



U.S. Department of Labor

Federal Hiring Participant Guide

**Off-Base Transition Training (OBTT)
Veterans' Employment & Training Services (VETS)
Transition Assistance Program (TAP)**

January 2022

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Workshop Introduction

Objectives

Welcome to the Federal Hiring workshop. This two-hour workshop is provided by the Department of Labor (DOL) to veterans, including those veterans currently serving in the Reserve Component (National Guard and Reserve members), and their spouses seeking employment with the federal government. In this workshop, you will focus on the following objectives:

- Gain a better understanding of the federal hiring process.
- Identify preferences and executive orders for veterans.
- Recognize differences between federal resumes and standard business resumes.
- Know where to obtain additional information on federal hiring.

Workshop Section Focus

WORKSHOP SECTION FOCUS

Section Name	Section Focus
Federal Employment System	What is the federal employment system?
Special Hiring Authorities	How do special hiring authorities affect veterans?
Finding Federal Jobs	Where can you search for federal jobs?
Federal Job Announcements	What are the parts of a federal job announcement?
Basic Federal Resumes	How should you prepare your resume for a federal job application?
Resume Builder	How do USAJOBS features help you apply and manage your federal job applications?

In this workshop you will learn about federal hiring for veterans and focus on answering the following questions:

1. What is the federal employment system?
2. How do special hiring authorities impact veterans?
3. Where can you search for federal jobs?
4. What are the parts of a federal job announcement?
5. How should you prepare your resume for a federal job application?
6. How do USAJOBS features help you apply and manage your federal job applications?

Section 1: Federal Employment System

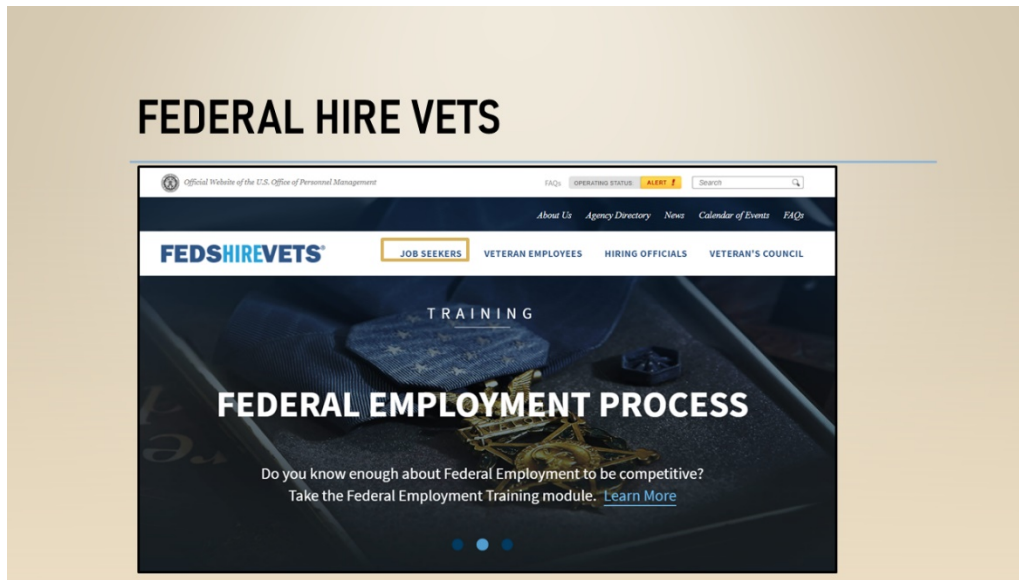
Federal Employment System

The federal employment system is made up of multiple agencies that are governed by various rules and regulations. While the process of applying for federal jobs may be similar to the private industry, there are still significant differences due to the many laws, executive orders, and regulations that govern federal employment. This section will provide a broad overview of federal employment.



Before we get started, there are three sites that you should familiarize yourself with as you begin the path toward federal civil service:

- FedsHireVets.gov
- USA.gov
- USAJOBS.gov

FedsHireVets.gov

FedsHireVets.gov is a one-stop resource for veterans interested in working for the federal government. Created by the Office of Personnel Management (OPM), this website offers information for:

- Job Seekers
 - How Federal Jobs are Filled Guide
 - Frequently Asked Questions (FAQ)
 - Veteran Employment Program Office locations
- Veteran Employees
 - National Guard & Reserve Guide
 - Leave Accrual Guide
- Hiring Officials
 - Annual Veteran Employment Training Guide
 - Reintegration Framework Guide

FedsHireVets.gov Job Seekers, Virtual Classroom

FedsHireVets.gov hosts an online virtual classroom self-paced training module.

This online training module is designed primarily for veterans, but it also offers useful information for military spouses. Access the program through FedsHireVets.gov. Select Job Seekers and then Virtual Classroom. Select any of the six headings in any order to view detailed information:

- Overview
- Federal Employment Tools
- Education and Training
- Pay and Leave
- Reference Materials
- Miscellaneous

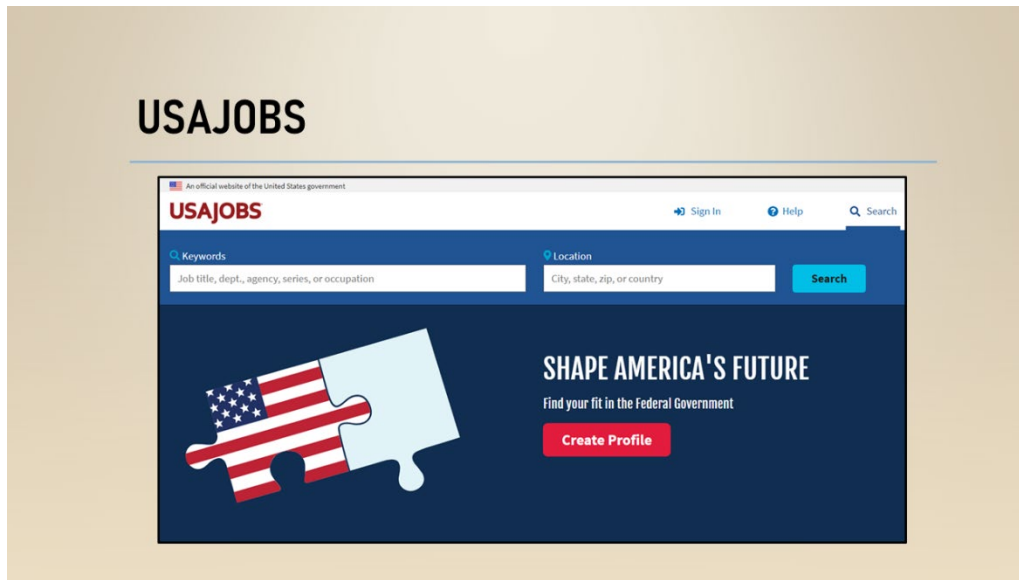
USA.gov



USA.gov is the U.S. government's official web portal to all federal, state, and local government web resources and services. Their Jobs and Unemployment section provides information on:

- Labor Laws and Issues
- Looking for a New Job
- Retirement
- Small Business
- U.S. Government Employees
- Unemployment Help

USAJOBS.gov



USAJOBS.gov is the federal government's official employment site. As a part of the U.S. Office of Personnel Management (OPM) site, OPM.gov, USAJOBS helps recruit and retain a world-class government workforce for the American people. Potential employees use this site to find federal jobs that match their skills, education, and experience. They use its tools to:

- Find job openings within hundreds of federal agencies.
- Connect job seekers with federal employment opportunities across the United States and around the world.

HIRING PATHS



The federal government offers unique hiring paths to help hire individuals that represent a diverse society. Review the hiring paths to determine your eligibility. You may be eligible under one or more groups. Examples of the hiring paths include:

- U.S. Citizens
- Veterans
- National Guard and reserves (current or prospective members)
- Military spouses
- Students and recent graduates
- Individuals with disabilities

There may be other groups listed that apply to your situation. Choose all that apply.

USAJOBS SPECIAL EVENTS

Events

2021 Jul 14	Virtual Information Session about the Contact Representative position Online Hosted by Internal Revenue Service More information	2021 Jul 15	Virtual Information Session about the Tax Examiner position Online Hosted by Internal Revenue Service More information
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[View more events](#)

Federal Hiring Myth

"Resumes are scanned for keywords by an automated system"

Partially true: Real people, Human Resource (HR) specialists, do look at resumes, however some agencies also use an automated system to review resumes. For the agencies that do use an automated system, the resume review process has two parts:

1. An automated application review process to include all the required areas of the applicant's eligibility and qualifications for the job.
2. A manual review, by the HR Specialist, of an applicant's resume to validate the information in the application package.

Various events posted on the USAJOBS site provide more information about learning opportunities and specific positions. When applying for a job, check this section to see if there is an event relevant to you. There are also general information webinars hosted by the Office of Personnel Management to help you prepare for your job search.

FEDERAL APPLICATION PROCESS

Start using USAJOBS Federal Application Process Explore Opportunities

Learn about the Federal Application Process

Below is an overview of the federal hiring process. This process is in place to make sure all applicants receive fair and equal opportunity.

USAJOBS

1. Create a USAJOBS profile
2. Search for jobs
3. Review job announcement
4. Prepare your application in USAJOBS
5. Submit application to the agency

First, create and complete your profile to apply for any job on USAJOBS. With a USAJOBS profile, you can save jobs, automate job searches, and manage everything you need to complete your application, including resumes and required documents.

Transition to Agency

1. Agency reviews application
2. Interview
3. Agency selects candidates

USAJOBS illustrates the process for positions posted to ensure all applicants receive fair and equal opportunity. They provide a job status on your application dashboard instead of the individual application status. This gives you the most accurate information about your job applications.

Activity: Indicate Hiring Path preference in USAJOBS Account.

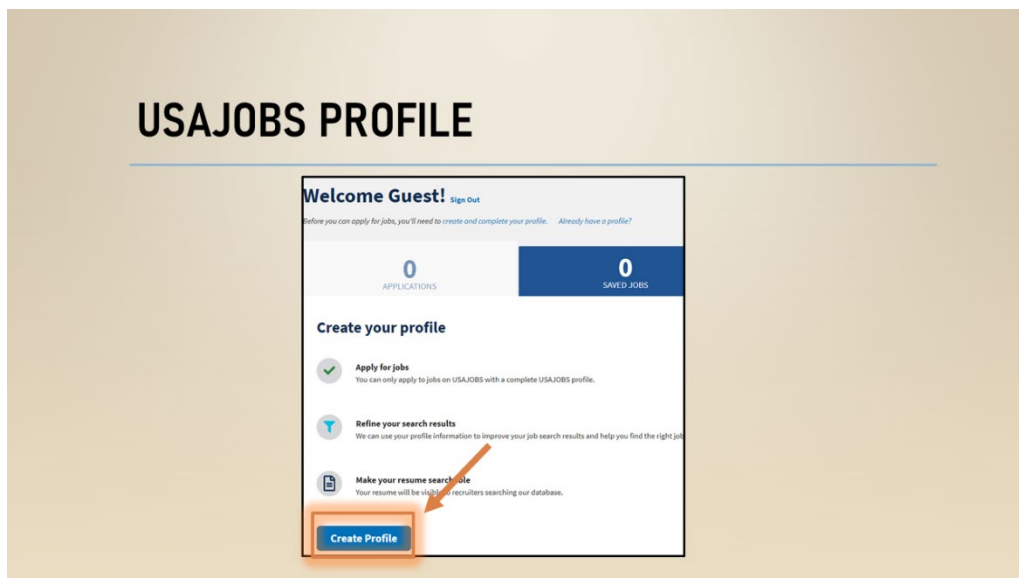


To indicate your status as a veteran and exercise priority status through the application process, you must:

1. Create a login.gov account to sign in to USAJOBS (first-time users). Login.gov is a service that offers secure and private online access to government programs, such as Federal benefits, services, and applications.
2. Use the same email address (use your personal email address for login.gov and USAJOBS. Note: Do not use a work or school-related email address such as .gov, .mil, or .edu because you may lose access to these accounts).
3. Create a new password. You may have to accept any updated **Rules of Use**.
4. Have a working phone number. Login.gov will send a unique security code each time you sign into your account.



5. Create a USAJOBS profile using the same email address for login.gov.



6. Input contact information and citizenship status and answer service questions as requested.

ADD HIRING PATHS

Citizenship Complete [Edit](#)

U.S. Citizenship
I am a U.S. citizen.
[Review Service Registration](#)
Exempt: I am a female, and therefore I am exempt from registering.

Hiring paths (Optional)

Hiring paths help us know which jobs you may, or may not, be eligible for. Review and select the hiring paths that apply to you.

[Add Hiring paths](#)

Experience

Federal service
Federal employment status
I am not and have never been a Federal employee.

Military service
Military service or [disability preference](#)
No

Work experience

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

Veterans

National Guard & reserves
Current or prospective members

Senior executives

Family of overseas employees

Peace Corps & AmeriCorps VISTA

Federal employees
Current or former, includes the competitive and excepted services

Military spouses

Students & recent graduates

Individuals with disabilities

Native Americans
American Indian or Alaskan Native

Special authorities

7. Expand the Add Hiring Path bar to select your status. Select any applicable category from the list.

USAJOBS PROFILE

Education (Optional)

List your educational history here. If you make your profile searchable, agencies can find you based on your education level.

[Add Education](#)

Demographics (Optional)

Answer a few questions about your demographics. We use this information to find out if our recruitment efforts are reaching all segments of the population, consistent with federal equal employment opportunity laws.

You don't have to fill out this information—it's voluntary and will have no impact on your job application or whether or not you get hired.

Review our [privacy policy](#) and the [Basework Reduction Act](#) for more information.

[Add Demographics](#)

Languages (Optional)

List languages that you're fluent in. If you make your profile searchable, agencies can find you based on the languages you speak.

[Add Languages](#)

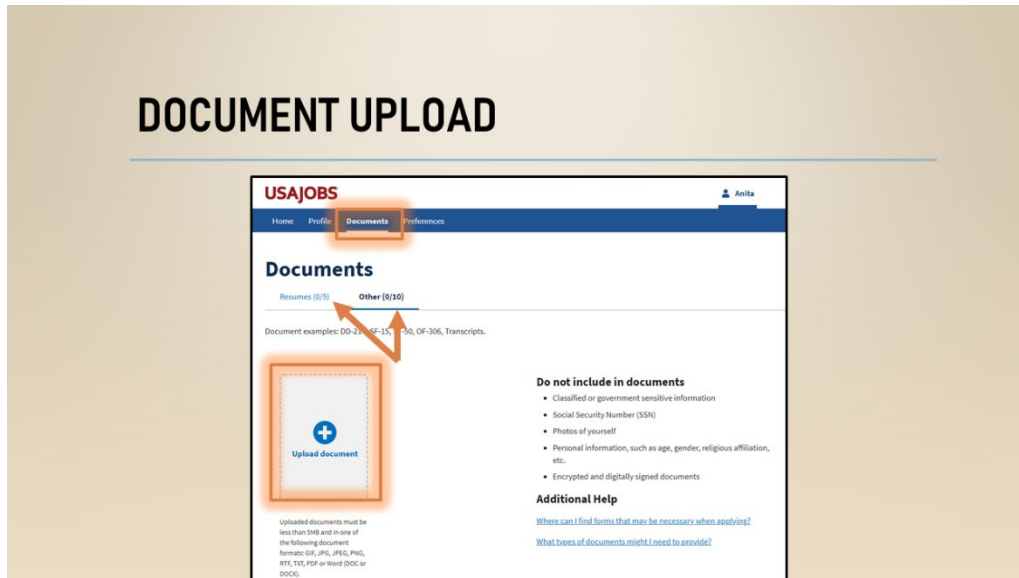
Organizations (Optional)

List any organizations you belong to here. If you use our Resume Builder, you can pull this information into your Resume.

[Add Organizations](#)

8. Complete the USAJOBS profile with information from work experience, education, etc.

DOCUMENT UPLOAD



9. Build or post a resume to the USAJOBS profile (covered in more detail in Section 5).

Upload essential documents, including a copy of your marriage certificate, a copy of your sponsor's PCS orders, and other documents that may be required to verify your eligibility for a special hiring authority.

Section 2: Special Hiring Authorities

Federal Civil Service



The federal civil service is comprised of three distinct services: competitive service, excepted service, and senior executive service.

Competitive Service

In the competitive service, individuals must go through a competitive hiring process (i.e., competitive examining) before being appointed. This process may consist of a written test, an evaluation of the individual's education and experience, and/or an evaluation of other attributes necessary for successful performance in the position to be filled.

Competitive service positions are, by far, the vast majority of jobs in the Federal Civil Service, open to all eligible applicants who meet the minimum qualifications. Competitive service positions are subject to the civil service laws passed by Congress to ensure that applicants and employees receive fair and equal treatment in the hiring process.

Excepted Service

Excepted service positions are federal or civil service positions which are not in the competitive service or the senior executive service. Excepted service positions are not subject to the appointment, pay, and classification rules, as excepted service agencies set their own qualification requirements. There are several ways to be appointed into excepted service, such as being appointed pursuant to an authority created by Congress, the president, or the U.S. Office of Personnel Management (OPM). There are

entire agencies in which every position is considered an excepted service position, and other agencies in which only some positions are excepted service positions.

Senior Executive Service

The Senior Executive Service (SES) is the corps of executives, selected for their leadership qualifications, and charged with leading the continuing transformation of government. These leaders possess well-honed executive skills and share a broad perspective of government and a public service commitment which is grounded in the Constitution. As the leaders of our federal civilian workforce, senior executives strive each day to create a more citizen-centered, results-oriented federal government. SES positions include those classified above GS-15 that encompass duties identified as executive or managerial.

Veteran Hiring Flexibilities

Veterans' Preference

VETERANS' PREFERENCE

- Gives eligible Veteran's preference in appointment over many other applicants.
- Applies to all new appointments in the competitive and many in the excepted service.
- Does not guarantee a job.
- Not all Veterans are considered Veterans for the purpose of federal civilian employment
- Only Veterans discharged or released from active duty in the armed forces under honorable conditions are eligible for Veterans' Preference.

Veterans' Preference gives eligible veteran's preference in appointment over many other applicants. Veterans' Preference applies to all new appointments in the competitive and many in the excepted service. Veterans' Preference does not guarantee veterans a job. Not all veterans are considered veterans for the purpose of federal civilian employment, and not all active-duty service qualifies for Veterans' Preference. In addition, only veterans discharged or released from active duty in the armed forces under honorable conditions are eligible for veterans' preference.

Veterans' Preference can be confusing, and it is recommended that you use the Department of Labor's Veterans' Preference Advisor at <https://webapps.dol.gov/elaws/vets/vetpref/vetspref.htm> to check your eligibility.

Special Hiring Flexibilities

Special non-competitive hiring flexibilities are established by law or Executive Order. Agencies may, but are not required to, use a variety of appointing authorities to hire job applicants.

Examples of appointing authorities include:

- Direct-hire authority
- People with disabilities
- 30% Disabled veterans appointing authority

Veterans, individuals with disabilities, many current and former federal employees, and returning Peace Corps volunteers are all examples of individuals eligible for non-competitive appointment.



Special Hiring Authorities for Veterans

There are special hiring authorities specifically for veterans, such as Veterans' Preference, Veterans' Recruitment Appointment (VRA) and Veterans Employment Opportunity Act (VEOA). Applicants are encouraged to mark all preferences for which they qualify. If you are a veteran, or can use a derived preference such as VEOA, continue your research and attend additional training to fully understand the preferences and benefits available to you.

Special Hiring Authorities for Veterans are designed to assist veterans in their job search. These special authorities represent a few of many appointing authorities that agencies can use entirely at their discretion. To check your eligibility for any of the Special Hiring Authorities for Veterans, visit www.fedshirevets.gov.

Veterans' Recruitment Appointment (VRA) is an excepted authority that allows agencies to appoint eligible veterans without competition. If you:

- Served during a war or are in receipt of a campaign badge for service in a campaign or expedition; **OR**
- are a disabled veteran, **OR**
- are in receipt of an Armed Forces Service Medal (includes the Global War on Terrorism Service Medal) for participation in a military operation, **OR**
- are a recently separated veteran (within 3 years of discharge), **AND**
- separated under honorable conditions (this means an honorable or general discharge).

You can be appointed under this authority at any grade level up to and including a GS-11 or equivalent. This is an excepted service appointment.

30% or More Disabled Veteran Appointment allows any veteran with a 30% or more service-connected disability to be non-competitively appointed. You are eligible if you:

- retired from active military service with a service-connected disability rating of 30% or more; **OR**
- have a rating by the Department of Veterans Affairs showing a compensable service-connected disability of 30% or more.

This authority can be used to make temporary (at least 60 days but not to exceed 1 year) or term (more than 1 year, but not more than 4) appointments in the competitive service. There is no grade level restriction. There is no requirement that you be converted to a permanent position.

Veterans Employment Opportunity Act (VEOA) is a competitive service appointing authority that can only be used when filling permanent, competitive service positions when the agency has decided to solicit candidates from outside its own workforce. It cannot be used to fill excepted service positions. It allows veterans to apply to announcements that are only open to so-called “status” candidates, which means “current competitive service employees and certain prior employees who have earned competitive status.”

To be eligible to be considered pursuant to VEOA appointment, your **latest**, discharge must be issued under honorable conditions (this means an honorable or general discharge), **AND** you must be either:

- a preference eligible (defined in title 5 U.S.C. 2108(3)), **OR**
- a veteran who substantially completed 3 or more years of active service under honorable conditions.

Disabled Veterans Enrolled in a Veterans’ Affairs (VA) Training Program may enroll for training or work experience at an agency under the terms of an agreement between the agency and the VA. While enrolled in the VA program, the veteran is not a federal employee for most purposes but is a beneficiary of the VA.

Training is tailored to the individual's needs and goals, so there is no set length. If the training is intended to prepare the individual for eventual appointment in the agency, the agency must ensure that the training will enable the veteran to meet the qualification requirements for the position.

Upon successful completion, the host agency and VA give the veteran a Certificate of Training showing the occupational series and grade level of the position for which they trained. The Certificate of Training allows any agency to appoint the veteran

noncompetitively under a status quo appointment, which may be converted to career or career-conditional at any time.

OTHER SPECIAL HIRING AUTHORITIES

- Schedule A for People with Disabilities
- Direct Hire Authority
- Pathways Program

Other Special Hiring Authorities.

Though not specifically for veterans, and not entirely inclusive, the following is a sample of some of the more frequently used special hiring authorities that veterans should be aware of and apply under as appropriate.

- **Schedule A Appointing Authority for People with Disabilities** is not specifically for veterans, the Schedule A authority for people with disabilities is an excepted authority that agencies can use to appoint eligible veterans who have a severe physical, psychological, or intellectual disability. To prove your eligibility to be appointed to a federal job under Schedule A, you must:
 - be qualified for the job for which you are applying (i.e., have the necessary competencies and relevant experience to perform the job); and
 - provide “proof of disability” documentation
 - **Sample Schedule A letters** can be found on the OPM’s website:
www.opm.gov/policy-data-oversight/disability-employment/getting-a-job/sample-schedule-a-letters.pdf
- **Direct-Hire Authority** is an appointing authority that OPM can give to Federal agencies for filling vacancies when a critical hiring need or severe shortage of candidates exists.
- **Pathways Program** is not specifically for veterans, but if you are a student or recent graduate, you may wish to consider beginning your career in the federal government by applying for a vacancy under whichever of the authorities described below that may apply to you:

- **Internship Program** is for current students enrolled in a wide variety of educational institutions from high school to graduate level, with paid opportunities to work in agencies and explore federal careers while still in school. For complete program information, visit www.usajobs.gov/Help/working-in-government/unique-hiring-paths/students/
- **Recent Graduates Program** is for individuals who have recently graduated from qualifying educational institutions or programs and seek a dynamic, career development program with training and mentorship. To be eligible, applicants must apply within two years of degree or certificate completion (except for veterans precluded from doing so due to their military service obligation, who will have up to six years to apply). For program information, visit www.usajobs.gov/Help/working-in-government/unique-hiring-paths/student
- **Presidential Management Fellows (PMF) Program** for individuals who have received a qualifying advanced degree within the preceding two years. For complete program information, visit www.pmf.gov/

Veterans are encouraged to seek consideration under all the hiring authorities for which they are eligible, in addition to claiming their preference under the competitive examining process (if applicable).

The U.S. Office of Personnel Management has created a one-stop resource for federal employment information for veterans, spouses of active-duty military members and family members of veterans. This site will be your most valuable resource for learning about special hiring authorities and overall federal employment for veterans: www.fedshirevets.gov.

For more details, refer to the following:

- **The Defense Civilian Personnel Advisory Service (DCPAS)** develops, implements, and monitors DoD civilian human resources (HR) policies and programs across the world. <https://www.dcpas.osd.mil/EC/Advise>
 - **Feds Hire Vets** offers information for veterans and military spouses and family members of veterans. <https://www.fedshirevets.gov/job-seekers/>
 - **U.S. Department of Labor** provides information on Veterans' Preference and professional license and certification portability. <https://dol.gov/agencies/vets/veterans/>
- USAJOBS** provides lists of live events from OPM in which job candidates can learn more about their job hunt. <https://www.usajobs.gov/Notification/Events>

Section 3: Finding Federal Jobs

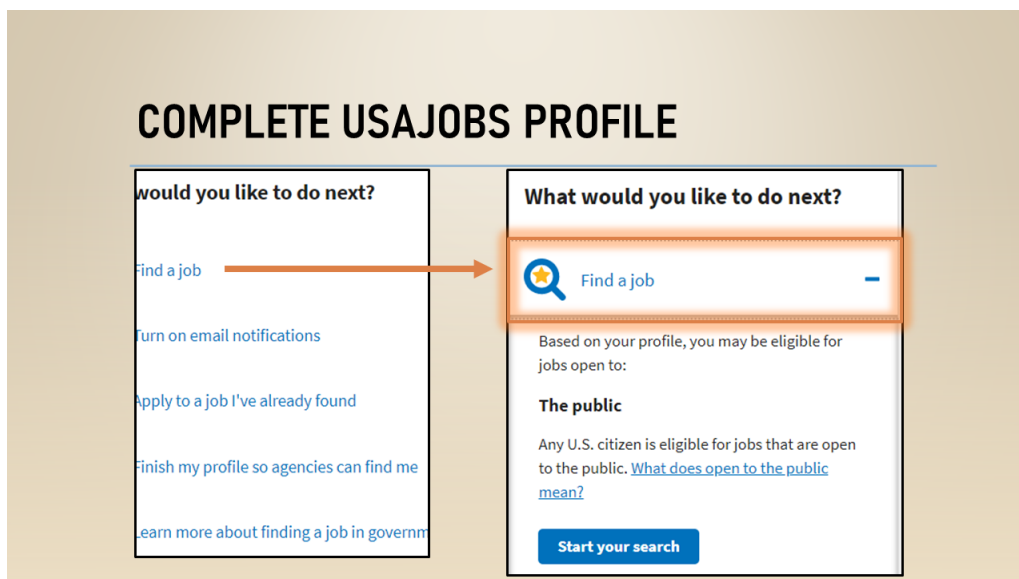
Deciding What Positions to Apply For

Follow these guidelines when deciding which jobs to pursue:

- You must meet all established Federal and DoD qualifications requirements.
- You may apply for permanent as well as temporary/term positions (i.e., intermittent, seasonal, or “flexible” schedules). There is no limit to the number of times you can exercise your veteran preference or status.

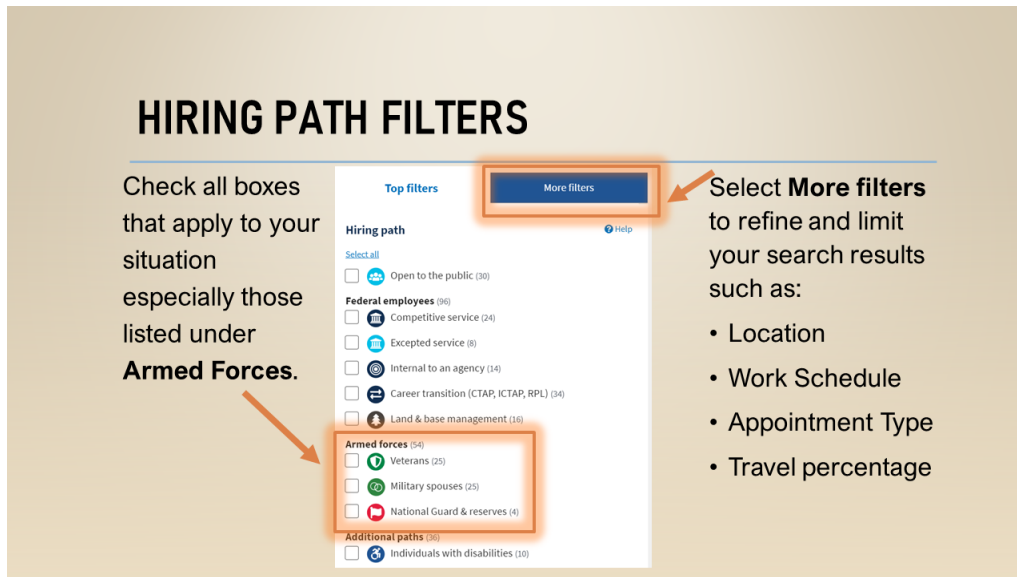
In all cases when you apply for DoD positions, you must follow all instructions as required by the Job Announcement. This process is necessary for the Human Resources Office (HRO) to determine if you rank among the best-qualified candidates for the position. The evaluation factors used to rank you are the same factors that apply to all competitive candidates. If you do not apply, you will not be considered for the position.

Activity: Find a Job through USAJOBS



1. Select the **Profile** tab in the top navigation bar on USAJOBS.
2. Select **Finish my profile** to make your profile searchable.
 - a. Making your profile searchable makes your work experience searchable and agencies can find you based on the experience you include in this section. The site uses this information to prepopulate a new resume, if you create one using the resume builder.

- b. If you want to update an existing resume with new work experience, you'll need to manually go into our resume builder and make the updates or upload a new resume.
3. Open the **Find a job** dropdown and select **Start your search** to begin searching for positions that you can apply for.



USAJOBS is the federal government's official source for federal job listings. Because it has thousands of job postings, you will need to filter your search to yield a manageable list of jobs to review.

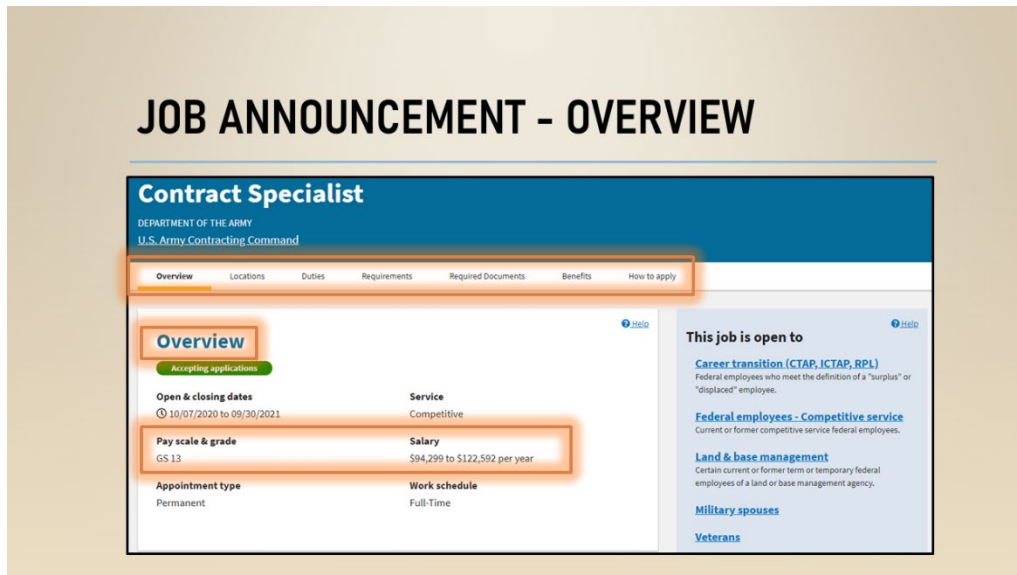
In the federal hiring process, you should indicate if you are part of a particular group of people that an agency wants to hire – whether it's a current federal employee, a veteran, a military spouse, or a recent graduate. These different eligibilities in the Federal Government are identified as hiring paths.

JOB SEARCH FILTERS

The screenshot displays the 'JOB SEARCH FILTERS' interface. At the top, there are two input fields: 'Keywords' (with placeholder text 'Job title, dept., agency, series, or occupation') and 'Location' (with placeholder text 'City, state, zip, or country'). Below these fields, a row of filter tags is shown: 'Military spouses', '25 miles', 'Huntsville, Alabama', and 'Contract Specialist'. A 'Remove all filters' link is positioned below the tags. The interface indicates 'Viewing 1 - 25 of 26 jobs'. A 'Sort by' dropdown menu is set to 'Relevance'. A 'Save this search' button is highlighted with an orange box, with a tooltip that reads: 'Save this search. We'll email you new jobs as they become available.' Below this, a job listing for 'Contract Specialist' is shown, including details about the U.S. Army Contracting Command, starting salary (\$94,299), and location (Redstone Arsenal, Alabama). An orange arrow points from the 'Location' input field to the 'Contract Specialist' job listing.

To search for job postings, enter job title or keywords, enter your location, and select Search. You can save your search parameters and get email notifications when new jobs meeting your criteria become available.

Section 4: Federal Job Announcements



Understanding the Job Announcement

Select the job title to view the job announcement. The most important component of a successful federal job search is to have a clear understanding of the requirements outlined in the job announcement. While these job announcements can be lengthy, they provide valuable information about the job, and it's important that you read each section before applying.

The job announcement includes the following seven sections:

Overview: Tells you how long you have to apply, the salary, the work schedule, and the type of appointment and service. Pay close attention to these details which may determine whether you want to apply for the position.

One type of position near military installations are Nonappropriated Fund (NAF) jobs. These jobs are considered federal employment but differ from regular civil service positions because the monies for salaries come from a different source. NAF funds are self-generated through programs such as bowling centers, restaurants, retail, and child development centers. In January 2018, there were more than a hundred thousand employees in the NAF workforce. There are two types of NAF positions: flexible and regular. Regular NAF employees can work full-time or part-time and receive benefits.

Refer to these sites for information on pay scales:

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>

<https://www.dcpas.osd.mil/BWN/NAFWageSchedules/>

LOCATION AND DUTIES

Location

Redstone Arsenal, AL
many vacancies

Relocation expenses reimbursed
No

Telework eligible
Yes as determined by agency policy

Duties

Summary

About the Position: Position is for a Contract Specialist with the Army Contracting Command located at Redstone Arsenal, Alabama. Will serve as Senior Contract Specialist, Lead Negotiator, OR Contracting Officer.

FIRST CUT OFF: First cut off will be 18 January 2021 for referral list to Management.

[Learn more about this agency](#)

Responsibilities

- Serve as contract representative to requiring activities and the agencies administering contracts for the initial and follow-on production of highly complex weapon systems equipment, research and development, and major non-

Location: Lists the work location(s). Many jobs have multiple locations, so it's important that you verify the location is somewhere you want to work.

Duties: Describes the job's daily activities and responsibilities.

JOB REQUIREMENTS

Requirements

Conditions of Employment

- Selectees must complete certification at Level III in the Acquisition Career Field Contracting within 24 months with an additional 12 months from the date of Entrance on Duty (EOD) up to a total of 36 months.
- Submit a Confidential Financial Disclosure Report (OGE450) upon entry, and annually thereafter.
- Appointment may be subject to a suitability or fitness determination, as determined by a completed background investigation.
- Obtain/maintain a determination of eligibility for a Secret OR Top Secret security clearance or access for the duration of employment.
- This is an Army Acquisition, Logistics and Technology Workforce position.

Qualifications

Who May Apply: Only applicants who meet one of the employment authority categories below are eligible to apply for this job. You will be asked to identify which category or categories you meet, and to provide documents which prove you meet the category or categories you selected. See [Proof of Eligibility](#) for an extensive list of document requirements for all employment authorities.

Requirements: Describes the type of experience you need, certain conditions you need to agree to for the job, and how the hiring agency will evaluate your application.

REQUIRED DOCUMENTS

Required Documents

[Help](#)

The documents you are required to submit vary based on the authority you are using to apply (i.e., applying as a veteran, applying as a current permanent Federal employee, applying as a reinstatement, etc). Please review the following links to see which documents you need to provide to prove your eligibility to apply: [Applicant Merit Checklist](#) and [Proof of Eligibility](#).

As described above, your complete application includes your resume, your responses to the online questionnaire, and documents which prove your eligibility to apply. **If you fail to provide these documents, you will be marked as having an incomplete application package and you will not be considered any further.**

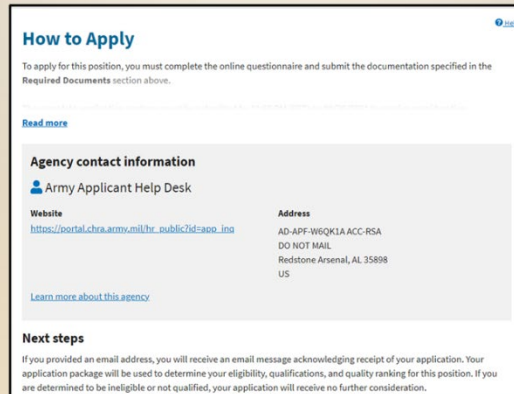
1. Your resume:

Your resume may be submitted in any format and must support the specialized experience described in this announcement.

Required Documents: Lists all the documents you may need to include with your application to prove you're eligible and qualified for the job. It's very important that you submit the right documentation; the hiring agency may disqualify you if you're missing information. Some examples of required documents include:

- Cover letter
- Transcript
- SF-15 (if appropriate) – application for 10-Point Veterans' Preference
- DD-214 (if appropriate) – a service member's proof of military service. This Certificate of Release or Discharge form is issued through the Department of Defense and is typically issued at the final out-processing appointment prior to retirement or separation.

HOW TO APPLY




How to Apply

To apply for this position, you must complete the online questionnaire and submit the documentation specified in the **Required Documents** section above.

[Read more](#)

Agency contact information

 Army Applicant Help Desk

Website	Address
https://portal.chra.army.mil/hr_public/idsapp_inq	AD-APF-W6QK1A ACC-RSA DO NOT MAIL Redstone Arsenal, AL 35898 US

[Learn more about this agency](#)

Next steps

If you provided an email address, you will receive an email message acknowledging receipt of your application. Your application package will be used to determine your eligibility, qualifications, and quality ranking for this position. If you are determined to be ineligible or not qualified, your application will receive no further consideration.

How to Apply: This section explains:

- Directions for completing the application
- Agency contact information
- Next steps, including information on how your application will be evaluated

USAJOBS Questionnaire

USAJOBS QUESTIONNAIRE – EXAMPLE 1

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 03/17/2021 to receive consideration. To preview the questionnaire click <https://apply.usastaffing.gov/viewQuestionnaire/11051582>.

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 USA JOBS account, <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.

USAJOBS QUESTIONNAIRE – EXAMPLE 2

Education

This position has a positive education requirement: Applicants must submit a copy of their college or university transcripts(s) and certificates by the closing date of announcement to verify qualifications. If selected, an official transcript will be required prior to appointment. You may upload these documents with your application in USAJOBS or fax it to fax number provided in the announcement (please include announcement number on each page).

Failure to do so will result in loss of consideration.

Schools must be accredited by an accrediting institution recognized by the U.S. Department of Education. Accreditation may be verified at the following website: www.ed.gov/admins/finaid/accred/index.html.

Foreign education must be evaluated by a private professional organization specializing in interpretation of foreign education credentials or an accredited U.S. educational institution in terms of equivalence to a degree acquired at an American college or university. A copy of the evaluation results must be included, otherwise your foreign education will not be considered.

[Preview Job Questionnaire](#)

Make sure your resume includes detailed information to support your qualifications and answers to the job questionnaire.

Many federal government job applications require completing a USAJOBS occupational questionnaire. Job announcements may have links to previews of the job questionnaires in the **Requirements** or **How to Apply** sections. Assessment questionnaires vary depending on the job positions. It might have 10 questions or dozens.

You can expect to encounter:

- Multiple choice questions
- Yes/No questions
- Questions asking you to rate yourself

Hiring managers have adopted occupational questionnaires to facilitate screening candidates. Because a job might attract hundreds of applicants, recruiters use the scores from questionnaires to identify qualified candidates from the pool.

Read all parts of the questionnaire and consider your responses carefully. When evaluating your skills or competency, don't hesitate to give answers that reflect your abilities. Your work history and education should support your answers, but do not underestimate yourself. The best advice about how to fill out the occupational questionnaire on USAJOBS involves confidence. Subtle techniques could steer you toward a lower score when in all honesty you could have done better.

If you possess the skills and experience necessary for the job, indicate it in your responses. Remember the assessment is designed to deflate your score and reduce the pile of applications for recruiters to consider.

QUESTIONNAIRE SITE

Continue Application with Agency

☒ I certify, to the best of my knowledge and belief, all the information submitted by me with my application for employment is true, complete, and made in good faith, and that I have truthfully and accurately represented my work experience, knowledge, skills, abilities and education (degrees, accomplishments, etc.). I understand that the information provided may be investigated. I understand that misrepresenting my experience or education, or providing false or fraudulent information in or with my application may be grounds for not hiring me or for firing me after I begin work. I also understand that false or fraudulent statements may be punishable by fine or imprisonment (18 U.S.C. 1001).

[Continue to Agency Site](#)

You will leave USAJOBS and be sent to the Veterans Affairs, Veterans Health Administration application system once you select "Continue to Agency Site."

You will submit your application once you have completed all the agency specific requirements.

USAJOBS integrates with the third-party site ApplicationManager.gov. When you are completing the application, you will be directed to this site to complete the assessment. If you've never been to the site before, you'll need to create an account. If you have an account, you should be automatically connected by USAJOBS.

When answering the questionnaire, **remember to complete the questionnaire honestly but confidently.**

Section 5: Basic Federal Resumes

Differences Between Federal and Standard Resumes

FEDERAL VS. STANDARD RESUME

Federal resumes differ from standard resumes in four main ways:

- Length
- Format
- Required information
- Additional documentation

A federal resume is a career document that details the specialized skills and qualifications for a targeted federal job. Federal jobs require a different type of resume than private sector jobs because federal resumes serve as the job application and can include an examination. A human resources specialist assesses and grades your federal resume to determine your level of qualifications for the position. Be sure to:

- Provide as much information as you can on the federal resume; otherwise, it may be considered an incomplete application.
- Highlight your Knowledge, Skills, and Abilities (KSAs) that are in line with the job announcement.

Length: The length may be the biggest difference between federal resumes and standard resumes, as federal resumes are typically much longer. They require more detailed descriptions of work experience which provides a way for the human resources specialist to assess what tasks and duties were performed and at what specific level to ensure you are qualified for the position.

Format: The format of a federal resume needs to be easy to read and concise like a standard resume; however, it can include more details and descriptions of experience. It will also include keywords from the job announcement.

Required Information: Federal resumes require specific information, such as job start and end month; average hours worked each week (part- or full-time employment); employer addresses; salary information; supervisor names and phone numbers; college GPA and graduation dates; high school education; all training, including course name, date, and number of hours; and other information typically not included on standard resumes. If this information is not included, it will be considered an incomplete application and may be rejected.

Additional Documentation: Many federal announcements require additional essay questions. These questions are one- to two-page statements specifying specific examples from an applicant's experience related to the job announcement. Federal resume applications will often ask applicants to send or upload additional information, including transcripts, evaluations, and military service forms. If you fail to provide these documents, you will be marked as having an incomplete application package, and you will not be considered any further.

Section 6: Resume Builder

How to build a resume



USAJOBS offers a resume builder tool to ensure candidates complete basic application information required by federal agencies. The resume builder enables you to create a document in a standard federal resume format. USAJOBS also gives you the option to upload your own document. If you choose to do so, submit your resume document as a PDF.

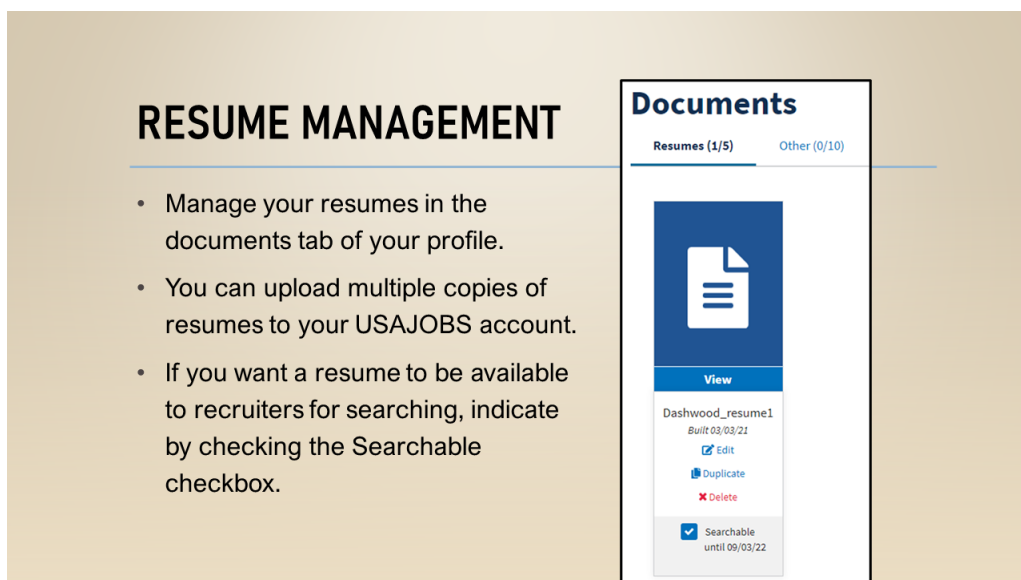
Using the resume builder, however, will make searching and evaluating your resume easier for federal human resources specialists. The resume builder tool mitigates the risk of the application being rejected due to formatting issues or missing information. The tool also increases the likelihood of your resume being scanned and viewed. It helps you ensure your resume is communicating and matching your competencies, knowledge, skills, abilities and experience and education to the requirements for each job.

Save your work periodically. For security reasons, your session will time out after a period of inactivity. **Save** periodically so that you do not lose any work.

To build a resume in USAJOBS:

1. Sign into USAJOBS and go to you Documents.
2. Make sure you're in the Resumes section and select Upload or Build Resume button.
3. Select Build resume.
4. Name your new resume and select Next.

5. Select Add Work Experience, enter the required information, and select Save Work Experience. Repeat this step to add additional work experience or select Next to continue to your education information.
6. Select Add Education, enter the required information, and select Save Education. Repeat this step to add additional education or select Next to continue to your references. You may also select Finish if you don't want to add more information.
7. Select Add Reference, enter the required information, and select Save Reference. Repeat this step to add an additional reference or select Next to continue to the next step.
8. Enter additional information on your resume such as job-related training, language skills, organizations/affiliations, professional publications, and other information. Select the corresponding button under each section to add your information. Enter your information and select Add or Save for each section once completed.
9. Select Finish to save your resume.



Your new resume will appear in your **Documents** list. Select **View** on the resume icon to preview your resume. To edit your resume select **Edit** on the resume icon and it will bring you to the first page of your resume in the resume builder tool. Check the **Searchable** checkbox to enable recruiters to search your profile and resume and match your background with the jobs they're looking to fill. Only certain file types are searchable including Word, text-based PDFs, text files, and resumes created using the resume builder tool.

NOTE: You can make only one resume searchable at a time.

Formatting Resumes

When you copy and paste text from Word documents into the USAJOBS resume builder, some formatting in these documents may not work in the resume builder. To fix formatting errors inside your resume, you must first save the original file in a .txt format.

To copy and paste from Word:

1. Open your Word document or other word processing tool.
2. Select the **File** tab at the top.
3. Go to the **Save As** option.
4. Choose to save it as a **Plain Text (.txt)** file.
5. Open the new file and ensure the text appears in an acceptable format.
6. Copy and paste your resume text into the resume builder.

Submitting Resumes with Applications

RESUME SUBMISSION


Select Resume

Instructions

Select the resume that you want to submit as part of your application. You cannot progress to the next step until you select a resume. You can only submit one resume.

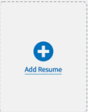
If the resume you want to submit is not displayed, select "Add Resume" to either upload a new resume or to create one using USAJOBS Resume Builder. Any resume you upload, create or delete will automatically be reflected in your account. USAJOBS stores up to five resumes, so you may need to delete an existing resume to upload or build a new one.

Your Resumes 0/5 Resumes



Dashboard_resume1
Built 3/3/2021

[View](#) | [Edit](#) | [Delete](#)



+
Add Resume

- Resumes you create will be available to you in the USAJOBS system when you apply for a job.
- You can select a previously-prepared resume or add a new resume for the position.
- Remember that you should tailor each resume for the position to which you are applying.

Some agencies accept uploaded resumes and resumes created using the USAJOBS resume builder, while some may only accept one or the other. Even though you may have both types of resumes in the **Document** section of your profile, the agency determines which ones to accept when you are applying online. The **Apply** button displayed on the job announcement page activates the process for a job seeker to complete an application.

USAJOBS automatically provides a list of available resumes and other documents to attach to your application and will only display resumes and documents the hiring agency is willing to accept. For example, if the hiring agency only accepts resumes created using the USAJOBS resume builder, your uploaded resumes will not be available to add to your application. Pay special attention to the **How to Apply** section of the job announcement to find out which resume format and documents are accepted and how to submit them to the hiring agency.

Application Management



After submitting your application, it will be screened and evaluated by the Federal Human Resources Specialist. You can track the status of your application through your USAJOBS account.

The hiring agency is responsible for providing the status of your application (for example, application received or referred). You can check your application status by selecting the **Track this application** link for each application. The hiring agency may also send you emails with updates on your application.

Follow these steps to see your application status:

1. Sign into your USAJOBS profile.
2. Go to your Applications located on your **Home** page—your active applications display automatically by the date they were last updated.
3. Review your list of applications. The job status is highlighted for each application.
4. Select **Track this application** to view your application status. The link will take you to the hiring agency application system, which has the most up-to-date status of your application.
5. Select the **+** sign to see more application details.

Job Status

A job status tells you where the job is in the hiring process—whether a hiring agency is accepting applications, reviewing applications, has completed the hiring process, or has canceled the job.

- **Accepting applications:** This job announcement is open and accepting applications. You can apply now.
- **Reviewing applications:** The job announcement is closed, and the hiring agency is reviewing applications. This status will display until the hiring process is complete.
- **Hiring complete:** Hiring is completed, and the position is filled.
 - NOTE: Currently, you may see **Reviewing applications** even if the hiring is complete. The hiring agencies are responsible for marking a position as “hiring complete” and are updating their application systems to show this status.
- **Job canceled:** The agency withdrew the job announcement and did not hire anyone. An agency can cancel a job announcement any time after they post a job.

Wrap Up



Congratulations! You have taken significant steps toward setting yourself up for success. There will be many more steps you need to take but know that you have a network of supporters to assist you on your journey. You are not alone. You are informed, prepared, and well on your way to a successful transition to a new and rewarding career.

In this training you have:

- Reviewed the federal hiring process.
- Explained preferences and special hiring flexibilities for veterans and others.
- Recognized differences in federal resumes and standard corporate resumes.
- Recognized where to obtain additional information on federal hiring.

Thank you for your participation and your service.

Appendix

Portions of USAJOBS Position Announcement

NOTE: Hyperlinks and radio buttons are inactive in the following Position Announcement and Posting Questionnaire examples.

Program Manager (Assistant Program Manager Acquisition)

DEPARTMENT OF THE ARMY

U.S. Army Acquisition Support Center

Overview

- **Accepting applications**

Open & closing dates 07/14/2021 to 07/22/2021

Service Competitive

Pay scale & grade NH 3

Salary \$87,198 to \$134,798 per year

Appointment type Term - Term NTE 13 months.

Work schedule Full-time

Location 1 vacancy in the following location: Fort Detrick, MD

Relocation expenses No

Telework eligible Yes as determined by agency policy

This job is open to U.S. citizens, nationals or those who owe allegiance to the U.S.

Announcement number NEAD211454289326HQ

Duties

Summary

This is a Direct Hire Authority (DHA) solicitation utilizing the DHA with Public Law 116-92, Section 1109 to recruit and appoint qualified candidates to positions in the competitive service.

About the Position: This Assistant Program Manager (Acquisition) position is assigned to the Joint Program Executive Office for Chemical, Biological, Radiological and Nuclear Defense (JPEO-CBRND) with the Joint Project Lead for CBRND Enabling Biotechnologies.

Responsibilities

- Exercises management control of all functional inputs to the program.
- Analyzes the impact that contemplated budget revisions, proposed adjustments, legislative changes, economic trends, or directives.
- Establishes priorities, maintains, and controls all project milestones and takes necessary action to ensure that all milestones are met.
- Maintains liaison with appropriate representatives of DA, industry, supporting organizations and involved foreign governments to assure up-to-date awareness of the planning of all actions.
- Oversees coordination between assigned program(s) and other systems.
- Attends high level conference and meetings with representatives of DoD, DA, AMC and other commands and agencies, private industry and foreign countries on matters pertaining to all aspects of assigned programs.

Qualifications

Who May Apply: U.S. Citizens

Applicants must meet basic eligibility requirements such as minimum qualifications, and other regulatory requirements within 30 days of the closing date of the announcement.

Education

Some federal jobs allow you to substitute your education for the required experience in order to qualify. For this job, you must meet the qualification requirement using experience alone--no substitution of education for experience is permitted.

Required Documents

The documents you are required to submit vary based on whether or not you are eligible for preference in federal employment. A complete description of preference categories and the associated required documents is in the [Applicant Checklist \(External\)](#).

As described above, your complete application includes your resume, your responses to the online questionnaire, and documents which prove your eligibility to apply. **If you fail to provide these documents, you will be marked as having an incomplete application package and you will not be considered any further.**

Your Resume

- Your resume may be submitted in any format and must support the specialized experience described in this announcement.
- If your resume includes a photograph or other inappropriate material or content, it will not be used to make eligibility and qualification determinations and you may not be considered for this vacancy.
- For qualifications determinations your resume must contain hours worked per week and the dates of employment (i.e., HRS per week and month/year to month/year or month/year to present). If your resume does not contain this information, your application may be marked as incomplete, and you may not receive consideration for this position.

For additional information see: [What to include in your resume](#).

Other Supporting Documents:

- Cover Letter, optional
- Most recent performance appraisal, if applicable

NOTE: Documents submitted as part of the application package, to include supplemental documents, may be shared beyond the Human Resources Office. Some supplemental documents such as military orders and marriage certificates may contain personal information for someone other than you. You may sanitize these documents to remove another person's personal information before you submit your application. You may be asked to provide an un-sanitized version of the documents if you are selected to confirm your eligibility.

How to Apply

To apply for this position, you must complete the online questionnaire and submit the documentation specified in the **Required Documents** section above.

The complete application package must be submitted by 11:59 PM (EST) on 07/22/2021 to receive consideration

- To begin, select **Apply** to access the online application. You will need to be logged into your USAJOBS account to apply. If you do not have a USAJOBS account, you will need to create one before beginning the application (<https://apply.usastaffing.gov/ViewQuestionnaire/11169326>).
- Follow the prompts to **select your résumé and/or other supporting documents** to be included with your application package. You will have the opportunity to upload additional documents to include in your application before it is submitted. Your uploaded documents may take several hours to clear the virus scan process.

- After acknowledging you have reviewed your application package, complete the Include Personal Information section as you deem appropriate and select to continue with the application process.
- You will be taken to the online application which you must complete in order to apply for the position. Complete the online application, verify the required documentation is included with your application package, and submit the application. **You must re-select your resume and/or other documents from your USAJOBS account or your application will be incomplete.**
- It is your responsibility to verify that your application package (resume, supporting documents, and responses to the questionnaire) is complete, accurate, and submitted by the closing date. Uploaded documents may take up to one hour to clear the virus scan.
- Additional information on how to complete the online application process and submit your online application may be found on the [USA Staffing Applicant Resource Center](#).

Agency contact information

Army Applicant Help Desk

Websitehttps://portal.chra.army.mil/hr_public?id=app_inq**Address**

AD-APF-W6DZAA JPEO CHEM BIO DEF

DO NOT MAIL

Aberdeen Proving Ground, MD 21005

US

Next steps

If you provided an email address, you will receive an email message acknowledging receipt of your application. Your application package will be used to determine your eligibility, qualifications, and quality ranking (as applicable) for this position. If you are determined to be ineligible or not qualified, your application will receive no further consideration.

USAJOBS Posting Questionnaire

U.S. Army Acquisition Support Center

Program Manager (Assistant Program Manager Acquisition)	Position Title
U.S. Army Acquisition Support Center	Agency
NEAD211454289326HQ Opens in new window	Announcement Number
Wednesday, July 14, 2021 to Thursday, July 22, 2021	Open Period

Assessment 1

Thank you for your interest in Program Manager (Assistant Program Manager Acquisition) NH-340-03 position with Department of the Army. We will evaluate your resume and your response to this Occupational Questionnaire to determine if you are among the best qualified for this position. Your responses are subject to verification. Please review your responses for accuracy before you submit this questionnaire.

1. Select the one statement that best describes the experience that you possess that demonstrates your ability to perform the work of Program Manager (Assistant Program Manager Acquisition) at the NH-03 grade level or equivalent pay band in the Federal Service.

A. ☐

I have one year of specialized experience equivalent to at least the NH-02 grade level in the Federal service which includes 1) Executing cost, schedule, performance, and risk activities within the acquisition lifecycle framework 2) Coordinating acquisition support activities necessary to meet program objectives and 3) Supporting development of complex acquisition strategy planning/documentation to manage the product portfolio.

B. ☐

My experience is not reflected in the above statement.

2. Your responses to the Announcement and Assessment Questionnaires, along with your resume and all supporting documentation are subject to evaluation and verification to ensure accuracy. Please take this opportunity to review your responses to ensure their accuracy.

A. ☐

Yes, I verify that all of my responses to this questionnaire are true and accurate. I accept that if my supporting documentation and/or later steps in the selection process do not support one or more of my responses to the questionnaire that my application may be rated lower and/or I may be removed from further consideration.

B. ☐

No. I do not accept this agreement and/or I no longer wish to be considered for this position.

Corporate Resume Excerpt

PROJECT MANAGER

Certified professional project manager with ten years of proven effectiveness in managing multiple simultaneous projects and teams to budget and schedule while maintaining quality. Strong mentor and leader, with experience working with internal and external customers; able to generate detailed, yet digestible, reports using various software packages to exceed standards and expectations. Focused on delivering exceptional customer service, managing diverse teams, and increasing revenue while maintaining quality. A quick learner who uses new information and leverages knowledge and experiences to identify opportunities for both organizational and process improvement while mitigating risk. Skilled in Microsoft Office, MS Project, Google Suite Apps, Salesforce, and various proprietary software packages.

Unisys Corporation

Feb 20XX - Current

Contractor offering services in project management, facilitation, and training services.

Trainer

- Create instructor materials, ex. course outlines, background material, instructional materials, training aids, etc.
- Conduct multi-day workshops for 700 military personnel and spouses.
- Educate military personnel and spouses by delivering training courses and effectively engaging both eager and disassociated students.
- Observe and interpret attitude, behavior, and non-verbal communication to tailor delivery style and fulfill unspoken needs and assist transition from comfortable perspective in gaining new skills.
- Communicate proactively with individual site supervisors and staff in finding student and technical issues across multiple services.
- Research and report the status of U.S. and international economies, markets, and legal practices.
- Participate in virtual group trainings and status meetings monthly.

Operations Officer, U.S. Army National Guard

Aug 20XX – Jan 20XX

Oversaw the operations and productions of the organization. Made strategic decisions on behalf of the organization.

- Executed schedules, costs, budgets, activities, and communicate statement of work (SoW) to teams and management via emails, slack messaging chat rooms, and teleconference calls within lifecycle framework.

- Managed virtual technical teams in the U. S., passing project gateways or milestones while meeting program objectives and profit goals of 40%.
- Oversaw coordination, administration, and streamlined logistics between assigned programs and other manufacturing systems including customs clearance and system transportations.
- Managed up to 40 new installation projects within the lifecycle framework with individual costs ranging \$90K - \$2.5M.
- Clarified and documented scope and completion of product portfolio criteria to meet program objectives while remaining within the acquisition lifecycle framework.
- Turn lifecycle business goals and priorities into historical records, gaining consensus across the organization and documenting project strategy planning, workflow, task assignment, and tracking to manage product portfolio post-project reporting for future reference.
- Cover all activities for risk identification, risk mitigation, and risk avoidance to reduce likelihood of negative situations that could adversely affect the work of teams by managing customer expectations and adhering to SoW.
- Virtually manage digital marketing, administration, website build projects, and technical teams in the United States, passing schedule gateways and milestones, and achieving profit goals of 40%.
- Oversee the execution of highly targeted, complex workflows and ad-hoc campaigns to reach goals: promotions, seasonal campaigns, etc.

Federal Resume Excerpt

PROJECT MANAGER

Certified professional project manager with ten years of experience exercising management control of multiple, simultaneous projects, programs, and teams. Able to analyze the impact of cost and budget revisions, proposed adjustments, and research and report the status of United States and international economic trends, markets, and legal practices. Project budgets ranged from \$90K - \$2.5M. A quick learner who uses new information and leverages knowledge and experiences to identify cost, performance, support activities, and strategy planning while mitigating risks. Skilled in Microsoft Office, MS Project, Google Suite Apps, Salesforce, and various proprietary software packages.

Unisys Corporation

Feb 20XX - Current

Global IT solutions company. Department of Defense (DoD) contractor offering services in project management, facilitation, and training services.

Trainer

- Design and build instructor-led materials, ex. course outlines, background material, instructional materials, training aids, etc. within established contract performance work statement and framework to support activities necessary to meet program objectives.
- Develop and conduct strategy planning with individual site supervisors and staff to find, manage, and document student and technical performance issues across multiple services.
- Attended teleconferences and meetings on matters pertaining to all aspects of assigned programs, to include schedules, budgets, and statement of work (SoW).
- Conduct multi-day workshops for over 700 U.S. military personnel and spouses ranging in size from 5 to 50 participants.
- Identified U.S. vendors and European project stakeholders, planned communications, and maintained liaison with appropriate representatives by distributing information and reporting performance to assure up-to-date awareness of the planning of all actions.
- Participate in virtual group trainings and status meetings monthly to evaluate support activities necessary to meet program objectives and goals.

Operations Officer, U.S. Army National Guard

Aug 20XX – Jan 20XX

Virtual assistance in public relations, business strategy, bookkeeping, digital marketing, and web design.

- Executed schedules, costs, budgets, activities, and communicate statement of work (SoW) to teams and management via emails, slack messaging chat rooms, and teleconference calls within lifecycle framework.
- Managed virtual technical teams in the U. S., passing project gateways or milestones while meeting program objectives and profit goals of 40%.
- Oversaw coordination, administration, and streamlined logistics between assigned programs and other manufacturing systems including customs clearance and system transportations.
- Managed up to 40 new installation projects within the lifecycle framework with individual costs ranging \$90K - \$2.5M.
- Clarified and documented scope and completion of product portfolio criteria to meet program objectives while remaining within the acquisition lifecycle framework.
- Turn lifecycle business goals and priorities into historical records, gaining consensus across the organization and documenting project strategy planning, workflow, task assignment, and tracking to manage product portfolio post-project reporting for future reference.
- Cover all activities for risk identification, risk mitigation, and risk avoidance to reduce likelihood of negative situations that could adversely affect the work of teams by managing customer expectations and adhering to SoW.
- Virtually manage digital marketing, administration, website build projects, and technical teams in the United States, passing schedule gateways and milestones, and achieving profit goals of 40%.
- Oversee the execution of highly targeted, complex workflows and ad-hoc campaigns to reach goals: promotions, seasonal campaigns, etc.