



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

Job Title: 28405 - Hotline Program Analyst - GS-9

Salary Range: \$45,972 - \$73,105

Vacancy Open Period: 03/04/2019 – 03/19/2019

Position Type: Cadre

Who May Apply: Internal and External Candidates

Division: IC IG/FORUM

Duty Location: Reston, VA

Security Clearance: TS/SCI with CI Polygraph

Travel Required: 0-25% Travel

Relocation Expenses: For new ODNI employees, reimbursement for relocation is discretionary based on availability of funds.

Job Interview Travel: Candidates from outside the Washington, D.C., area may be selected for a telephone, teleconference, or in-person interview. If selected for an in-person interview, any travel or lodging will be at the applicant's personal expense.

Position Information

This is an opportunity for:

- An internal or external candidate to fill a GS-9 cadre position.

Who May Apply

Current GS employees at the same grade or up to two grades lower than the advertised position grade may apply.

Former members of the Peace Corps may be considered for ODNI employment only if five full years have elapsed since separation from the Peace Corps.

- For a cadre assignment:
 - Current ODNI permanent cadre.
 - Current ODNI Staff Reserve Employees. (A staff reserve employee who currently occupies this position may not apply.)
 - Current Federal Government employees. (Current GS employees at the same grade or up to two grades lower than the advertised position grade may apply.)
 - Candidates outside the Federal Government.



Salary Determination

- The ODNI uses a rank-in-person system in which rank is attached to the individual. A selected ODNI candidate or other Federal Government candidate will be assigned to the position at the employee's current GS grade and salary.
- For a selected non-Federal Government candidate, salary will be established within the salary range listed above, based on education and experience.
- A current Federal Government employee, selected for a detail, will be assigned to the position at his or her current grade and salary.

Component Mission

The Inspector General (IG) conducts, supervises, and coordinates inspections, audits, investigations, and reviews relating to the programs and operations over which the Director of National Intelligence has authority and responsibility.

Major Duties and Responsibilities (MDRs)

- Serves as a Hotline Program Analyst assigned to the ICIG Hotline Program.
- Answers incoming phone calls to the ICIG Hotline by speaking clearly, distinctly, and with a friendly, courteous tone.
- Listens to and records all incoming hotline complaints and makes recommendations to the Hotline Program Manager regarding next appropriate steps.
- As directed, coordinate, compile, and organize all essential information and materials to assist the Hotline Program Manager in the execution of daily mission objectives.
- Prepare written correspondence to record in-person intakes, routine administrative forms, referral memoranda to ODNI Components and other Federal agencies, and complainant acknowledgement, when appropriate.
- Places follow-up phone calls to customers regarding intakes when necessary to clarify or obtain additional information associated with the alleged complaint.
- Uses listening skills to put callers at ease to obtain accurate and complete information.
- Maintain accurate record keeping of intakes and other supporting documentation.
- Coordinate with other ODNI components and/or IC elements regarding alleged complaints when necessary.



Mandatory and Educational Requirements

- Knowledge of telephone consoles and related equipment.
- Demonstrated customer service experience and knowledge of customer service standards and procedures.
- Ability to interact and communicate with people over the telephone, often in stressful situations.
- Basic knowledge of the ODNI, IC agencies' mission, organization, collection and production responsibilities, as well as ODNI and IC administrative policies, procedures, and authorities.
- Ability to exercise sound judgment and form objective conclusions/recommendations based on empirical facts, evidence, and other pertinent information.
- Analytical, critical thinking, and problem solving skills, including the ability to interpret basic information from multiple sources.
- Experience working in a fast paced environment and handling multiple requirements at the same time.
- Demonstrated oral and written communication skills.

Key Requirements and How To Apply

Internal ODNI Candidates:

A complete application package must include:

- RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT: Applications should be sent to either DNI-MSD-HR-RR-Team_B_WMA@dni.ic.gov (classified email system) or Recruitment_TeamB@dni.gov (unclassified email system). Applicants submitting via JWICS are requested to submit their materials to both joswida@dni.ic.gov (Daniel J.), mitchsl@dni.ic.gov (Stephanie M.), and gilesro@dni.ic.gov (Roderick G.) in lieu of the group address above. All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.



External Candidates:

Key Requirements:

- U.S. Citizenship.
- Successful completion of CI polygraph and background investigation.
- Successful completion of a ODNI medical screening.
- A two-year trial period is required for all new permanent appointments to the ODNI.

A complete application must include:

- RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.
- SF-50:** Current or former Federal Government employees must provide an SF-50, "Notification of Personnel Action" to verify current federal status, position, title, grade, and organization of record.

WHERE TO SUBMIT: Applications should be sent to either DNI-MSD-HR-RR-Team_B_WMA@dni.ic.gov (classified email system) or Recruitment_TeamB@dni.gov (unclassified email system). Applicants submitting via JWICS are requested to submit their materials to both joswida@dni.ic.gov (Daniel J.), mitchsl@dni.ic.gov (Stephanie M.), and gilesro@dni.ic.gov (Roderick G.) in lieu of the group address above. All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

All Applicants:

APPLICATION PACKAGES MUST CONTAIN ALL ITEMS LISTED ABOVE. AN INCOMPLETE APPLICATION PACKAGE WILL BE INELIGIBLE FOR CONSIDERATION.

Your application MUST be received by midnight on the closing date of this announcement. Applications received after the closing date will NOT be eligible for consideration.

To verify receipt of your application package ONLY, you may call 301-243-1318.



What To Expect Next

The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. Due to the large number of applications received, applicants will be contacted ONLY if they have been selected for an interview.

Agency Contact Information

ODNI Recruitment; Phone: 301-243-1318; Email: Recruitment_TeamB@dni.gov

Other Information

The ODNI offers a broad array of benefits programs and family friendly flexibilities for ODNI cadre.

- Federal Employees Health Benefits Program: <http://www.opm.gov/insure/health/index.asp>
- Life Insurance: <http://www.opm.gov/insure/life/index.asp>
- Long-Term Care Insurance: <http://www.ltcfeds.com>
- Federal Employees Retirement SYSTEM (FERS) (new employees automatically covered): <http://www.opm.gov/retire/index.asp> If you are transferring from another agency and covered by the Civil Service Retirement System (CSRS), you may continue in that system.
- Annual and Sick Leave: <http://www.opm.gov/oca/leave/index.asp>
- Flexible Spending Accounts for Health Care and Dependent Care: <http://www.fsafeds.com/fsafeds/index.asp>
- Paid Federal Holidays
- Alternative Work Schedules

The ODNI is an equal opportunity employer and abides by applicable employment laws and regulations.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES: The ODNI provides reasonable accommodations to otherwise qualified applicants with disabilities. IF YOU NEED A REASONABLE ACCOMMODATION for any part of the application and hiring process, please notify the Intelligence Community Equal Employment Opportunity and Diversity Office Representative by classified email at DNI_COO_TM_EEOD_RA_WMA@cia.ic.gov, by unclassified email at DNI-EEOD_WMA@cia.ic.gov, by telephone at 301-243-0704 or by FAX at 301-243-1200. Your request for reasonable accommodation will be addressed on a case-by-case basis. **PLEASE DO NOT SUBMIT YOUR APPLICATION TO THE EEOD EMAIL ADDRESS. THIS EMAIL IS FOR REASONABLE ACCOMMODATION REQUESTS ONLY. PLEASE SUBMIT YOUR APPLICATION VIA THE EMAIL ADDRESS PROVIDED IN THE 'HOW TO APPLY' SECTION ABOVE.**