

Training & Support Services

The Office of Personnel Management (OPM) supports agencies in improving the federal hiring experience by offering a full range of resources to support agency hiring activities and improve the applicant, hiring manager, and HR community experience. Many services are at no cost to agencies. Some are offered on a fee-for-service basis via an Interagency Agreement.



Training

Assessment Stage Activities

OPM ACTIVITY:

Best Practices in Assessment Questionnaire Development

BENEFIT FOR AGENCIES:

Available online or in person.

Contact StaffAcquisition@opm.gov

OPM ACTIVITY:

Designing an Assessment Strategy: Fundamental Concepts, Processes, and Applications and Use of Hiring Assessments: A SME-Based Approach

BENEFIT FOR AGENCIES:

Designed to improve HR and agency assessment capabilities, including designing agency assessment strategies, scaling assessment capabilities, developing scored assessments, and conducting job analysis, and other training focused on skills-based approaches to improve federal hiring practices.

[Complete details here](#)

OPM ACTIVITY:

Structured SME Résumé Review

BENEFIT FOR AGENCIES:

Free, self-paced web training on implementing structured résumé reviews in any agency's hiring process. [Complete details here](#)

OPM ACTIVITY:

Qualifications Analysis

BENEFIT FOR AGENCIES:

Available online or in person, this class is designed to ensure HR specialists understand how to interpret and apply the OPM qualification requirements for both GS and WG positions.

Contact StaffAcquisition@opm.gov

OPM ACTIVITY:

Subject Matter Expert-Qualifications Assessment (SMEQA) Train-the-Trainer

BENEFIT FOR AGENCIES:

Free, train-the-trainer course for agency HR leads to facilitate implementation of this scalable assessment process. Contact HX@opm.gov



Training

Hiring Stage Activities

OPM ACTIVITY:

Agency Talent Portal

A one-stop shop for recruiting and outreach activities

BENEFIT FOR AGENCIES:

- Use Talent Pools for shared certificates and cross-government hiring actions to organize applicants and view résumés of candidates already assessed and available for immediate selection from an active applicant list/certificate of eligibles.
- Use Talent Programs to view candidates from a specific government program who have been verified as meeting eligibility and qualification requirements and are available for selection. The Intern Talent Program includes Pathways interns available for conversion at any agency.
- Use the Résumé Mining feature to search for résumés and invite applicants to apply.
- Create a hiring campaign linked to specific job opportunities.
- Advertise career fairs, information sessions, and hiring events on the Events section of the USAJOBS® website.

The USAJOBS program office offers free trainings on using ATP and other recruitment best practices. To learn more about these events, join the ATP listserv by sending a blank email to usajobs-atp-join-request@listserv.opm.gov

OPM ACTIVITY:

Hiring Flexibilities

BENEFIT FOR AGENCIES:

Offered online or in person, this class reviews a multitude of staffing flexibilities, such as hiring of individuals with disabilities; student recruitment; temporary, term, and direct hire appointments, and noncompetitive authorities. Contact StaffAcquisition@opm.gov



Support Services

Planning Stage Activities

OPM ACTIVITY:

Hiring Experience (HX) Group

Partnering with agency Talent Teams to drive innovative assessment and hiring practices

BENEFIT FOR AGENCIES:

Consultation on standup of Talent Teams, assessment strategies using multiple hurdles, and cross-government pooled hiring actions and sharing certificates. Contact HX@opm.gov

OPM ACTIVITY:

Talent Team Community of Practice

BENEFIT FOR AGENCIES:

Brings together agency Talent Team staff to collaborate and share experiences on pooled hiring, shared certs, assessments, and other innovative hiring practices. Contact HX@opm.gov

OPM ACTIVITY:

Workforce and Staffing Planning Services

BENEFIT FOR AGENCIES:

Maximizes allotted vacancies and prioritizes critical hiring needs through workforce planning:

- Identify optimum staffing levels for short- and long-term staffing plans, including prioritizing positions for hiring.
- Analyze critical gaps in staffing levels and skills within the workforce, including determining the capability of the workforce to meet current or future demands of the work.

Develop workforce plans that align staffing needs to organizational objectives and budget justifications. Contact HRStrategy@opm.gov

Support Services

Recruiting Stage Activities



OPM ACTIVITY:

Recruitment & Branding Services

Recruitment and branding services and support available from OPM HR professionals partnered with private vendors

BENEFIT FOR AGENCIES:

- Staffing, wide range of services for all federal hiring scenarios to help fill positions with qualified and diverse candidates.
- Strategy, including conducting internal and external qualitative and quantitative research to inform recruitment strategies and conceptualizing and implementing agencywide or position-specific recruitment strategies.
- Branding and creative content development, including designing or updating employment brand and developing branding campaigns and multimedia marketing materials.
- Events, such as planning and managing in-person and virtual job fairs, hiring events, and trade show exhibits and designing and producing booths and other event assets.
- Technology, including developing and maintaining employer websites and monitoring recruitment program efforts and return on investment metrics.
- Advertising, including placing measurable digital and traditional recruitment advertising to drive interest and applications by qualified candidates.

Contact StaffAcquisition@opm.gov

OPM ACTIVITY:

Recruitment & Outreach Community of Practice

BENEFIT FOR AGENCIES:

Provides recruiters, HR professionals, hiring managers, and other stakeholders with innovative ideas and timely access to recruitment and outreach guidance, tips, and promising practices. Offers a unique space to collaborate with fellow agencies on refining and improving federal recruitment and outreach and to be part of Governmentwide work groups and initiatives.

Contact Recruitment@opm.gov

OPM ACTIVITY:

Recruitment & Outreach Technical Consulting

Technical assistance for agencies from OPM recruiting and hiring experts

BENEFIT FOR AGENCIES:

- Technical assistance, including one-on-one agency consultation and group briefings on recruitment/outreach-related topics.
- Technical assistance around agency DEIA strategic plans and help to tailor plans for recruiting and retention activities.
- Consultation on leveraging data (including applicant flow data) to inform recruitment strategies.
- Presentations on recruiting and hiring topics for example, “Recruiting Talks” series for agencies.
- Virtual and in-person sessions for general audiences on a variety of federal employment topics, such as using USAJOBS to find and apply for jobs, writing effective résumés, and preparing for job interviews.

Contact Recruitment@opm.gov and ODEIA@opm.gov

Support Services

Recruiting Stage Activities (continued)

OPM ACTIVITY:

Tech To Gov Working Group

BENEFIT FOR AGENCIES:

OPM leads the federal government's Tech to Gov initiative, which is both an internal working group and a recruiting effort. The working group brings agencies together to address the challenges the government faces in bringing in technologists of all types. In addition, OPM works with a coalition of leading public interest tech organizations to provide new opportunities to private sector tech talent, through recruiting events drawing thousands of people. Contact TechToGov@opm.gov

OPM ACTIVITY:

Strategic Staffing Services

Fee-for-service staffing support from OPM HR professionals

BENEFIT FOR AGENCIES:

OPM HR Solutions helps agencies design and implement effective recruitment strategies and customized recruitment plans, host virtual career fairs, and deliver training workshops for recruiters. Contact StaffAcquisition@opm.gov

Support Services

Assessment Stage Activities

OPM ACTIVITY:

Assessment Policy Forum

BENEFIT FOR AGENCIES:

Shares information on assessment policy, best practices, tools, and strategies.

Contact Assessment_Information@opm.gov



Support Services

Hiring Stage Activities



OPM ACTIVITY:

Cross-Government Recruitment & Hiring Activities

Opportunities for agencies to leverage cross-government job announcements

BENEFIT FOR AGENCIES:

- OPM works with subject matter experts from across government to identify and assess on common job requirements that will meet the needs of multiple agencies.
- OPM develops, posts, and markets cross-government job opportunity announcements (for example, grants management, HR Specialist, IT Product Manager positions).
- Includes marketing via social media, targeted sources (for example, Handshake, SHRM) and diversity groups and job boards (for example, HBCUs, Professional Diversity Network).

Contact CrossGovHiring@opm.gov

OPM ACTIVITY:

CyberCorps®: Scholarship for Service Program

Helps agencies hire early career cybersecurity talent

BENEFIT FOR AGENCIES:

A successful and long-running interagency partnership between OPM, the National Science Foundation, and the Department of Homeland Security. Student scholarship recipients work as cybersecurity professionals in federal agencies. The program holds multiple job fairs and information sessions throughout the year. [Complete details here](#)

OPM ACTIVITY:

Pathways Programs Support

BENEFIT FOR AGENCIES:

Technical assistance for Pathways Programs coordinators and students. Contact Pathways@opm.gov