

APPLICANT GUIDANCE

1. **E-mail Account:** You will need an email account. If you do not already have an email account, there are several providers such as Hotmail, Gmail, Yahoo, where you can create an account
2. **Create USAJOBS Profile:** You will need to create a profile at www.usajobs.gov
 - a. Here you can create your profile to include uploaded documents and setting up job status notifications
 - i. Tailored resume
 - ii. Required Applicant Documents, such as: SF 50, Recent Performance Appraisal (last 18 months), DD-214 Member copy which shows the status of discharge, SF 15, Disabled Veteran Letter, Schedule A Letter, etc. Refer to the required documents in each announcement to determine which documents you should upload to attach to your application.
3. **Conduct Job Search:** Once you have your email account and USAJobs profile set-up, you can proceed to:
 - a. Sign-in to www.usajobs.gov
 - b. Conduct a job search on www.usajobs.gov inputting the occupational series, location, grade, etc. you are interested in.
4. **Review Announcement to Determine Eligibility & Qualifications:** Review the announcement to ensure you meet the eligibility and qualifications
 - i. Eligibility: Do you meet the Area of Consideration aka Who May Apply, Who May Be Considered
 - ii. Qualification: Do you meet the qualifications?
 1. Have you performed the duties?
 2. Do you meet the qualifications that are required such as the educational requirement and/or specialized experience?
 3. Do you possess the knowledge, skills, and abilities
 4. Have you uploaded all of the pertinent required documents?
5. **Tailor Your Resume:** Tailoring your resume to submit a quality and qualifying application to address the specific requirements for each announcement. Look at each announcement as an individual job opportunity.
 - a. Is the work history in your resume tailored to the announcement's Duties, Specialized Experience, Knowledge, Skills, and Abilities (KSA), to show the Who, What, Where, When, Why of how you have performed the duties, have the specialized experience, knowledge, skills, and abilities to perform the job?
 - b. Look at the work history, which should be tailored to the duties, specialized experience, and KSA, as your interview on paper. You want to show how you are the best and qualified person for the job!
 - c. Upload your tailored resume to your USAJobs profile, so that you can attach it to the application.
6. **Apply to the Announcement:** To apply to the announcement, click on the Apply Now button in the announcement.
 - a. Indicate which required documents you are attaching to the application. Complete the certification.
 - b. This will direct you to the eRecruit applicant intake system. You will review and answer Core Eligibility Questions, Minimum Qualification Questions, and Assessment Questions. Ensure that your resume supports the level of knowledge, skills, experience, and abilities you are indicating on the Assessment Questionnaire portion of the application.
 - c. Submit your application
 - d. Print out the announcement, your tailored resume, and the questionnaire, for reference for the interview.
7. **USAJOBS notifications:** On your USAJobs Account Information Profile, ensure you have indicated that you want to be notified when the status of an application you've submitted changes.
 - a. The first notification you should receive is if your application was submitted completely and successfully
 - b. The second notification you should receive is whether you were referred to the hiring official
 - c. The third notification you should receive is whether you were or were not selected.
 - d. Please note that WRAPS notifications are separate and outside of USAJobs notifications.
8. **Be prepared for the interview.** When called for the interview, request to verify the announcement for which you are interviewing. Review the announcement and questionnaire and be prepared to provide the Who, What, Where, When, and Why to the interview questions.

APPLICANT GUIDANCE & CHECKLIST ON TAILORING YOUR RESUME TO EACH ANNOUNCEMENT

There are nine elements in a vacancy announcement that you will want to address and/or tailor your resume to. Provide in your work history the Who, What, Where, When, Why & How for the duties, KSAs, specialized experience and key requirements.

As you review an announcement make sure to pay special attention to the following.

- Area of Consideration** (aka: (Who May Be Considered) (Who May Apply)) – Make sure you meet the area of consideration. If you do not meet the area of consideration you will not be considered for the position;
- External Demonstration Project Announcement: This is usually open to *US Citizens*, or
 - Merit (Internal Announcement): This is usually open to status candidates and special appointing authority eligible, or a variation of these eligible. Pay close attention to the verbiage on this area of consideration to ensure you are eligible to apply.
 - *Example: Current permanent Federal employees with competitive status, reinstatement eligibles, persons with disabilities, VEOA eligibles, certain military spouses, 30% or more disabled veterans, former Peace Corps or VISTA volunteers, CTAP/ICTAP eligibles, Farm Service Agency permanent county employees and those eligible for other Special Hiring Authorities.*

Key Requirements: Citizenship, Age, Selective Service Registration, etc. These are basic requirements which must be met.

Duties: Include the Who, What, Where, When, Why and How you performed each duty.

Technical Competencies or Knowledge, Skills, and Abilities (KSA):

Please note that if you are applying for an “Open to US Citizens” announcement (DEMO), you will not see the KSAs listed in the announcement, but you will still see the Assessment Questionnaire. Include the Who, What, Where, When, Why and How you performed each KSA. Here are the definitions to assist you in your responses.

Definition:

- Knowledge - An organized body of information, usually of a factual or procedural nature, makes adequate performance on the job.
- Skills - The manipulation of data, things, or people through manual, mental or verbal means. Skills are measurable.
- Abilities - The capacity to perform a physical or mental activity at the present time.

Additional Requirements: Licensure, Clear Background Check and Drug Test. These are basic requirements which must or may be met.

Minimum Federal Qualification Requirements: Ensure you possess the required degree, coursework, and/or directly related experience

Specialized Experience: Include the Who, What, Where, When, Why and How you performed each

Other Information: Positive Education Requirements (if applicable)

Required Documentation: Ensure you attach all required documents listed such as: Transcripts, DD-214 Member 4 Copy, Standard Form 50, Performance Appraisal, Proof of Non-competitive eligibility, etc.

HOW TO TAILOR YOUR WORK HISTORY TO THE ANNOUNCEMENT

Duty Statement

Example of a Tailored Response to a Duty Statement:

Major Duty Statement: 1) Responsible for serving as a technical expert in providing advice and consultation to line office management on all a full realm of job classes. (2) Will review current staffing solution and situation including all aspects of Human Resources

First Duty: Responsible for serving as a technical expert in providing advice and consultation to line office management on all a full realm of job classes.

Here is an example of a tailored response in Work History of the resume, which provides the Who; What; Where; When; Why; & How for each duty statement. Tailor in same fashion for each duty statement, KSA, and specialized experience

Sample Response: I served as the Lead expert, advisor, and consultant to high level Administrative staff on a full range of staffing options for a variety of occupations to include the determination of the scope of area of consideration, location, required specialized experience and technical competencies, including the recruitment sources to be used, and the rating and ranking criteria to ensure a quality candidate pool is generated. I also informed hiring officials of the various types of possible appointments such as: competitive, non-competitive, and Pathway Program amongst others.

Knowledge, Skills, and Abilities (KSA)

Example of Tailored Response to KSA:

Statement: Ability to create a plan of work and execute that plan.

Sample Response: I am able to successfully plan and execute work by utilizing the skills I have gained through time management trainings, project management experience, and prioritizing tasks. I view the entire picture of a project to determine all of the events that need to occur for success, set benchmarks, a plan of action, and then work individually and/or with a team to accomplish the end result successfully.

Specialized Experience

Example of Tailored Response to a Specialized Experience Statement

Statement: Specialized experience for this position is defined as one or more of the following: Created and delivered Human Resources theories and concepts to an agency or organization and developed Human Resources related policies and procedures for an agency or organization

Sample Response: I enthusiastically served as the Lead on the 2011 Human Resources Policy and Procedure re-write team. This team was responsible for conducting a line-by-line review and update on internal policy, procedure, and practice, bringing the agency into immediate compliance with current executive orders, Code of Federal Regulation, law and rules. This included a complete review and revision of handbooks, standard office procedure and policy. I also wrote and issued Change of Operating Procedure correspondence to over 400 Human Resources staff and field personnel. This was successfully completed in a six month period, which was 10 months ahead of the anticipated time of completion.

*** Visit the USAJobs Resource Center for all types of information including job search tips, federal job eligibility criteria, how to apply, creating your resume, how to use USAJobs tools, and much more:
https://help.usajobs.gov/index.php/Main_Page ***

Sample Resume:

A well written resume will includes the following:

- **Professional Email Address:** it is recommended that you use a format:
First name or initial and last name @___.com
- **Current Contact Information:** current telephone number(s), address, and e-mail address
- **Tailored Objective:** If you choose to include an objective statement, ensure to tailor to the announcement. A tailored cover letter expressing how you are the best person for the job is preferable.
- **Date Format:** mm/dd/year – mm/dd/year format work history dates
- **Work Schedule:** Include the work schedule and how many hours were worked.
- **Grade(s) held:** Include the grade of the position if it is a Federal Job. Ensure to separate the duties and dates of each grade for career-ladder positions.
- **Education:** Include degree, date degree conferred or will be conferred, and grade point average. Always include a transcript, official transcript is preferred, but unofficial may be acceptable, depending on what documentation is listed as required on the vacancy announcement.
- **Supervisory Contact Information:** Ensure contact information is current
- **Tailored Work History:** Work History is tailored to the duties, KSAs, Specialized Experience, Key Requirements
- Grammatically correct and error free

Good Resume

Name: [Professional email address]
 Email Address: [Professional email address]
 Street Address: [City/State/Zip]
 Phone Cell Phone: [Phone Cell Phone]

Tailored Objective to Announcement including vacant job title and agency

Objective: To obtain a Customer Service Representative position in the USDA Forest Service, where my current skills can be utilized and enhanced.

Work History:

Albuquerque Public Schools Clerk (Full Time – 40 hours per week) 01/01/2011 - Present	mm/dd/year – mm/dd/year	Albuquerque, NM <i>For Federal Jobs add grade held</i>
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Tailored statement to the Duties, KSA, and Specialized Experience with descriptive words telling the five W's and How

- Expertly gather and develop materials in support of technical projects, such as: creating and generating customer service surveys where the data was utilized in reports, to identify sources of weaknesses and strengths in the department, utilizing Survey Monkey, Microsoft Excel, PowerPoint, and Word software
- Enthusiastically perform a full realm of clerical duties for the department, to include: bilingual communications in answering incoming calls, greeting visitors, recording messages, filing, typing correspondence utilizing a personal computer, making copies, sending and receiving facsimile, tracking and documenting all incoming and outgoing correspondence and mail, and running errands for the office personnel
- Utilizing Microsoft Outlook and Lotus Notes software, I regularly compose non-technical correspondence such as: informal responses to department e-mails general requests for information,
- Serve as main reception, and information and referral source for the office. In performing this duty, I am fully knowledgeable of the intricacies of the department, internal policy and procedure, and the agency
- Serve as the point of contact for all incoming visitors, agency personnel, and co-workers
- Responsible for generating and responding to a full range of formal requests for information. I provide professional verbal and written responses that are in accordance with the agency policy and procedure, as well as state and federal law and regulation
- Created and maintain an organized office filing system, where all correspondence, formal and informal documents, timesheets, etc are readily available upon request
- Responsible for the accurate calculation and generation the monthly reimbursement request spreadsheet to the State of New Mexico

Supervisor Contact Information: Joe Smith, Supervisor, (505) 555-5555 *May add, "Please contact me first"*