ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

Using the rating scales provided below, you will self-rate your experience in performing specific job-related tasks and the level at which they were performed.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option for both of the two scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, OR WORK EXPERIENCE whether paid or volunteer.

Total Length of Experience:
- More than 3 years experience performing this task
- Over 2 years to 3 years experience performing this task
- Over 1 year to 2 years experience performing this task
- Over 6 months to 1 year experience performing this task
- 0 to 6 months experience performing this task

Level at which the task was performed:
- Performed task as an expert or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

QUALIFICATIONS ASSESSMENT

1. Facilitating meetings with groups and teams to coordinate and meet project, program, or organizational objectives.

2. Collaborating with customers or clients to provide service and meet service expectations.

3. Directing and guiding customers and stakeholders on various processes to

   provide information and/or resolve issues.

4. Addressing problems or customer complaints regarding policies, procedures, and/or services/products.

5. Calming and diffusing situations with difficult or upset individuals in the

   course of completing work assignments.

6. Leading work groups or teams to accomplish work assignment objectives and goals.

7. Providing consultative services, status reports, and recommendations to staff members, management, and customers.

8. Responding to inquiries from customers, stakeholders, or the public.

9. Writing job-related memos, letters, and correspondence.

10. Developing and editing instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations.

11. Writing technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects.

12. Editing documents and written materials to ensure accuracy and completeness.

13. Conducting research (e.g., internet, library) to retrieve and compile information and data for projects or assignments.

14. Collecting information to respond to inquiries and research questions.

15. Interpreting technical materials (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities.

16. Analyzing collected data to prepare summaries.

17. Organizing and compiling data and information into reports to ensure accurate and clear documentation.

18. Verifying the completeness and accuracy of forms and documents.

19. Analyzing and evaluating problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.

20. Establishing work plans and timelines for the completion of work tasks, assignments, and projects.

21. Monitoring and tracking resources related to projects, programs, and/or work activities.

22. Analyzing and evaluating the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations.

23. Providing status and progress reports of current work assignments to management, staff, and internal and external stakeholders.

24. Serving as liaison to coordinate communication between management, staff, and internal and external stakeholders.

25. Using word processing software to prepare memos, correspondence, and other documents and materials.

26. Creating spreadsheets to compile, compute, organize, and present data and statistics for use in reports.

27. Using electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information.

28. Using email applications to communicate and/or schedule meetings.