

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



OPM Standing Registers Agency Guidance

April 6, 2010



Table of Contents

I.	OVERVIEW	3
II.	COVERED POSITIONS	3
III.	DUTY LOCATIONS	3
IV.	AGENCY PARTICIPATION	4
V.	POINTS OF CONTACT.....	4
VI.	COMPETENCIES ASSESSED.....	5
VII.	FREQUENTLY ASKED QUESTIONS	9
	1. GENERAL / COVERAGE.....	9
	2. JOB OPPORTUNITY ANNOUNCEMENTS.....	9
	3. CERTIFICATION	10
	APPENDIX: Request for a Certificate of Eligibles from an OPM Standing Register.....	12

I. OVERVIEW

OPM has posted job opportunity announcements under competitive examining procedures to establish 14 new standing registers, covering common occupations with high hiring volume across the Federal Government. These registers incorporate:

- Streamlined job opportunity announcements (JOAs)
- Category rating procedures – a wider range of candidates from which to select
- Online, unproctored assessment tools
- OPM maintenance – includes referring high quality candidates, responding to applicant inquiries, removing unavailable candidates, etc. Notification to applicants will be sent at all four applicant communication touch points.
- Referral of names from these registers at no cost to agencies.

II. COVERED POSITIONS

- Accountant, GS-0510–7
- Budget Analyst, GS-0560–11/12
- Contact Representative, GS-0962–5
- Contract Specialist, GS-1102–11/12/13 (DOD positions)
- Contract Specialist, GS-1102–11/12/13 (non-DOD positions)
- Financial Management Specialist, GS-0501–11/12
- Human Resources Specialist (Recruitment and Placement), GS-0201–11/12 /13
- Human Resources Specialist (Classification), GS-0201–11/12/13
- Information Technology Specialist, GS-2210–11/12, covers General, Applications Software, Network Services, Systems Administration, and Systems Analysis
- Management and Program Analyst, GS-0343–7
- Security Specialist, GS-0080–11/12, covers General, Personnel, and Physical
- Secretary (Office Automation), GS-0318–5 (pilot–limited locations)
- Miscellaneous Clerk and Assistant, GS-0303–5 (pilot-limited locations)
- Human Resources Assistant, GS-0203–5 (pilot-limited locations)

III. DUTY LOCATIONS

Huntsville, AL
Phoenix, AZ
Alameda County, CA
Fresno, CA
Los Angeles County, CA
Orange County, CA
Riverside, CA
San Diego County, CA
San Francisco County, CA
Denver, CO
Washington DC Metro Area, DC
Atlanta, GA
Robins AFB, GA
Jacksonville, FL
Miami, FL

Minneapolis, MN
Kansas City Metro Area, MO
St. Louis Metro Area, MO
Albuquerque & Kirkland AFB, NM
New York, NY
Cincinnati Metro Area, OH
Cleveland Metro Area, OH
Dayton Metro Area, OH
Oklahoma City, OK
Portland, OR
Philadelphia Metro Area, PA
Pittsburgh Metro Area, PA
Memphis, TN
Austin, TX
Dallas-Ft. Worth Metro Area, TX

Tampa, FL
 Honolulu, HI
 Chicago Metro Area, IL
 Indianapolis Metro Area, IN
 Boston Metro Area, MA
 Baltimore Metro Area, MD
 Detroit Metro Area, MI

Houston Metro Area, TX
 San Antonio, TX
 Ogden, UT
 Norfolk, VA
 Richmond, VA
 Bremerton, WA
 Seattle, WA

IV. AGENCY PARTICIPATION

To participate, agencies must:

- Verify through job analysis that the critical competencies being assessed by the standing register assessment questionnaire are appropriate for their position(s). Competencies are identified in Section VI. Agencies are responsible for maintaining the job analysis documentation including this *Guidance Document* as part of their case files.
- Ensure that separate, duplicative agency examining is not conducted for the same position, grade, and location if referral is requested from the standing register.
- Have a category rating policy in place.
- Submit the attached form to request a certificate of eligibles from an OPM standing register.
- Return the certificates in thirty days (30) in order for timely audit of certificates.
- Follow all competitive legal and regulatory requirements.

V. POINTS OF CONTACT

To request a referral from a register, return the completed request form to the individual listed below for the requested occupation:

OPM Register	Submit Request To:
Accountant, GS-0510-7	Joyce.Lloyd@opm.gov
Budget Analyst, GS-0560-11/12	Donna.Snow@opm.gov
Contact Representative, GS-0962-5	Joyce.Lloyd@opm.gov
Contract Specialist, GS-1102-11/12/13 Both DOD and non-DOD positions	Deborah.Shreve@opm.gov
Financial Management Specialist, GS-0501-11/12	Donna.Snow@opm.gov
Human Resources Specialist (Recruitment and Placement), GS-0201-11/12 /13	Candice.Schlicht@opm.gov
Human Resources Specialist (Classification), GS-0201-11/12/13	Candice.Schlicht@opm.gov
Information Technology Specialist, GS- 2210-11/12	Donna.Poole@opm.gov
Management and Program Analyst, GS-0343-7	Joyce.Lloyd@opm.gov
Security Specialist, GS-0080-11/12	Donna.Poole@opm.gov

VI. COMPETENCIES ASSESSED

ACCOUNTANT, GS-0510-7

Accounting - Knowledge of accounting principles and practices, tax law and practices, the financial markets, banking, and the analysis and reporting of financial data.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Cost Accounting - Collects, analyzes, and interprets cost information to support determination of the cost of providing specific programs and activities.

Generally Accepted Accounting Principles - Knowledge of traditional accounting practices including accrual, obligation, and cost.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Self-Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; and works with others to achieve common goals of an organization.

Technology Application - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

BUDGET ANALYST, GS-0560-11/12

Budget Analysis - Analyzes and evaluates the technical and administrative functions of budgetary processes and procedures. Identifies rules, principles, or regulations in order to analyze information and make correct inferences or draw accurate conclusions.

Financial Management - Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Technology Application - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

CONTACT REPRESENTATIVE, GS-962-5

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Managing and Organizing Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Reading - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Speaking/Oral Communication - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.



CONTRACT SPECIALIST, GS-1102-11/12/13 (DOD and Non-DOD)

Contracting/Procurement - Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Influencing/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior; works with others toward an agreement; and negotiates to find mutually acceptable solutions.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Planning/Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short or long-term goals and strategies to achieve them; coordinates with other organizations or parts of an organization to accomplish goals; and monitors progress and evaluates outcomes.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

FINANCIAL MANAGEMENT SPECIALIST, GS-0501-11/12

Financial Management - Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

Technology Application - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

HUMAN RESOURCES SPECIALIST (CLASSIFICATION), GS-0201-11/12/13

Classification - Knowledge of classification laws, regulations, concepts, principles, and practices related to structuring organizations and positions and determining the appropriate pay system, occupational grouping, title, and level of positions.

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.



HUMAN RESOURCES (HR) SPECIALIST (RECRUITMENT & PLACEMENT), GS-0201-11/12/13

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Recruitment and Placement - Knowledge of HR laws, regulations, concepts, principles, and practices related to identifying, attracting, and selecting individuals and placing them into positions to address changing organizational needs.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

INFORMATION TECHNOLOGY (IT) SPECIALIST, GS-2210-11/12 (General, Applications Software, Network Systems, Systems Administration, and Systems Analysis)

Information Technology - Develops, delivers, and supports IT systems and services. Applies knowledge of IT concepts, principles, methods, and practices.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; works effectively with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; and recognizes cultural diversity, race, gender, disabilities, and other individual differences.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; and works with others to achieve common goals of an organization.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

In addition, the following competencies are used for positions with parenthetical titles:

Applications Software - Applies concepts, methods and tools to the design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications software.

Network Services - Plans, analyzes, designs, develops, tests, installs, configures, implements, integrates, maintains and manages networked systems used for the transmission of information in voice, data, and/or video formats.

Systems Administration - Plans and coordinates the installation, testing, operation, troubleshooting, and maintenance of hardware/software systems.

Systems Analysis - Applies analytical processes to plan, design and implement new and improved systems to meet the business requirements of customer organizations.



MANAGEMENT AND PROGRAM ANALYST, GS-0343-7

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; works effectively with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; and recognizes cultural diversity, race, gender, disabilities, and other individual differences.

Managing and Organizing Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Speaking/Oral Communication - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

SECURITY SPECIALIST, GS-0080-11/12 (General, Industrial Security, Information Security, Personnel Security, and Physical Security)

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Security Administration - Safeguards information, personnel, property, assets and/or material from fraud, theft, unauthorized disclosure, or misuse in accordance with appropriate programs and policies.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

In addition, the following competencies are used for specialized security positions:

Industrial Security - Utilizes knowledge of personnel, physical, and information security requirements for the safeguarding of U.S. national security information released to industry.

Information Security - Utilizes knowledge of personnel, physical, and information security requirements for the safeguarding of U.S. national security information.

Personnel Security - Formulates and applies security policy, procedures, systems, and programs involving loyalty and reliability of people.

Physical Security - Physical protection of people, property and information.

VII. FREQUENTLY ASKED QUESTIONS

1. GENERAL / COVERAGE

What is the cost of a referral from an OPM standing register?

There is no cost at this time to agencies for referral from an OPM standing register.

What if the duty location for my position is not specifically listed as a location advertised?

Referral from the registers is limited to the specific duty locations advertised. If your agency has identified hiring needs in locations not currently covered, please let us know and we will consider those locations for possible future postings.

My position is covered by a pay band, not a GS grade. Can I still select from the OPM register?

Agencies that use pay bands or other pay systems can fill positions using this JOA where the pay bands or grades include the grade levels identified for the register. Agencies need to determine if the OPM standing register is appropriate for their vacancies in terms of the qualification requirements and the competencies being assessed. For example, if the qualifications for entry into a band are at the GS-9 level, the agency cannot use a GS-11 register. The GS-9 level will be used.

Can Shared Service Centers request certificates from OPM standing registers?

Yes, on behalf of the hiring agencies. The Shared Service Center must indicate the hiring agency on the request. The hiring agency must have a category rating policy in place before the request is made. In addition, the hiring agency must make the hiring decisions and sign the appointment documents.

If an agency's positions have been excepted from the competitive service by statute, may the agency request certificates from OPM standing registers?

Not at this time. If such agencies are interested in using these registers to fill their vacancies, we would be happy to explore options with them.

Will example assessments be provided?

The questionnaires are available through the JOA. A list of the competencies being assessed for each register is provided in Section VI, Competencies Assessed.

Will the OPM standing registers use the Administrative Careers with America (ACWA) assessments?

One of the OPM standing registers (Management and Program Analyst) uses a modified ACWA questionnaire.

2. JOB OPPORTUNITY ANNOUNCEMENTS (JOAs)

How regularly will the JOAs be open?

The JOAs will be opened for a set period of time to initially establish the standing registers. Once closed, JOAs will open as needed to address agency hiring needs. As provided under 5 CFR 332.311, ten point preference eligibles have the right to open closed announcements and can apply at any time.



Will the OPM JOAs satisfy the public notice requirements and Interagency Career Transition Assistance Program (ICTAP) eligibles?

Yes. The OPM JOAs meet both public notice requirements and the requirements to “clear” ICTAP. ICTAP candidates have an opportunity to identify themselves and will be referred for consideration if all documentation is submitted and they are found well-qualified for the position.

What is the ICTAP well-qualified definition?

For purposes of ICTAP only, well-qualified is defined as a score of 85 on the competency assessment. Hiring agencies will need to ensure that this definition is appropriate for their hiring.

What is the stated full performance level for the OPM standing register positions?

The JOAs state that the full performance level will be determined by the hiring agency.

Will applicants receive a notice of their qualification determination?

Yes. All applicants will receive notice of their qualification determination. In addition, applicants will receive notice each time they are referred to an agency for employment consideration. Notification will be sent at all four applicant communication touch points: application received, application assessed for qualifications, applicant referred or not referred to selecting official, and applicant selected or not selected for the job.

3. CERTIFICATION

Must the hiring agency have a category rating policy?

Yes. In order to select from the OPM standing registers, agencies must have a category rating policy in place. Please note that agencies are responsible for meeting the reporting requirements for category rating under 5 USC 3319.

How will category rating be applied?

Three quality categories have been identified (Qualified, Highly Qualified, and Best Qualified,) and defined based on assessment scores related to the required proficiency levels for each competency. Candidates in the highest quality category will be referred for employment consideration based on the hiring needs of the participating agencies.

How is veterans’ preference applied under category rating?

All qualified preference eligibles are placed ahead of non-preference eligibles in the appropriate category. All candidates with veterans’ preference referred in the highest quality category must be selected, or successfully passed over, before a non-preference candidate in that category can be selected.

How will objections and pass over requests be handled?

With respect to candidates obtained from the standing registers, agencies should follow the same ground rules they would follow under delegated examining authority.

After three considerations can an applicant be removed from consideration?

No. The three bona fide consideration provision does not apply under category rating procedures.

Can candidates on the OPM standing registers be certified multiple times?

Yes. Candidates will have an opportunity to be referred to multiple agencies based on their grade levels and duty location preferences.



How will OPM ensure the candidate pool stays current?

OPM will closely monitor the results reported by agencies to ensure candidates who are selected, decline opportunities, or indicate they are no longer interested are removed from the active register. Qualified applicants have six months of eligibility and will need to restate their interest and availability to stay active on the register. In addition, the JOAs will re-open to new applicants as needed to keep the registers current.

What happens if an applicant declines an agency?

An applicant who declines a particular agency will remain on the register.

What happens if an applicant declines a location, grade, or occupation?

When an applicant declines a location, grade, or occupation, the agency that receives the declination must report it to OPM, so that OPM can verify whether the applicant wants to be removed from consideration by all agencies for positions covered by the register for that location, grade, or occupation, and, if so, the applicant will be removed from consideration for that location, grade, or occupation only.

Do declinations need to get sent to OPM immediately?

No. Declinations will be reported with the return of the certificate.

Is there a way to update the registers more quickly to reflect recent selections?

Once an applicant is certified to an agency, that agency must consider that individual unless a declination is received. When an agency completes its selections and returns a used certificate of eligibles, the register will be updated to remove the individuals who have been selected for a position or who otherwise need to be removed.

Will agencies be notified when an applicant referred on their certificates is selected by another agency?

No. Agencies must consider all applicants referred unless a declination is received.

Request for a Certificate of Eligibles from an OPM Standing Register

Agency HR official, have you:

- Determined that the critical competencies being assessed by the register assessment are appropriate for this position(s)?
- Verified your agency's category rating policy is in place?
- Ensured that separate, duplicative agency examining is not being conducted for the same position, grade, and duty location?
- Completed all of the required information below?

Date of Request: _____

Agency Request No: _____

Position Information

Title, Series, Grade(s)	Duty Location(s)	No. of Vacancies
Appointment Type:		
Work Schedule:		
Full Performance Level	Date SF-52 Initiated	Reemployment Priority List Cleared <input type="checkbox"/> Yes

Requesting Agency Information

Agency Name:	
Mailing Address:	
City, State, Zip Code:	
HR Official Name:	
Telephone No:	
Email Address:	
Signature:	

In addition to the HR official listed above, please have the Certificate of Eligibles available electronically to the agency officials listed below:

Name:	
Title:	
Email Address:	
Phone No:	
Name:	
Title:	
Email Address:	
Phone No:	

FOR OPM USE:	Certificate Number	Date Issued
Date Received:		