

Program Support Assistant (OA)

DEPARTMENT OF VETERANS AFFAIRS

Veterans Affairs, Veterans Health Administration

Open & closing dates

 12/11/2018 to 12/17/2018

Service

Competitive

Pay scale & grade

GS 7

Salary

\$44,233 to \$57,502 per year

Appointment type

Permanent

Work schedule

Full-Time

Locations

1 vacancy in the following location:

Minneapolis, MN

Relocation expenses reimbursed

No

Telework eligible

No

This job is open to



The public

U.S. citizens, nationals or those who owe allegiance to the U.S.

Announcement number

CARZ-10374367-19-MIZ

Control number

519085900

Duties

Summary

The Program Support Assistant (Office Automation) position will be working at the Minneapolis VA Medical Center, in Minneapolis, MN. This position is located in the Chief of Staff Office. The employee has delegated authority and responsibility for the Centralized Credentialing and Privileging Program of the medical staff.

Responsibilities

Major duties and responsibilities include, but are not limited to, the following:

- Coordinates credentialing and privileging for the appointment and reappointment of all medical staff members
- Manages the credentialing and privileging process for the appointment and reappointment of all MVAHCS medical staff applicants;
- Maintains accreditation with the Joint Commission and other regulatory agencies;
- Verifies current, full and unrestricted licensure;
- Evaluates reference letters from medical staff peers;
- Schedules and prepares files for Credentialing Committee/Professional Standards Board meetings;
- Performs other related duties as assigned.

Work Schedule: Monday thru Friday 8:00 am - 4:30 pm

Recruitment & Relocation Incentives: Not authorized

Financial Disclosure Report: Not Required

Travel Required

Not required

Supervisory status

No

Promotion Potential

7

Job family (Series)

[0303 Miscellaneous Clerk And Assistant](#)

<https://www.usajobs.gov/Search/?j=0303>

Requirements

Conditions Of Employment

- Must be a U.S. citizen
- Subject to a background/security investigation
- Designated and/or random drug testing may be required
- Selective Service Registration is required for males born after 12/31/1959
- May be required to serve a probationary period
- Selected applicants may be required to complete an online onboarding process

Qualifications

TYPING PROFICIENCY: This position requires the skills of a qualified typist. In addition to meeting the experience and/or education requirements, you must be able to type at least 40 words per minute.

~PLUS~

TO QUALIFY FOR THIS POSITION, YOU MUST MEET THE FOLLOWING CRITERIA:

MINIMUM QUALIFICATIONS: At least one (1) full year of specialized experience equivalent to at least the next lower grade level (GS-6) in Federal Service that has given you the knowledge, skills, and abilities necessary to perform the duties of a Program Support Assistant (Office Automation) GS-7. Specialized experience includes: Coordinating the complete credentialing and privileging process for all medical staff members, to ensure credentialing and privileging packets are completed, analyzed, and processed in a timely manner; Interviewing current and prospective medical staff members, and other personnel, to obtain information about applicant qualifications, including credentialing and privileging; Evaluating reference letters from medical staff peers and hospitals and clinics where the medical staff member has practiced; Establishing and maintaining hard copy/automated credential and privileging files on all medical staff members. NOTE: Experience must be fully documented on your resume and must include job title; duties; month and year start/end dates AND hours worked per week.

You will be rated on the following Competencies as part of the assessment questionnaire for this position:

- Analytical Reasoning
- Communications
- Planning and Evaluating
- Technology Application

IMPORTANT: A full year of work is considered to be 35-40 hours of work per week. All experience listed on your resume must include the month and year start/end dates. Part-time experience will be credited on the basis of time actually spent in appropriate activities. Applicants wishing to receive credit for such experience must indicate clearly the nature of their duties and responsibilities in each position and the number of hours a week spent in such employment.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community; student; social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

For more information on these qualification standards, please visit the United States Office of Personnel Management's website at <https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/>
(<https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/>)

Education

There is no educational substitution at this grade level.

NOTE: Only education or degrees recognized by the U.S. Department of Education from accredited colleges, universities, schools, or institutions may be used to qualify for Federal employment. You can verify your education here: <http://ope.ed.gov/accreditation/>
(<http://ope.ed.gov/accreditation/>)

. If you are using foreign education to meet qualification requirements, you must send a Certificate of Foreign Equivalency with your transcript in order to receive credit for that education. For further information, visit:

<http://www.ed.gov/about/offices/list/ous/international/usnei/us/edlite-visitus-forrecog.html>
(<http://www.ed.gov/about/offices/list/ous/international/usnei/us/edlite-visitus-forrecog.html>)

Additional information

Physical Requirements: The work is sedentary. However, walking, and stair climbing, bending, stooping, and carrying lightweight documents, folders, and manuals are required. Stamina and concentration to meet crucial deadlines is required. Keen hearing and distinct speech are essential due to extensive use of the telephone as a means of communication. There may be a certain amount of mental strain due to time constraints and frequent

reviews and surveys.

Receiving Service Credit for Earning Annual (Vacation) Leave: Federal Employees earn annual leave at a rate (4, 6 or 8 hours per pay period) which is based on the number of years they have served as a Federal employee. VA may offer newly-appointed Federal employee's credit for their job-related non-federal experience or active duty uniformed military service. This credited service can be used in determining the rate at which they earn annual leave. Such credit must be requested and approved prior to the appointment date and is not guaranteed.

Special Employment Consideration: VA encourages persons with disabilities to apply, including those eligible for hiring under 5 CFR 213.3102(u), Schedule A, Appointment of persons with disabilities (i.e., intellectual disabilities, severe physical disabilities, or psychiatric disabilities), and/or disabled veterans with a compensable service-connected disability of 30% or more. For more information on how to apply using this appointment authority via the Selective Placement Coordinator within the office, contact the facility Human Resources Department at (612) 725-2000.

It is the policy of the VA to not deny employment to those that have faced financial hardships or periods of unemployment.

Veterans and Transitioning Service Members: Please visit the [VA for Vets](http://vaforvets.va.gov/) (<http://vaforvets.va.gov/>) site for career-search tools for Veterans seeking employment at VA, career development services for our existing Veterans, and coaching and reintegration support for military service members.

The Interagency Career Transition Assistance Plan (ICTAP) and Career Transition Assistance Plan (CTAP) provide eligible displaced Federal competitive service employees with selection priority over other candidates for competitive service vacancies. To be qualified you must submit appropriate documentation and be found well-qualified (have a final rating of 85 or more before any Veterans preference points) for this vacancy. Information about ICTAP and CTAP eligibility is on OPM's Career Transition Resources website at <http://www.opm.gov/policy-data-oversight/workforce-restructuring/employee-guide-to-career-transition/> (<http://www.opm.gov/policy-data-oversight/workforce-restructuring/employee-guide-to-career-transition/>).

This job opportunity announcement may be used to fill additional vacancies.

If you are unable to apply online view the following link for information regarding an [Alternate Application](https://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) (https://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information).

How You Will Be Evaluated

IN DESCRIBING YOUR EXPERIENCE, PLEASE BE CLEAR AND SPECIFIC. WE WILL NOT MAKE ASSUMPTIONS REGARDING YOUR EXPERIENCE. If your resume does not support your questionnaire answers, we will not allow credit for your response(s).

Your responses to the assessment questionnaire will be reviewed along with the information provided in your resume and supporting documentation to determine if you are qualified for the position. If, after reviewing your resume and/or supporting documentation, a determination is made that you have inflated your qualifications and/or experience, your rating may be lowered and/or you may lose consideration for this position. Please follow all instructions carefully. Errors or omissions may affect your eligibility.

Candidates who apply under All U.S. Citizens announcements will be rated and ranked using Category Rating procedures. Qualified candidates will be assigned to a quality category. The categories are defined as follows:

- Best qualified - applicants possessing experience that substantially exceeds the minimum qualifications of the position including all selective factors, and who are highly proficient in all requirements of the job and can perform effectively in the position;
- Highly qualified - applicants possessing experience that exceeds the minimum qualifications of the position including all selective factors, and who are proficient in most of the requirements of the job;

- Well qualified - applicants possessing experience that meets the minimum qualifications of the position including all selective factors, and who are proficient in some, but not all, of the requirements of the job; and
- Qualified - applicants possessing experience and/or education that meets the minimum qualifications of the position including all selective factors.

Application of Veterans' Preference: Category rating and selection procedures place those with veteran's preference above non-preference eligibles within each category. Preference eligible applicants that meet the eligibility and qualification requirements and who have a compensable service-connected disability of at least 10 percent are listed in the highest quality category (except when the position being filled is scientific or professional at the GS-09 grade level or higher).

Background checks and security clearance

Security clearance

[Other](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)
(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>)

Drug test required

No

Required Documents

IMPORTANT: Please ensure your resume include up-to-date contact information (phone number(s), email address(s), etc.)

To apply for this position, you must provide a complete Application Package which includes:

- Resume

The following documents are accepted, and may be required if applicable to your eligibility and/or qualifications for this position. Please use this [checklist](http://www.va.gov/OHRM/joblistings/applicantchecklist.pdf) (<http://www.va.gov/OHRM/joblistings/applicantchecklist.pdf>) to ensure you have included all documents required for your application, such as a copy of your transcript (if using education to qualify), SF-50's (current/former Federal employees), documentation to support Veterans Preference or ICTAP/CTAP documentation (for displaced Federal employees).

- Cover Letter
- DD-214
- OF-306
- Other
- VA Disability Letter
- Resume
- SF-15
- SF-50

Veterans' Preference: When applying for Federal Jobs, eligible Veterans should claim preference for 5pt (TP), 10pt (CP/CPS/XP), or for Sole Survivor Preference (SSP) in the questionnaire. You must provide a legible copy of your DD214 (s) which shows dates and character of service (honorable, general, etc.). If you are currently serving on active duty and expect to be released or discharged within 120 days you must submit documentation related to your active duty service which reflects the dates of service, character of service (honorable, general, etc.), and dates of impending separation. Additionally, disabled veterans and others eligible for 10-point preference (such as widows or mothers of eligible Veterans) must also submit an SF-15 "Application for 10 Point Veteran Preference" with required proof as stated on the form. **Documentation is required to award preference.** For more information on Veterans' Preference, please visit <http://www.fedshirevets.gov/job/vetpref/index.aspx>

<http://www.fedshirevets.gov/job/vetpref/index.aspx>

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

<http://www.vacareers.va.gov/why-choose-va/benefits/index.asp>

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

All applicants are encouraged to apply online. To apply for this position, you must complete the questionnaire and submit the documentation specified in the Required Documents section below. The complete application package must be submitted by 11:59 PM (ET) on 12/17/2018 to receive consideration. To preview the questionnaire click <https://apply.usastaffing.gov/ViewQuestionnaire/10374367>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10374367>)

1. To begin, **click Apply Online** to create a USA JOBS account or log in to your existing account. Follow the prompts to select your USA JOBS resume and/or other supporting documents and complete the occupational questionnaire.
2. Click **Submit My Answers** to submit your application package. NOTE: It is your responsibility to ensure your responses and appropriate documentation is submitted prior to the closing date.

To verify your application is complete, log into your USAJobs account, <https://my.usajobs.gov/Account/Login>
(<https://my.usajobs.gov/Account/Login>)

, select the Application Status link and then select the more information link for this position. The Application page will display the status of your application, the documentation received and processed, and any correspondence the agency has sent related to this application. Your uploaded documents may take several hours to clear the virus scan process. To return to an incomplete application, log into your USA JOBS account and click Update Application in the vacancy announcement. You must re-select your resume and/or other documents from your USA JOBS account or your application will be incomplete.

Agency contact information

 VHA National Recruitment Center

Phone

[\(844\)456-5208](tel:(844)456-5208)

Email

VHANationalRecruitmentCenter@va.gov

Address

Minneapolis VA Medical Center
One Veterans Drive
Minneapolis, MN 55417
US

[Learn more about this agency](#)

OUR MISSION: To fulfill President Lincoln's promise: "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans. How would you like to become a part of a team providing compassionate care to Veterans?

The Department of Veterans Affairs (VA) needs employees who possess the energy, compassion, and commitment to serve those who served our Country. Whatever the job title, every position in VA will give you a chance to make a meaningful and personal contribution to the lives of truly special and deserving people - our Veterans. VA professionals feel good about their careers and their ability to balance work and home life. VA offers generous paid time off and a variety of predictable and flexible scheduling opportunities. Working for VA is one of the most emotionally satisfying and professionally rewarding ways to dedicate the best within you to your Country's service. If you are transitioning from the military or a Veteran already, we invite you to explore the benefits of continuing your career at the VA. The VA is committed to hiring Veterans.

The VA is much more than just another employer. It is an honorable, open and welcoming community of those who care. Gratitude is our motivation and service is our mission.

America's Veterans need you!

Visit our careers page

Learn more about what it's like to work at Veterans Affairs, Veterans Health Administration, what the agency does, and about the types of careers this agency offers.

<https://www.va.gov/jobs/>
(<https://www.va.gov/jobs/>)

Next steps

Once your online application is submitted you will receive a confirmation notification by email. After the vacancy announcement closes, we will review applications per Category Rating procedures to ensure qualification and eligibility requirements are met. After the review is complete, a referral certificate(s) is issued and applicants will be notified of their status by email. Referred applicants will be notified as such and may be contacted directly by the hiring office for an interview. All referred applicants receive a final notification once a selection decision has been made.

You may check the status of your application at any time by logging into your USA Jobs account and clicking on Applications. Information regarding your application status can be found in the [USAJobs Help Center](https://www.usajobs.gov/Help)
(<https://www.usajobs.gov/Help>)

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)