

DEPARTMENT OF THE NAVY COMMANDER NAVY RESERVE FORCE 1915 FORRESTAL DRIVE NORFOLK VA 23551-4615

COMNAVRESFORINST 12300.3A N00CP 30 Apr 18

COMNAVRESI OR INSTRUCTION 12300.3A

Subi: STAFFING PLACEMENT AND EMPLOYMENT

Ref:

(a) SECNAVINST 12300.9A

(b) DoD Instruction 1400.25

(c) 5 C.F.R. §335

(d) 5 U.S.C. §2301(b)

(e) 5 U.S.C. §2302(b)

(f) COMNAVRESFORINST 12771.1A

Encl: (1) Sample Resume and Interview Scoring Scales

(2) Sample Interview Questions

- 1. Purpose. In accordance with references (a) through (c), this instruction establishes the plan for filling Commander, Navy Reserve Force (COMNAVRESFOR) civilian positions and underscores the COMNAVRESFOR commitment to merit system principles and equality of opportunity within COMNAVRESFOR and its lower echelons. The plan makes use of available hiring flexibilities to support the President's hiring reform initiative, ensure hiring managers have the tools to make selections from a variety of sources of well qualified candidates, and ensure effective and efficient recruitment processes.
- Cancellation. COMNAVRESFORINST 12300.3
- 3. Collective Bargaining Agreements (CBA). Provisions of an existing CBA, memorandum of understanding (MOU), and/or memorandum of agreement (MOA) applicable to bargaining unit employees supersede the policies and procedures outlined herein unless to do so would violate any applicable government-wide law, rule, or regulation.
- 4. Policy. In accordance with references (d) and (e), COMNAVRESFOR positions shall be filled solely on the basis of merit, in accordance with job-related criteria, without regard to political, religious, or labor organization affiliation or non-affiliation, marital status, race, color, sex, national origin, disability, sexual orientation, or age. COMNAVRESFOR will foster a guiding principle that facilitates the recruitment and employment of a high quality, diverse workforce with the skills and competencies needed to meet mission requirements. The requirements of this plan do not supersede provisions of applicable collective bargaining agreements. Under this plan, COMNAVRESFOR will:
- a. Afford employees the opportunity to compete fairly and impartially for positions filled through competitive procedures.

- b. Assure personal favoritism or patronage do not interfere with the accomplishment of actions under this plan.
- c. Not allow management officials or employees to advocate their relatives for any vacant position.
- d. Strive to identify and eliminate barriers to equal employment and advancement opportunities.
- 5. <u>Scope</u>. The provisions of this plan apply to all COMNAVRESFOR competitive and accepted service positions and are subject to the provisions of current collective bargaining agreements as appropriate. The content of this plan and all personnel actions processed as a result of this plan will be in accordance with statutory and regulatory requirements and Department of Defense (DoD) and Department of Navy (DON) guidance.

6. Responsibilities

- a. COMNAVRESFOR civilian human resources (CHR) (N00CP) and the DON civilian intelligence personnel office (CIPO) will:
- (1) Establish, oversee and evaluate staffing and employment programs in compliance with laws, statutes, regulations, guidance, and direction from higher authority.
- (2) Advise, assist and provide consultation pertaining to recruitment, supervisory, employee responsibilities, and regulatory requirements.
- (3) Consult with command management officials concerning recruitment methods, sources and strategies to include outreach or special emphasis/recruitment requirements.
- (4) Document actions and maintain records in accordance with requirements established by law, rule, and regulation.
 - (5) Evaluate candidate qualifications as required by the recruitment method.
- (6) Market the principles of this plan to management officials and civilian employees and assist management officials in disseminating information on this plan to the workforce.
 - b. COMNAVRESFOR echelon 4 assistant chief staff officers will:
- (1) Support and assist the COMNAVRESFOR CHR in the development and administration of this plan.

- (2) Provide information to the candidates on recruitment processes, application procedures, and general questions concerning this plan.
- (3) Assist hiring managers in obtaining and maintaining documentation on the selection process to meet regulatory requirements.
- (4) Provide information and assistance to management officials concerning recruitment methods, sources, and strategies to include outreach or special emphasis/recruitment requirements.
- (5) Obtain information on requested recruitment methods, area of consideration, available compensation flexibilities, and/or other recruitment parameters from applicable management officials.
- (6) Initiate recruitment requests via requests for personnel action, prepare recruitment request forms, and submit to COMNAVRESFOR CHR for further processing.
- (7) Assist the COMNAVRESFOR CHR in reviewing and evaluating the effectiveness of the program to determine if it meets the needs of management and employees.
 - c. Hiring officials and supervisors will:
 - (1) Communicate the provisions of this plan to employees.
- (2) Counsel and assist employees who wish to work toward other or more responsible assignments.
- (3) Anticipate personnel requirements and initiate appropriate action in sufficient time to allow for effective recruitment.
- (4) Ensure that employees referred under this plan receive consideration in accordance with merit principles.
 - (5) Make selections in accordance with the DON established timelines and target goals.
- (6) Review and monitor selection procedures to ensure that they comply with the spirit of merit promotion, affirmative employment objectives, and avoidance of prohibited personnel practices.
- (7) Assist the COMNAVRESFOR CHR in providing information to the workforce regarding open announcements.

- (8) Complete required training in human resources (HR) management specifically designed for hiring managers and supervisors of civilian employees.
 - d. Employees who desire promotion or other placement consideration will:
- (1) Seek advice and assistance in developing a plan to prepare themselves for more responsible assignments.
- (2) Review announcements and apply for positions for which interested, available, and qualified by following all instructions specified in the announcement within required time frames.
 - e. COMNAVRESFOR command deputy equal employment opportunity (EEO) officer will:
 - (1) Consult with COMNAVRESFOR CHR regarding provisions of this plan.
- (2) Assist in developing, executing, and assessing programs designed to support affirmative employment.
- (3) Counsel and advise candidates and employees on the provisions of this plan when requested.
- 7. Recruitment Methods. Management officials will select from a wide variety of recruitment sources to maximize the identification and availability of well-qualified candidates from diverse backgrounds. These sources include but are not limited to recruitment open to all United States citizens utilizing office of personnel management and delegated examining selection certificates, recruitment of current and former federal employees eligible under the merit promotion program, and recruitment under a variety of hiring authorities available for veterans, individuals with disabilities, and other special hiring authorities. Regardless of the specific recruitment methods and area of consideration chosen for each vacancy, consideration of available and qualified candidates who are Wounded Warriors or individuals with disabilities is strongly encouraged.

8. Merit Promotion Plan

- a. As per reference (f) the merit promotion plan covers recruitment open to eligible current and former federal employees and other individuals eligible under special hiring authorities such as those applicable to certain veterans, spouses of military members, family members of military, civilian overseas employees, individuals with disabilities, and other special hiring authorities.
 - b. The following actions require competitive selection procedures:

- (1) Selection by promotion, transfer, conversion, or reinstatement to a position with greater promotion potential than previously held on a non-temporary basis in the competitive service when the exclusions to competitive selection procedures listed in subparagraph 7c below do not apply.
- (2) Selection for temporary promotion which exceeds 120 calendar days. A temporary promotion will not be effected for less than 14 calendar days. A temporary promotion may be made permanent without further competition provided:
 - (a) The temporary promotion was originally made under competitive procedures.
- (b) The appropriate minimum area of consideration for the position was used for the temporary promotion.
- (c) The fact that it might lead to a permanent promotion was made known to potential candidates.
- (3) Details for over 120 days to higher graded classified positions or to positions with more promotion potential than previously held on a non-temporary basis.
- (4) Reassignment or demotion to a position with more promotion potential than the current position or one previously held on a non-temporary basis (except as permitted by reduction- in-force regulations).
 - (5) Appointment of a veteran under the Veterans' Employment Opportunity Act (VEOA).
 - c. The following actions do not require competitive selection procedures:
- (1) Appointment under the provisions of a special appointment authority (e.g. individuals with disability appointment, and other special hiring authorities).
 - (2) Placement made during or in lieu of reduction in force (RIF).
- (3) Non-competitive conversion of individuals with physical or mental disabilities, Veterans' Recruitment Appointment (VRA) appointees, students serving under the Pathways Program or other individuals eligible for conversion to non-competitive appointment in the competitive service.
- (4) Conversion to permanent appointment of eligible veterans with a 30 percent or more compensable disability who are serving on temporary or provisional appointments.

- (5) Promotion, reassignment, demotion, transfer, reinstatement, or detail to a position having promotion potential no greater than the potential of a position an employee currently holds or previously held on a permanent basis in the competitive service (or in another merit system with which OPM has an interchange agreement).
- (6) Consideration of a candidate not given proper consideration in a prior competitive action.
- (7) Temporary promotion of 120 days or less. Prior service under all details to higher graded positions or temporary promotions during the preceding 12 months under non-competitive procedures is counted in determining whether the 120-day limit will be exceeded.
- (8) Detail of 120 days or less to a higher-graded classified position or to a position with known promotion potential. Prior service under details and temporary promotions to a higher grade position during the preceding 12 months under non-competitive procedures is counted in determining whether a proposed detail will exceed the 120 day limit. An employee need not meet time-in-grade or minimum qualification requirements (other than positive education requirements) to be detailed to another position.
- (9) Promotion resulting from upgrading due to issuance of a new classification standard or correction of an initial classification error.
 - (10) Career promotion.
- (a) Promotion of an employee selected for a developmental position, when at an earlier stage the employee was selected from a civil service register, by direct hire, under a special appointment authority, or under competitive procedures and the career ladder was identified.
- (b) The employee's performance must be satisfactory and he/she must be recommended for promotion by the supervisor. At the time of promotion, training, qualifications and regulatory requirements must be met, the position description must be an accurate statement of duties being performed, and the title, series and grade must be supportable.
- (11) Promotion resulting from an employee's position being reclassified at a higher grade because of additional duties and responsibilities.
 - (12) Appointment of eligible family members under executive order (EO) 12721.
- (13) Appointment of a candidate from a reemployment priority list or from the priority placement program (PPP).
 - d. Locating Candidates:

- (1) Area of Consideration. The area of consideration will be sufficiently broad to ensure the availability of high quality candidates, taking into account the nature and level of the position(s) covered and the spirit/intent of the command's affirmative employment objectives. When formal vacancy announcements are used, the area of consideration at a minimum will also include qualified candidates eligible under special hiring authorities applicable to wounded warriors, veterans with 30 percent or more compensable disabilities, and individuals with physical or mental disabilities eligible under schedule "A" Section 213.3102 (u).
- (2) Formal vacancy announcements issued by the DON Office of civilian human resources operations center (OCHR OC).
- (a) To be eligible for referral candidates must be among the best qualified and meet the minimum ranking score designated by OCHR OC based on applicable job-related criteria in consultation with the appropriate hiring officials.
- (b) The hiring official may select or non-select any candidate appropriately referred under this plan. Selections will be based solely on job-related criteria and reasons for selection will be documented. Unless precluded by a mandatory placement process such as the DoD PPP, the selecting official may make an appropriate selection from any source of candidates at any time during the recruitment process. Examples include but are not limited to selections from: wounded warrior applicant repositories, individuals with physical or mental disabilities, or other non-competitive eligibles within reach.
- (c) Resume submission. Resumes and supporting documentation must be submitted in accordance with the instructions issued by OCHR OC and must be received not later than the closing or cut-off date of the announcement to be considered for that announcement.
 - (3) Management Identification of Candidates (MIC):
- (a) When MIC is utilized, the area of consideration must be an appropriate organizational entity of COMNAVRESFOR consistent with the requirements of subparagraph 7d(1).

(b) COMNAVRESFOR CHR will:

- 1. Coordinate with OCHR OC to ensure appropriate clearance of the DoD PPP.
- 2. Issue an e-mail solicitation of interest to all employees within the area of consideration, requesting submission of a resume.
 - 3. Review qualification requirements and issue a MIC selection certificate.
 - 4. Review selectee and initiate job offer process as applicable.

e. Selection Process.

- (1) The COMNAVRESFOR CHR is available for consultation on the selection processes described below.
- (2) The hiring official may choose to interview all, some or none of the candidates referred under a certificate of eligibles. However, selection without an interview generally is not recommended. If the hiring official chooses to interview some but not all candidates referred, documentation as to the job-related basis for interviewing some candidates and not interviewing other candidates must be maintained by the hiring official including supporting documents submitted by the selection panels for two years from the effective date of the selectee's effective date of hire.
- (3) Recommendation and/or selection panels may be held to conduct candidate interviews. A recommendation panel conducts resume review/candidate interviews, evaluates candidates based on job related criteria, and submits recommended selections to the hiring official. In a selection panel, the hiring official serves as panel chair and approves the selection determined by the panel. Voting members of the panel must at a minimum be at the same or equivalent grade of the position to be filled. A non-voting EEO observer may be used but is not required. If an EEO observer is desired, contact the COMNAVRESFOR command deputy equal employment opportunity office (N00EEO) staff. All supporting documents must be submitted by the selection panel to the hiring official.

(4) Recommended applicant review process:

(a) Resumes may be reviewed against job-related criteria to determine those candidates who will be interviewed. To do this, key knowledge, skills, and abilities (KSA) should be identified. KSA are critical skills/competencies necessary for successful performance on the job. A scoring system based on these KSA should be established. To be a valid evaluation factor, a candidate should be able to demonstrate the KSA based on the written record. Important: 5 CFR 335.103(b)(3) requires that hiring officials give due weight in the selection process to performance and awards. A simple scoring method can be established to rate KSA factors, education, training, awards, and performance. A sample scoring methodology is provided in enclosure (1). The hiring official should document what the evaluator would expect to see, i.e., identify specific examples of the kind of experience expected to support the KSA; provide examples for a high level possession of the KSA as well as a mid-level and low level range of possession. Care should be exercised, however, not to be inflexible when defining expectations - each resume must be evaluated on its own merits to determine whether it fits the strong, moderate or low level category. A 10 point or 100 point scale is recommended. KSAs can be weighed based on importance to the position and supported within the position description.

- (b) Candidates may be evaluated based on their responses to interview questions using a similar scale. If a panel is held, each member should provide his/her own evaluation based on the same scale. The scoring may take into consideration the candidate's demonstrated communication skills, etc., but the specific job-related basis for the evaluation must be documented. Each interviewer's notes must be kept for documentation purposes. Examples of expected candidate responses to each question should be documented but a candidate's actual response to each interview question should be evaluated on its own merits to determine if it meets the intent of the scoring level assigned. A sample interview scoring sheet is provided in enclosure (1).
- (c) All interview questions must be specifically job-related and avoid requests for personal information not germane to the candidate's qualifications. Questions should be open ended, designed to encourage the interviewee to provide detailed answers rather than simple yes/no responses. While all candidates should generally be asked the same interview questions, it is permissible to ask a candidate exploratory questions specific to their qualifications. Sample interview questions are provided in enclosure (2).
- (d) Reference checks with current/past supervisors are highly recommended for the proposed selectee, or the top candidates under consideration. All questions asked of current/past supervisors must be specifically job-related, such as how the candidate demonstrated technical skills, communication skills (verbal/written), reliability and dependability, and initiative.
- f. Merit Promotion Program Grievances. Employees may file a grievance relating to a rating determination in connection with a merit promotion action under the process applicable to the OCHR OC which made the determination or a negotiated grievance procedure in accordance with a collective bargaining agreement as applicable. However, non-selection from among a group of properly certified candidates is not a basis for a grievance under the COMNAVRESFOR Administrative Grievance System in accordance with reference (e).
- g. Release of Information. Information should be released in accordance with the freedom of information act and privacy act and to any third party with a need to know, i.e., inspector general, EEO, Merit Systems protection board, labor unions. This does not prohibit the HR community from providing reasonable responses to inquiries on qualification determinations from applicants.
- 9. Records. Records relating to specific recruitment actions will be maintained for a period of 2 years from the effective date of the selection or non-selection action.
- 10. <u>Records Management</u>. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.

11. Review and Effective Date. Per OPNAVINST 5215.17A, COMNAVRESFOR will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire 5 years after effective date unless reissued or canceled prior to the 5-year anniversary date, or an extension has been granted.

R. B. JOHNS

Releasability and Distribution:

This instruction is cleared for public release and is available electronically only via COMNAVRESFOR web site, http://www.public.navy.mil/nrh/Pages/instructions.aspx

<u>SAMPLE RESUME AND INTERVIEW SCORING SCALES</u>

Note: 5 CFR 335.103(b)(3) requires that hiring officials give due weight in the selection process to performance and awards. Accordingly, the example below provides a methodology for weighting performance and awards as well as KSA factors, education, and training. If you choose not to use performance and awards in your scoring process, you must document how you gave appropriate weight to candidate performance and awards.

- 1. Sample resume scoring scale incorporating separate categories for crediting education, training, and awards:
 - a. KSA#1 20 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - b. KSA#2 20 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - c. KSA#3 20 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - d. KSA#4 20 points/strong; 15 points/moderate; 5 points/some evidence (low)

Note: The above KSA factors can also be weighted; for example:

- e. KSA#1 40 points/strong; 25 points/moderate; 10 points/some evidence (low)
- f. KSA#2 20 points/strong; 15 points/moderate; 5 points/some evidence (low)
- g. KSA#3 10 points/strong; 5 points/moderate; 2 points/some evidence (low)
- h. KSA#4 10 points/strong; 5 points/moderate; 2 points/some evidence (low)
- 2. Education: 5 points/related advanced degree; 3 points/ bachelor's related degree; 1 point/other related education above the high school level
- 3. Training: 5 points/2 or more directly related training courses; 2 points/1 directly related training course
- 4. Awards (do NOT consider performance awards): 5 points/2 or more invention, special act or on-the-spot, or time-off awards received within the last 2 years; 2 points/1 invention, special act or on-the-spot, or time-off awards received within the last 2 years or 2 or more such awards, at least one of which was received beyond the last 2 years
- 5. Performance: 5 points/Current (within two years) performance rating above fully successful in three or more-tiered system or current fully successful rating in a two tiered (acceptable/unacceptable) system; 2 points/Current (within two years) performance rating at

COMNAVRESFORINST 12300.3A 30 Apr 18

fully successful level in a three or more-tiered system or non-current (not within 2 years) performance rating above fully successful in a three or more-tiered system or non-current (not within two years) performance rating of fully successful in a two-tiered (acceptable/unacceptable) system.

- 6. Equal weight resume scoring scale (without scoring education/training/awards/performance-see note above)
 - a. KSA#1 25 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - b. KSA#2 25 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - c. KSA#3 25 points/strong; 15 points/moderate; 5 points/some evidence (low)
 - d. KSA#4 25 points/strong; 15 points/moderate; 5 points/some evidence (low)
- 7. Weighted resume scoring scale (without scoring education/training/awards/performance-see note above)
 - a. KSA#1 40 points/strong; 25 points/moderate; 10 points/some evidence (low)
 - b. KSA#2 20 points/strong; 10 points/moderate; 5 points/some evidence (low)
 - c. KSA#3 20 points/strong; 10 points/moderate; 5 points/some evidence (low)
 - d. KSA#4 20 points/strong; 10 points/moderate; 5 points/some evidence (low)
- 8. Sample resume scoring spreadsheet

COMNAVRESFORINST 12300.3A 30 Apr 18

QUESTIONS	1	2	3	4	TOTAL	COMMENTS
POINTS	25	25	25	25	100	
	-	-	-	_	-2	declined 3/28/17
3						selected for
Name	25	25	15	25	90	interview
Name	15	25	15	25	80	not selected
						selected for
Name	25	25	25	25	100	interview
Name	5	15	15	5	40	not selected
Name	25	15	25	25	90	1957
						-
					1	
					_l	

9. Sample interview scoring spreadsheet sheet

QUESTION S	1	2	3	4	5	6	7	8	9	TOTA L	COMMENTS
POINTS	10	20	10	20	5	5	10	10	10	100	
	_	_	-	-	_	_	_		-		declined interview
Name	7	16	_10	17	5	5	10	9	8	87	SV-
Name	6	15	8	15	4	3	4	6	6	67	77
Name	6	10	4	8	3	2	2	4	4	43	
Name	4	3	4	8	3	3	3	4	5	37	
*											

NAME OF RATING OFFICIAL:

10. Sample combined resume/interview scoring spreadsheet.

SAMPLE RESUME AND INTERVIEW RESULTS

CANDIDATE

	RESUME	INTERVIEW					FINAI	_	
	SCORE	SCORE	COMBINED	SCORES			RANK	ING	
			RESUME	INTERVIEW	AVERAGE				
Name	70	87	70	87	78.5	1	name	91.5	Selectee
Name	70	83	70	83	76.5	2	name	83	Alternate
Name	100	83	100	83	91.5	3	name	80	
Name	80	86	80	86	83	4	name	79.5	
Name	80	79	80	79	79.5	5	name	78.5	
Name	80	80	80	80	80	6	name	77.5	
Name	70	74	70	74	72	7	name	76.5	
Name	70	85	70	85	77.5	8	name	72	

Notes:

- a. When multiple panel members rate resumes and/or interview question responses, the scores of each member should be averaged and used for a combined scored.
- b. A determination must be made on how to weight the resume scores with the interview scores. The example above uses a 50/50 weighting method.

Interview questions for SECRETARY (OA), GS-0318-07 N00

NAME:		Time/Date:	
TOTAL SCORE:			
SCORING: Above average Average Below average	10 points 5 points 0 Points		

Maximum possible individual raw score from interview = 100 points

1. Describe your experience planning and coordinating arrangements for events such as travel and conferences. How did you accomplish the arrangements? What difficulties did you encounter and how did you work through them? POINTS/NOTES:

(Looking for ability to plan and coordinate arrangements for events such as extensive travel and large conferences. Answer should include information such as use of DTS or other automated travel systems, coordinating travel plans, making modifications as necessary, etc. Answer should include information about making complete arrangements for large conferences such as coordinating time, date and location; notifying attendees; coordinating and/or publishing schedules; coordinating and/or preparing handout material; preparing summary reports; following- up by coordinating taskers, etc.).

Applicant responses:

May need 2nd page to start every question depending on how the applicant may answer:

2. Describe your experience with receiving visitors and telephone calls, determining the nature of request, and directing the caller/visitor to the appropriate staff. **POINTS/NOTES:**

(Looking for ability to determine nature of the call or visit, and ability to direct the caller or visitor to the appropriate staff member. Looking for the ability to personally provide the information when routing or procedural matters of the office are involved).

Applicant responses:

3. Describe your experience with maintaining calendars for executive level staff. How did you schedule appointments, decline appointments, and keep the staff informed of appointments? **POINTS/NOTES:**

COMNAVRESFORINST 12300.3A 30 Apr 18

(Looking for the use of automated calendar software. Looking for the ability to keep several executive level calendars simultaneously. Experience with calendars includes intake of appointment requests, determining availability, suggesting alternate times/dates, entering and maintaining appointments, modifying and confirming appointments).

Applicant responses:

4. Describe your experience in preparing, receiving and reviewing official documents for spelling, grammar, format, etc. Include experience with documents such as official correspondence, briefings, and reports. What were your responsibilities with regard to the preparation, receipt and review? **POINTS/NOTES:**

(Looking for experience with preparing a wide variety of documents to include official correspondence, briefings, reports, etc. Experience includes application of correspondence requirements to check for proper grammar, spelling and punctuation, and to review documents for conformance with formats and procedural requirements).

Applicant responses:

5. Describe your experience in researching and preparing drafts of reports and/or presentations on policy and/or operational matters. What feedback did you receive on the product? **POINTS/NOTES:**

(Looking for experience in researching and preparing draft documents for executive level management. Experience includes gathering information, and developing and presenting material to executive levels. Received positive feedback).

Applicant responses:

6. Describe your experience in selecting and using appropriate software types (spreadsheets, database, word processing, etc.) to create documents and reports. Include any experience in developing methods for automating various administrative reports or developing tracking data bases. **POINTS/NOTES:**

(Looking for experience with using a variety of software types such as spreadsheets, databases, word processing, electronic mail, and desktop publishing. Experience includes preparation of items such as reports, briefings, etc. requiring integrating and laying out text and graphics on a page,

COMNAVRESFORINST 12300.3A 30 Apr 18

creation of charts and graphs, importing graphics into narrative text, etc. Answer includes experience in automating report or establishing tracking data bases).

Applicant responses:

7. This position requires diplomacy, tact and courtesy. Describe a situation where you exercised these qualities in an executive level situation. **POINTS/NOTES:**

Looking for an example which demonstrates the use of diplomacy, tact and courtesy when a situation may have been challenging or difficult.

Applicant responses:

8. Please tell us why you would be the best person for this position. What personal strengths do you have that would contribute to the success of the organization? **POINTS/NOTES:**

(Response includes attributes such as attention to detail, ability to prioritize, ability to multi-task, technical secretarial knowledge, and ability to maintain quality of work with demanding schedules).

Applicant responses:

9. Why are you interested in this position? **NOTES**:

(Note any answers that may need to be shared with the selecting official or other candidates. No rating will be given for this question).

10. Do you have any questions for any of the interview panel members? **NOTES:**

(Note any answers that may need to be shared with the selecting official or other candidates. No rating will be given for this question).