards (if established). Normally, Competitive Service Indian Preference applicants will be rated in accordance with the Office of Personnel Management (OPM) Qualification Standards Handbook, however, these applicants who wish to be considered under the ESEP will be rated separately under the IHS Excepted Service Qualification Standards, or under both standards, if requested. All Non-Indian Preference applicants will be considered under OPM Qualification Standards. The two Qualification Standards are essentially the same, however, any Time-In-Grade requirements will not apply to ESEP applicants. Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet these requirements.

QUALIFICATIONS REQUIRED:

GS-3: Six (6) months of General Experience OR one (1) year of education above high school.

General Experience: Progressively responsible clerical, office, or other work which indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: may be allowed in accordance with the Office of Personnel Management Qualification Standards Handbook or IHS Excepted Service Qualification Standards, whichever is applicable.

EVALUATION METHODS: When required by Personnel Regulations, an evaluation will also be made to the extent to which experience, education, training, self-development, outside activities, and/or awards demonstrate that basically qualified applicants possess the Ranking KSA's described below. This will determine the Highly qualified applicants among the Basically qualified eligibles. Measurement of possession of the KSA's will be accomplished through review of the Application forms, performance appraisals (MPP candidates only), the Narrative Statement related to the KSA's, employment interviews and reference check results.

Ranking KSA's:

1. Knowledge of operating a telephone switchboard or console.
2. Ability to provide organization information to the public.
3. Knowledge of incoming and outgoing mail procedures
4. Ability to use data processing equipment.

SELECTION FOR THIS POSITION WILL BE IN ACCORDANCE WITH THE INDIAN PREFERENCE POLICIES OF THE INDIAN HEALTH SERVICE AND THE OKLAHOMA AREA. CANDIDATES, IF CLAIMING INDIAN PREFERENCE, MUST FURNISH THE APPROPRIATE DOCUMENTATION AS EXPLAINED UNDER "APPLICATION PROCEDURES" OR WILL BE CONSIDERED AS A NON-INDIAN CANDIDATE ONLY.

RECRUITMENT CASE FILE CONTACT:

Helen Botone
Human Resources Specialist
(SF-52#ANA-03-107)

HB/03-07-03/o:\stf\kl\382-3.03-55

APPLICATION TRANSMITTAL SHEET
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OKLAHOMA CITY SERVICING PERSONNEL OFFICE
FIVE CORPORATE PLAZA, 3625 NW 56TH STREET
OKLAHOMA CITY, OKLAHOMA 73112

1. Applicants complete all items in Part I only.
2. Sign, date, and mail or bring this form with all attachments listed in the Vacancy Announcement.

→ **NOTE: Applications MUST be received in Human Resources by 4:30 PM on the closing date of the announcement.** ←

PART I			
Name and Address:	Vacancy Announcement Number:: OC 03-55		
	Position Title/Series/Grade: Telephone Operator, GS-382-3		
	Lowest Acceptable Grade:		
	Date Attained Present Grade:		
<p>The following forms are attached as required by the Vacancy Announcement:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> 1. () SF-171, OF-612, Resume 2. () Copy of current appraisal 3. () Form 5-4432, Indian Preference 4. () OF-306, Declaration for Federal Employment 5. () Copy of SF-50B (proof of career or career conditional) </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> 6. () College Transcripts 7. () Narrative Statement (Ranking KSA's) 8. () Addendum to Questionnaire for Child Care Position 9. () DD-214, Veteran's Preference 10. () Other: _____ </td> </tr> </table> <p style="text-align: center;">SIGNATURE: _____</p>		<ul style="list-style-type: none"> 1. () SF-171, OF-612, Resume 2. () Copy of current appraisal 3. () Form 5-4432, Indian Preference 4. () OF-306, Declaration for Federal Employment 5. () Copy of SF-50B (proof of career or career conditional) 	<ul style="list-style-type: none"> 6. () College Transcripts 7. () Narrative Statement (Ranking KSA's) 8. () Addendum to Questionnaire for Child Care Position 9. () DD-214, Veteran's Preference 10. () Other: _____
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*****FOR OFFICE USE ONLY*****

PART II	
VACANCY CONSIDERATION NOTICE	
Vacancy Announcement Number: OC 03-55	Selectee:
Title: Telephone Operator, GS-382-3	
<p>As a qualified applicant for the above announcement, you received this consideration:</p> <p>_____ You ranked among the Best Qualified, but were not selected.</p> <p>_____ You ranked among the Best Qualified, but not in the top ten; therefore, your name was not referred for consideration.</p> <p>_____ You were rated qualified, but did not rank among the Best Qualified.</p>	
PART III	
QUALIFICATION DETERMINATION	
<p>_____ Your application was not considered because qualified Indian Preference candidate(s) applied.</p> <p>_____ Based on your application, you have been rated eligible but were not selected.</p> <p>_____ You do not meet time-in-grade requirements.</p> <p>_____ Based on your application, you do not meet the basic qualification/specialized experience requirements.</p>	
PART IV	
ACKNOWLEDGMENT	
Your applications has been received:	
You are indigible for consideration because:	
Other:	
Helen Botone	DATE:
Human Resources Specialist	