Skip Navigation Bar

Deputy Assistant Secretary For Resolution Mgmt

Department: Department Of Veterans Affairs
Agency: Deputy Assistant Secretary for Resolution Management
Job Announcement Number:
VZ-09-JLB-267866

Overview

DETAILED VERSION | CLOSE | PRINT

Mail and File Clerk

Salary Range: 30,910.00 - 40,181.00 USD /year

Open Period: Monday, July 13, 2009 to Friday, July 17, 2009

Series & Grade: GS-0305-04

Position Information: Full Time Career/Career Conditional

Duty Locations: 01 vacancies - Lyons, NJ

Who May Be Considered:

United States Citizens

Job Summary:

Vacancy Identification Number (VIN): VZ267866 **(Include on all documents).**

This full-time Mail and File Clerk position in the Office of Resolution Management (ORM), Northeastern Operations, Lyons, NJ is responsible for the receipt, intake, scanning, indexing, deconstruction and transfer of administrative information in manual and automated systems. For more information about ORM access: http://www.va.gov/orm.

What is the Office of Resolution Management (ORM)? ORM is the sole organization within the Department of Veterans Affairs (VA) responsible for providing Equal Employment Opportunity (EEO) complaint processing services. The complaint process includes confidential counseling, mediation, and investigation. Under the leadership of the Deputy Assistant Secretary for Resolution Management, ORM accomplishes these responsibilities through a nationwide network of field offices and satellite offices.

NOTE: In order to view and/or print the entire announcement, please scroll to the bottom of this page and click on "Print Preview"; then "Print". Otherwise, you may miss important instructions on how to apply for this position.

APPLICANT CHECKLIST: Please use this checklist to ensure compliance with all application requirements. *We recommend that you print a copy of this checklist for reference while completing your application package.* Detailed instructions of the application process are included after the checklist. Be sure to read and follow the instructions carefully.

_____ Responses to the Assessment Questionnaire. (see Step 1)

_____ Resume (see Step 2 for the information you should include on your resume) or Optional Application for Federal Employment (OF-612).

_____ If you are faxing your documentation with OPM Form 1203FX answer sheet, place Form 1203FX on top of other documents and do

not use a cover sheet. If you are not using OPM Form 1203FX, the United States Government Application Cover Page must be used in order to link your documents with your on-line questionnaire. Failure to provide this cover page - or the use of a different cover page - will prohibit your documentation from being processed. (see Step 3 under "How to Apply" for url)

_____ If a particular level of education/certification is required OR if you are asking us to qualify you based upon your education, you must submit a copy of your college transcript or an appropriate course listing. (see Step 3)

_____ Veterans must provide a legible copy of DD-214(s) showing all dates of service as well as character of service (honorable, general, etc.). Note: More than one DD-214 may be needed to show all dates of service. You will be given preference based on the information you submit with your application. (see Step 3)

_____ Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 (version August 2008) with required proof as stated on the form. (see Step 3) 10-point preference will only be given when proper documentation is submitted.

_____ An OF-306, Declaration for Federal Employment (version dated January 2001 or later) must be submitted prior to appointment. You may include this form as part of your application documents. It is available at http://www.vacareers.va.gov/l2_Jobs_Forms.cfm .

_____ Responses to the Rating Factors (KSA's). (Use plain bond paper).

Key Requirements:

- Please refer to the "Qualifications" section of this vacancy announcement.
- You must be a U.S. citizen to apply for this job.
- This announcement may be used to fill one or more vacancies.

Duties

Major Duties:
If selected, you will serve as a full-time Mail and File Clerk for Office of Resolution Management (ORM) for the U.S. Department of Veterans Affairs Office of Resolution Management, Northeastern Operations area located in (Lyons New Jersey). The primary duties of this position are filing materials alphabetically in a filing system. Arranges records in file cabinets, and locates and withdraws files for users.

Incumbent has knowledge of the table of contents of both administrative and investigative files in order to consolidate new materials under the proper tab within the correct case file. Incumbent opens and sorts office mail. When preparing items to be mailed, incumbent ensures that all registered/certified and overnight letters are mailed in accordance with ORM and postal regulations. The incumbent follows established standards for maintaining the ORM administrative files (paper and electronic), which includes assembling EEO investigative files, and assists with filing support within all ORM sections as necessary.

The incumbent assists with answering telephones and greeting visitors; receives and processes mail and FedEx deliveries; arranges supplies in supply room and closets.

*****RELOCATION EXPENSES AND/OR INCENTIVES ARE NOT AUTHORIZED*****

Qualifications and Evaluation

Qualifications:
SPECIALIZED EXPERIENCE:
GS-4: One (1) full year of general experience, generally defined as progressively responsible clerical,

office or other administrative work that equipped the applicant with the particular knowledge, skill, and abilities to perform successfully the duties of the Mail and File Clerk, GS-4 position.

NOTE: Evidence of experience **must be supported by** detailed documentation on your resume or OF-612. Also provide work experience information such as **hours per week, salary** and **starting/ending dates of employment** (month and year format) to establish one (1) full year of experience.

EDUCATION (Transcript Required):
GS-4: Two (2) years of successfully completed education above the high school level with courses related to the occupation in any field for which high school graduation or the equivalent is the normal prerequisite may be used to qualify at the Grade 4. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45-quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial or technical school.

COMBINING EDUCATION (Transcript Required) and EXPERIENCE:
GS-4: A combination of experience and successfully completed education may be used to meet the total experience requirements to qualify at the Grade 4. For example, an applicant with three (3) months of appropriate experience equivalent to GS-3 (50 percent of the experience requirement for GS-4) and one (1) year of successfully completed education above high school, as is describe above, (50 percent of the education requirement for the GS-4) would be qualified for a GS-4 position.

In addition to the required qualifications, all candidates found basically qualified will be further evaluated on responses to the following knowledge, skills, and abilities. The information provided in the KSA responses will be heavily relied upon; therefore, it is in your best interest to provide clear, concise examples that show the level of accomplishment or degree to which you possess the KSA.

Knowledge, Skills, and Abilities (KSAs): Please explain how your experience (including non-paid), education, training, job related honors and awards indicate you meet the rating factors below. (Submit on plain bond paper).

KSA 1. Ability to communicate effectively orally and in writing.

KSA 2. Ability to operate personal computer, various software packages and applications (i.e., Microsoft Office, Excel, Word etc.) and office equipment.

KSA 3. Knowledge of filing procedures.

KSA 4. Ability to collect and compile data.

Additional information on the qualification requirements is outlined in the OPM Qualifications Standards Handbook of General Schedule Positions. It is available for your review on OPM's web site at http://www.opm.gov/qualifications .

APPLICANTS PLEASE NOTE: Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement). Therefore, applicants must report attendance and/or degrees from only these schools. Applicants can verify accreditation at the following website: www.ed.gov/admins/finaid/accred/index.html . All education claimed by applicants will be verified by the appointing agency accordingly.

Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

REQUIREMENTS (Failure to comply may be grounds for withdrawal of an offer of employment, or dismissal after appointment):

- Applicants must meet any physical, language, license or degree requirements. Applicants must be citizens of the United States.
- Applicants tentatively selected for certain designated positions may be subject to a random drug

screening for illegal drug use.
- Applicants who refuse to be tested will be denied employment.
- New Appointees may be subject to a probationary period.
- New Appointees will be subject to a background investigation to determine suitability.
- An OF-306, Declaration for Federal Employment (version dated January 2001), ***must be submitted prior to appointment***. This form is available at www.opm.gov/forms/pdf_fill/of0306.pdf .

How You Will Be Evaluated:
Please ensure you answer all questions and follow all instructions carefully. Errors or omissions may affect your evaluation. When answering the questionnaire, remember that your experience and education are subject to verification by investigation. You may be asked to provide specific examples or documentation of experience or education as proof to support your answers, or you may be required to verify a response by a practical demonstration of your claimed ability to perform a task.

Benefits and Other Information

Benefits:
The Department of Veterans Affairs offers a comprehensive benefits program that you can customize for your individual medical and financial needs. In addition to traditional "dollars and cents" benefits, we offer a range of benefits to help you balance life with the VA to life outside of work. For additional information about the many benefits of a career with the VA, please visit our **"Benefits at a Glance"** webpage at http://www.va.gov/jobs/job_benefits/benefits.asp .

Other Information:
Area of Consideration: All citizens of the United States of America. Applications received under this announcement will be rated under competitive procedures in accordance with Office of Personnel Management examining regulations. [The Human Resources (HR) Office for the facility with this vacancy may be accepting applications separately under one or more special employment authorities, such as: Veterans Recruitment Appointment (VRA); Veterans Employment Opportunity Act (VEOA); hiring compensably disabled veterans with ratings of 30% or greater; hiring persons with disabilities; or reinstatement to, or transfer within, the Federal government. If so, you may find a separate announcement covering one or more of these special authorities on http://www.usajobs.opm.gov/ . You may also contact the facility's HR Office directly to inquire if applications are being accepted under any of the special authorities for which you are eligible.]

For a fact sheet explaining how Federal jobs are filled, click on http://www.usajobs.opm.gov/EI55.asp .

Priority Consideration: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they attain an eligibility rating of 90.0 or higher, not including points for veterans' preference, from the facility with the vacancy.

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

Filling additional vacancies: If additional vacancies for this position occur within 90 days, this announcement may be used without reannouncement.

Creditable Service for Annual Leave Accrual for Newly-Appointed Employees with Prior Non-Federal Experience or Active Duty Uniformed Military Service: Selected applicants may qualify for credit towards annual leave accrual based on prior work experience or military service experience. Such credit must be requested and approved prior to the appointment date. *Please note that receipt of this benefit is at the discretion of the hiring facility and is not guaranteed.*

How to Apply

How To Apply:
PLEASE NOTE:

- It is *your responsibility* to insure that all application materials are **RECEIVED** by 11:59 p.m. Eastern Standard

Time on the closing date of the announcement Friday, July 17, 2009 in order to be considered. We cannot be responsible for incompatible software, illegible fax transmissions, interruptions in internet service, etc.
- You must submit a complete application package. Failure to provide complete information may result in your not receiving consideration for this position.
- You must submit your assessment questionnaire online (through Application Manager) **or** on OPM Form 1203-FX (and faxed). **Do not send printouts of your Application Manager Questionnaire Answers.** If you fax your application and/or documentation, please keep a copy of your fax transmittal receipt for future verification, if necessary.
- If you upload your documents using Application Manager, **DO NOT FAX** the same documents. To verify that your uploaded documents have been processed, please wait one hour to ensure they have cleared the virus scan. You can then verify that your uploaded documents are attached to your application by checking the **"Details"** tab of your Application Manager account (https://applicationmanager.gov/) for this vacancy announcement. Your documents will display under the **"Details"** tab in the Document area.
- You will not be contacted for additional information. **DO NOT** contact our offices for verification of receipt or status reports - we do not provide this information.
- Your application materials will not be returned. Do not submit original documents that you may need in the future.
- Your application must be completed on-line or faxed. **This office does not accept applications by electronic mail (e-mail), regular mail, or in person.**

Applying for this position is as easy as 1, 2, 3...

Just by following three steps, you will submit a complete application package and receive consideration for this position. Be sure to follow the steps carefully and complete all three. Each step is described in detail below.

1. Your responses to the **Assessment Questionnaire**, (which may be completed electronically or on the OPM Form 1203FX and faxed),

2. Your resume or OF-612 (*which may be completed electronically, uploaded, or faxed*), and

3. Responses to the Rating Factors (KSA's) on plain bond paper.

4. **Other documents** specified in this job announcement (*which may be uploaded or faxed*).

Use *Application Manager* for convenience and quickest processing. Track your progress to a *Complete Application Package* using *My Application Packages* checklist and status displays in Application Manager. Your Application Package status must be Complete by 11:59 p.m. EST on Friday, July 17, 2009.

STEP 1:

Complete and submit the **Assessment Questionnaire.** The questionnaire **must** be completed and submitted in order to receive consideration for this position.

PLEASE NOTE: We highly encourage you to complete the Assessment Questionnaire online as it is the most efficient way to process your responses. Using paper application forms may delay the processing of your application. If you are unable to complete the Assessment Questionnaire online, go to STEP 3 of this announcement and refer to the alternatives described under **"Alternative Methods for Completing the Application Package"**

You must provide responses to all required questions. Be sure to double check your application before submission and click on **"SUBMIT"** when it is complete. Your application is not transmitted to us until **you submit it**.

To complete your Assessment Questionnaire online, click the following link:

Online Questionnaire

or enter https://ApplicationManager.gov . You can save your work and come back later. To return to Application Manager at any time by simply going back to this web address. To submit your questionnaire by fax go to the Alternative Method section of the job announcement.

The Assessment Questionnaire must be completed and submitted by 11:59 p.m. EST on Friday, July 17, 2009.

ASSESSMENT QUESTIONNAIRE

Social Security Number

Vacancy Identification Number

VZ267866

1. Title of Job

File Clerk

2. Biographic Data

3. E-Mail Address

4. Work Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

5. Employment Availability

If you are applying by the OPM Form 1203-FX, leave this section blank.

6. Citizenship

Are you a citizen of the United States?

7. Background Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

8. Other Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

9. Languages

If you are applying by the OPM Form 1203-FX, leave this section blank.

10. Lowest Grade

04

11. Miscellaneous Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

12. Special Knowledge

If you are applying by the OPM Form 1203-FX, leave this section blank.

13. Test Location

If you are applying by the OPM Form 1203-FX, leave this section blank.

14. Veteran Preference Claim

15. Dates of Active Duty - Military Service

16. Availability Date

If you are applying by the OPM Form 1203-FX, leave this section blank.

17. Service Computation Date

If you are applying by the OPM Form 1203-FX, leave this section blank.

18. Other Date Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

19. Job Preference

If you are applying by the OPM Form 1203-FX, leave this section blank.

20. Occupational Specialties

001 001 - Mail and File Clerk

21. Geographic Availability

1978 Lyons, NJ

22. Transition Assistance Plan

23. Job Related Experience

If you are applying by the OPM Form 1203-FX, leave this section blank.

24. Personal Background Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

25. Occupational/Assessment Questions:

Select the appropriate answer to the following question based on your current level of experience that demonstrates your ability to perform the duties of this position.

1. GS-4: I have one (1) or more years of general experience, defined as progressively responsible clerical, office or other administrative work that equipped me with the particular knowledge, skills, and abilities to perform successfully the duties of the Mail and File Clerk position at the GS-4 level.

Note: Evidence of this specialized experience must be supported by detailed documentation of duties performed in positions held on your resume or OF-612. You will also need to provide work experience information such as hours per week, salary, and starting/ending dates of employment (month and year format) to establish you have six (6) full months of Specialized Experience at the required grade level.

A. Yes
B. No

2. GS-4: I have two (2) years of successfully completed education above the high school level in a field for which high school graduation or the equivalent is the normal prerequisite. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45-quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial or technical school.

A. Yes
B. No

3. GS-4: I have a combination of experience and successfully completed education to meet the total experience requirements to qualify for the File Clerk, Grade 4 position. For example, an applicant with three (3) months of appropriate experience equivalent to GS-3 (50 percent of the experience requirement for GS-4) and one (1) year of successfully completed education above high school with courses related to the occupation, as is described above, (50 percent of the education requirement for the GS-4) would be qualified for a GS-4 position.

A. Yes
B. No

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. Darken the oval corresponding to that statement in Section 25 of the Qualifications and Availability Form C. Please select only one letter for each item.

A- I have not had education, training or experience in performing this task.
B- I have had education or training in performing the task, but have not yet performed it on the job.
C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.
D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or I am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

4. Assisting in answering telephones and greeting visitors.

5. Communicating with and instructing other staff on where scanned documents reside electronically.

6. Scanning administrative information into automated systems.

7. Assisting other staff in logging information into the system and with scanning documents.

8. Filing materials either alphabetically or numerically.

9. Using a table of contents for administrative files.

10. Sorting through mail.

11. Ensuring proper protection, release and disposition of records.

12. Removing or assisting with removing records for disposition.

13. Providing clerical assistance in processing, filing and systematic arrangement of administrative and investigative files.

14. Locating required materials and cross-referencing materials by subject-matter content.

You must now complete and submit additional application materials (by Friday, July 17, 2009) as required by this vacancy announcement via uploading or faxing this information. To fax application materials, refer to the instructions in *Alternative Methods for Completing the Application Package* after Step 3 of this vacancy announcement.

STEP 2:

Submit your choice of a Resume or an OF-612 - Optional Application for Federal Employment available at http://www.vacareers.va.gov/l2_Jobs_Forms.cfm . We must receive a complete resume or OF 612 in order to determine your qualifications for this position.

Your **RESUME** must include the following information:

- **Vacancy Information:** Announcement Number (VZ267866), Position Title (Mail and File Clerk), and grade (04/04);
- **Personal Information:**
  - Your full legal name and mailing address
  - Day and Evening telephone numbers including area code
  - Country of citizenship
  - Social Security number
- **Work experience** (NOTE: You must include the following information in order to receive credit for your experience):
  - Name and address of employer.
  - Your job title.
  - The beginning and ending month and year of your employment.
  - The average hours worked per week. Full-time work is considered to be 35-40 hours of work per week. Part-time experience will be credited on the basis of time actually spent in appropriate activities. Applicants wishing to receive credit for such experience must indicate clearly the number of hours a week spent in such employment.
  - Your supervisor's name and phone number (indicate if we may call your supervisor);o
  - A description of your duties that is sufficiently detailed to document the level of your experience. If the position is (was) with the Federal government (military or civilian), state the series and grade or pay grade (rank) and the date of last promotion.
- **Education:** Name, location, and dates of attendance for colleges attended (if required). Type and date of degree received (if any);
- **Other:** Training, license(s), or certification(s) relevant to the position.

Do not submit letters of recommendation, performance appraisals, position descriptions, examples of your work,

etc. **This additional information will not be forwarded to the hiring facility.**

STEP 3:

Submit other required application materials, as applicable.

- If you are using **education** to qualify, you must submit copies of college transcripts or a course listing that identifies for each course completed: the college or university, semester or quarter hours earned, grade, and grade-point average received.

- If you are applying for **Veterans' Preference**, you must submit evidence of eligibility, such as: DD-214 (Certificate of Release or Discharge from Active Duty), or Standard Form 15 (Application for 10-Point Veterans' Preference version dated August 2008), and the proof requested on the form. For Access to DD214 and military records click on this link - Military Information. To print a copy of the SF15 go to http://www.vacareers.va.gov/l2_Jobs_Forms.cfm . Veterans preference will not be given unless proper documentation is submitted with your application materials.

Submitting Documents

If you upload your documents using Application Manager, **DO NOT FAX** the same documents. To verify uploaded documents have been processed, please wait one hour to ensure they have cleared the virus scan. You can verify that your uploaded documents are attached to your application by checking the **"Details"** tab of your Application Manager account https://applicationmanager.gov for this vacancy announcement. Your documents will display under the **"Details"** tab in the Document area.

Faxed documents will take 2-3 business days to process. To fax documents, you **MUST** use the United States Government Application Cover Page. Print the pre-populated cover page on the upload documents screen of Application Manager ~*or*~ you may click this link http://www.vacareers.va.gov/l2_Jobs_Forms.cfm to print a blank copy of the cover page. When faxing documents, follow the procedures outlined below.

- You may submit multiple documents for the same vacancy announcement using one cover page.
- Include the 8-character Vacancy Identification Number VZ267866
- Provide your Social Security Number and full name in the spaces provided or we will not be able to associate your document(s) with the rest of your application.
- Place the cover page on top of the document(s) you are faxing.
- Fax your cover page and documents to **1-478-757-3144.**

Faxed documents submitted with missing information will not be processed. The following will prevent your documents from being processed:

- Not using the United States Government Application Cover Page mentioned above.
- Missing, incomplete, or invalid Vacancy Identification Number.
- Missing or incomplete Social Security Number or name.

Note: If you have documents in your Application Manager account from a previous vacancy announcement they can be opened, copied and saved then reused as an upload file for this vacancy. Uploading your documents will speed the processing of your application for this announcement.

Be sure to complete all THREE STEPS of the application process described above in order to submit a complete application package and receive consideration for this position.

ALTERNATIVE METHODS FOR COMPLETING THE APPLICATION PACKAGE

To Complete the Assessment Questionnaire manually, you will need a copy of the questionnaire answer sheet, referred to as the Occupational Questionnaire - **OPM Form 1203-FX**, which can be obtained electronically at

http://www.vacareers.va.gov/l2_Jobs_Forms.cfm ;

or by calling USAJOBS at 703-724-1850; follow the instructions given;

or by visiting the Human Resources Management Service of the VA Medical Center at the duty location.

You will also need a copy of the vacancy announcement to use as a guide in answering the questions. You **must** provide responses to all required questions. Some questions may request an additional written response to support your answer, such as *"Please explain or provide additional information to support your response to the above question."* When additional information is requested, please provide your answer(s) on a separate sheet of paper with the corresponding questionnaire number indicated, and type or print your answers legibly. You may omit any sections marked "optional" and be sure to double check your application before submission. **NOTE: The Questionnaire answer sheet is six pages long -- all six pages MUST be submitted even when the number of questions does not exceed page 5. In this case, please complete the top of Page 6 with your social security number and the vacancy ID number.**

You may submit the Form 1203-FX, resume and any supporting documents by fax.

If you are faxing a Form 1203-FX, do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.

If you are faxing any documents without the Form 1203-FX on top, you MUST use the United States Government Application Cover Page. Print the pre-populated cover page on the upload documents screen of Application Manager, or you may click this link (http://www.vacareers.va.gov/l2_Jobs_Forms.cfm) to print a blank copy of the cover page. When faxing documents, follow the procedures outlined below:

- Place the cover page on top of documents being faxed.
- Include the 8-character Vacancy Identification Number VZ267866
- Provide your Social Security Number and full name in the spaces provided or we will not be able to associate your document(s) with the rest of your application.
- Place your documents in the following order: United States Government Application Cover Page; Resume or OF-612 (Optional Application for Federal Employment; Other required application materials.
- You may submit multiple documents for the same vacancy announcement using one cover page.

Fax your cover page and documents to **1-478-757-3144.** Feed all documents into your fax machine top first so that we receive them right-side up. If you fax your documents using any other cover page, you may not receive consideration.

Mailed, e-mailed or hand delivered applications will not be accepted. If you are unable to upload your documents after completing the Occupational Questionnaire online, you may FAX your documents (resume, transcripts, etc.) as instructed above.

Required Documents:
All of the government forms mentioned in the above statements can be downloaded from the following web address: http://www.vacareers.va.gov/l2_Jobs_Forms.cfm or obtained at the Human Resources Management Office of the duty station.

Contact Information:

VHA Nationwide DEU-TOP
Phone: (501)257-4134
Email: cavhs.deu@va.gov

Or write:
VHA DEU Topeka
PLEASE DO NOT MAIL APPLICATIONS
APPLY ONLINE OR FAX ONLY
Thank you, KS 66604

What To Expect Next:

WHAT HAPPENS NEXT?

Your resume and supporting documentation will be compared to your responses to the Assessment Questionnaire. The questionnaire is designed to capture the desired knowledge, skills, and abilities for this position. The evaluation you receive is based on your responses to the questionnaire and is a measure of the degree to which your background matches the knowledge, skills, and abilities required of this position.

If your application does not support your responses to the questionnaire, or if you are not able to provide verifying documentation, it may affect your evaluation or result in your name being removed from further consideration.

If you are eligible for veterans' preference, you will be given preference based on the documentation you submit. Please see the **"Veterans Information"** section of this announcement for details.

This office will not contact you to discuss missing or illegible documents.

Once your qualifications have been evaluated, your application will be assigned a numeric score. Candidates will be ranked in score order with appropriate points added for veterans' preference.

An ELECTRONIC NOTIFICATION LETTER will be sent to applicants who provide an e-mail address. If you do not provide an e-mail address, you will receive a notification letter via the U.S. Postal Service. Normal processing time is **4 - 6 weeks**. This office is responsible for initial evaluation **ONLY.** Facilities are responsible for contacting eligible applicants thereafter.

EEO Policy Statement

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

Reasonable Accommodation Policy Statement

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

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