POSTAL SERVICE

AND OTHER GOVERNMENT JOB OPPORTUNITIES GUIDE

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25th Edition

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POSTAL SERVICE PRACTICE TESTS

Because of the various number of tests, the Postal Service sample exams and answers (“Postal Service Practice Tests”) were available for download separately, when you downloaded this Guide. If you did not download the sample exams (individual “Postal Service Practice Tests”) when you downloaded this Guide, you can simply refer back to the email we sent you for the download link to access all of the Postal Service sample exams (“Postal Service Practice Tests”).

Please be aware that you will NOT have to take all of the practice tests. The Postal Service has different exams for different positions. Please refer to Section 2 of this Guide to see which exam covers each position.

Instructions - How to use this Guide

The Postal Service has its own method of applying for its job openings and all other Government agencies have a completely different method of applying for their job openings. Please refer to the respective section of this Guide for full details. **For Postal Service Employment, please READ BELOW FIRST.**

Postal Service Application Process

This is just a summary of the application steps. **PLEASE READ** Section 2 of this Guide "Postal Service Employment" for detailed information about the application process.

Steps:

1. Read Section 2 of this Guide "Postal Service Employment". Follow the instructions laid out in Section 2 to see the available job openings. **Please be aware that available job openings change EVERY DAY.** So be certain to follow the instructions in Section 2. ALSO be aware that if you live in an area that is close to the border of another state, the job openings may be across the border in the other state.

2. Apply for the job openings by following the instructions in Section 2 of this Guide "Postal Service Employment". Please note, you CANNOT apply at your local post office, they DO NOT accept applications there and they do not know of the current job openings. The ONLY way to apply is on the internet, by following the instructions in Section 2 of this Guide. It is important that you follow the application instructions laid out in Section 2, so you can be certain of not missing a job application opportunity as new job openings become available **EVERY DAY**. Apply for as many job openings as you can, this will increase the chances of being hired. The exam process takes place **AFTER** you apply, you must apply first. Once you apply for a position, you will be notified, usually by email, in regards to when and where to take the exam.

3. Prepare for the exam by studying the "Postal Service Practice Tests" that apply to the job opening(s) you applied for. The "Postal Service Practice

Tests" (sample exams and answers) were available for download separately, when you downloaded this Guide. If you did not download the individual "Postal Service Practice Tests" when you downloaded this Guide, you can simply refer back to the email we sent you for the download link to access all of the "Postal Service Practice Tests". Per the instructions in Section 2 "Postal Service Employment", the Postal Service will notify you of the exam process **AFTER** you apply.

4. We also STRONGLY encourage ALL job seekers to take advantage of applying for ALL other Government job openings by following the instructions in Sections 4, 5 & 6. Don't narrow your job search to just Postal Service jobs, there are currently over 6,000 other Government job openings across the country and they are all accessible by following the steps laid out in Sections 4, 5 & 6.

Customer Support Email: Support@PostalJobsSourcegc.com

Customer Service Phone Number 1-844-623-3060

Other Government Agencies Application Process

The United States Government is the largest employer in the country. All OTHER Government agencies use one internet web site for listing and applying for the available job openings. The following is just a summary of the web site and application process for all other Government agencies. **PLEASE READ** Sections 4, 5 & 6 of this Guide for detailed information about the web site and application process. The United States Government currently has over 6,000 job openings nationwide and they are all listed on this web site (EXCEPT the Postal Service which has its own job application process outlined in Section 2 of this Guide). However, there are some job openings on this web site that are NOT clearly seen by the job seeker. For example, job openings that have "Multiple Locations" as their hiring location. To make sure that you see ALL of the job openings that are available to you **PLEASE READ** Sections 4, 5 & 6 for full details. This web site gives you the ability to search for all available jobs by

your state location or desired Government agency. The web site is a wealth of available job information. Unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage. If you are a job seeker, take advantage of this resource that is being provided to you. If you don't have a computer, we urge you to visit your local library's computer in order to gain access to this employment resource.

Military Service Alert

The United States Military is in desperate need of people. Most branches of the military have thousands of vacant positions. Because of this, most military branches are paying large sign on bonuses and offering other benefits. If you or anyone you know is interested in military service this is a great opportunity to make money and learn marketable skills that can translate into good jobs in the private sector after your military service.

Local Government Job Information

Remember, the government is the largest employer in the United States employing more people than any corporation. There are many other agencies of the government that are usually hiring and that includes your local government. Other agencies would include: fire department, city or state office administration, public works (water & roads, etc.), police department, parks & recreation, health department, etc. For local government job information, look in the "City Offices" or "State Offices" section of your local telephone book. Job information lines are usually listed in the Human Resources or Personnel sections. Many cities also have Internet web sites that list available job information.

Section 1

Government Job Application Process

There is no larger employer in the world than the United States Government. The United States Government employs more people than any corporation. Not only are there job opportunities domestically, but employment outside the United States is a possibility on military bases, overseas embassies and various departments of defense and state agencies.

Some agencies do provide job opening information over the phone, however, the government as a whole is moving away from that process. The government is moving to a process of displaying ALL of their job openings and applying for their job openings on the internet. The Postal Service has its own method of applying for job openings. That process is discussed in detail in Section 2 “Postal Service Employment”.

All OTHER Government agencies use a completely different method of applying for job openings. We will go into much greater detail on how to apply for other Government agency jobs in Sections 4, 5 & 6 later in this Guide. However, here is a summary of that process. The United States government has one internet web site that shows ALL available job openings across the entire country, for every government agency. (The Postal Service is the ONE government agency exception, they do NOT show their job openings on this web site, they use the web site and application process listed in section 2 of this Guide). If you are a job seeker wishing to gain employment with the government, this internet web site is the most important resource you have available to you. For job seekers, this internet web site is an incredible resource, unfortunately, many job seekers either do not realize this web site is available to them or how they can fully use the site to their employment advantage. This web site is owned and operated by the United States government. The web site is listed below:

www.usajobs.gov

There are currently over 6,000 government job openings across the country and ALL of them are listed on this one web site (EXCEPT Postal Service job openings). There is an incredible range of job openings listed on this web site. The jobs can range from fisherman to rocket scientists and literally everything in between. No matter what your education level is or what type of experience you have, we strongly recommend that you use this web site, as it is the best tool to gain government employment. On this web site you can view job openings and for most job openings, apply online for each job opening. For most job openings, once you click on a job title, there is a tab labeled, “How to Apply”. Once you click on this tab, you simply follow the instructions to apply for that job opening.

Most important of all, you can post your resume on this site, through the resume builder feature, so that ALL government agencies can see your resume. By doing this you may be called and interviewed for job openings that you didn’t even know existed. We will go into much greater detail on how to use this web site to your full advantage in Sections 4, 5 & 6 later in this Guide. No matter what type of job you are looking for, we strongly recommend that you use this employment resource to your advantage. If you do not have a computer or access to one, we strongly recommend that you go to your local library where you can use their computers to access this critical employment web site.

You will have to become familiar with a whole new employment language. This is the federal government, after all. A special occupational classification system exists which determines pay and job grades.

There are four basic types of positions within the federal government:

1. **Career.** The career position is the one to which most federal workers ultimately subscribe. This is full–time, entitled to all rights and privileges of government employment. A three–year probationary period must be completed first before you achieve this category classification.

2. **Career–Conditional.** This position is of a probationary nature, lasting three years, after which you become eligible for a career classification. During this period of time, employees are measured on their abilities and effort in an attempt to decide if they can

be upgraded to career at the end of the three–year period. Since the career employee is generally the last one affected by cutbacks, this probationary period is a critical one for the individual aspiring to full–time permanent status within the US Government.

3. **Term.** These are positions filled for a finite period of time. Generally, an agency may be given a project or research study lasting for a set period of time (one, two, three years, for example), after which a report is due. Since assistance may be needed to complete this project, the grant money awarded is used to hire term employees, hired until the end of the project. Health benefits will likely be available. Pension benefits probably will not. The term employee who performs well may have an inside track to future employment within the career–conditional employment level mentioned above.

4. **Temporary.** These positions are less than one year in length and do not carry any special privileges or benefits like health insurance. However, work well done is generally remembered. In addition, you may be privy to hearing about other openings and if your work has been satisfactory, a supervisor's recommendation can help move you into position for other work.

As you can see, these are stepping–stone types of positions. This is the way the federal government works. Within this structure is a pre–programmed format within which one moves slowly up the ranks. There is little room for diversity and flexibility within this framework, but there is a certain amount of stability and security the farther along you go. There is also the chance for part–time work on either a temporary or term basis and that information would be listed along with the posting of the position itself.

The controlling organization is the Office of Personnel Management (OPM). OPM fills the available federal positions with few exceptions. They are the clearing house for applications to which they compare your qualifications with the listed positions. Or, if your application is to be put on record only OPM reviews it with an eye towards agency suitability and places your name on a list for further reference as positions come up.

When a job opening then becomes available, this list is consulted for potential names to be sent directly to the department looking for workers. A number of factors are used in qualifying people and your success will depend as much on your experience as it

will on compensation available, number of people applying for the position; and number of openings.

There is a network of Federal Job Information Centers located across the country. These centers are located in many metropolitan areas. However, as mentioned previously, the government is moving away from using these centers and moving away from applying for job openings over the phone. The number one resource for job seekers wishing to work for the federal government is the internet web site mentioned at the beginning of this section.

Where available, this network of centers provides information on summer employment, necessary exams, employment application forms and other aspects of obtaining federal employment. The following pages list the latest addresses available.

Alabama
Office of Personnel Management
806 Governors Drive
Huntsville, AL 35801

Alaska
Federal Building
701 C Street
Anchorage, AK 99513

Arizona
Federal Job Information
US Postal Service Bldg..
Phoenix, AZ 85005

Arkansas
Office of Personnel Management
700 W. Capitol Ave. Rm. 3421
Little Rock, AR 72201

California
Office of Personnel Management
845 Figueroa St. 3rd Floor
Los Angeles, CA

California
Federal Job Information
1029 J Street Room 100
Sacramento, CA 95814

Colorado
Office of Personnel Management
1845 Sherman Street
Denver, CO 80203

Connecticut
Federal Job Information
Fed. Bldg.. 450 Main St. #613
Hartford, CT 06103

Delaware
Federal Job Information Center
Fed. Bldg.. 600 Arch Street
Philadelphia, PA 19106

DC
Office of Personnel Management
1900 E St. NW Rm. 1416
Washington, DC 20415

Florida
Office of Personnel Management
80 N. Hughey Avenue
Orlando, FL 32801

Georgia
Federal Building
75 Spring St. SW Rm. 960
Atlanta, GA 30303

Hawaii
Federal Job Information Center
300 Ala Moana Blvd. Rm. 5316
Honolulu, HI 96850

Illinois
Office of Personnel Management
55 E. Jackson Rm. 1401
Chicago, IL 60604

Indiana
Office of Personnel Management
46 E. Ohio St. Rm. 124
Indianapolis, IN 46204

Iowa
Office of Personnel Management
210 Walnut St. Rm. 191
Des Moines, IA 50309

Kansas
Office of Personnel Management
120 S. Market St. Rm. 101
Wichita, KS 67202

Kentucky
US Office of Job Information
100 N. Main Street
Memphis, TN 38103

Louisiana
Herbert Building
610 S. Maestri St. Rm. 802
New Orleans, LA 70130

Maine
2 Center Plaza
Boston, MA 02133

Maryland
Federal Building
101 W. Lombard Street
Baltimore, MD 21201

Massachusetts
3 Center Plaza
Boston, MA 02133

Michigan
Federal Job Information Center
477 Michigan Ave. Rm. 565
Detroit, MI 48226

Minnesota
Federal Job Information Center
Fort Snelling
Twin Cities, MN 55111

Mississippi
Office of Personnel Management
806 Governors Drive
Huntsville, AL 35801

Missouri
Federal Job Information Center
601 E. 12th St. Rm. 134
Kansas City, MO 64106

Missouri
Federal Job Information Center
815 Olive St. Rm. 400
St. Louis, MO 63101

Montana
Office of Personnel Management
1845 Sherman St.
Denver, CO 80203

Nebraska
Office of Personnel Management
215 N. 17th St. Rm. 1010
Omaha, NE 68102

Nevada
Federal Job Information
US Postal Service Bldg..
Phoenix, AZ 85005

New Hampshire
Office of Personnel Management
Federal Bldg. Rm. 104
Portsmouth, NH 03801

New Jersey
Office of Personnel Management
Federal Bldg., 970 Broad St.
Newark, NJ 07102

New Mexico
Office of Personnel Management
421 Gold Ave. Federal Building
Albuquerque, NM 87102

New York
Federal Bldg.
26 Federal Plaza
New York, NY 10278

New York
Office of Personnel Management
100 S. Clinton St. Rm. 840
Syracuse, NY 13260

North Carolina
Office of Personnel Management
310 New Bern Ave., Federal Building
Raleigh, NC 27610

North Dakota
Office of Personnel Management
1845 Sherman Street
Denver, CO 80203

Ohio
Federal Job Information Center
200 W. Second St. Rm. 509
Dayton, OH 45402

Oklahoma
Office of Personnel Management
200 NW 5th Street
Oklahoma City, OK 73102

Oregon
Office of Personnel Management
1220 SW 3rd St., Federal Building
Portland, OR 97204

Pennsylvania
Federal Job Information Center
228 Walnut St. Rm. 168
Harrisburg, PA 17108

Pennsylvania
Federal Job Information Center
600 Arch St., Federal Building
Philadelphia, PA 19106

Pennsylvania
Federal Job Information Center
1000 Liberty Ave., Rm. 119
Pittsburgh, PA 15222

Rhode Island
Office of Personnel Management
Federal Building, Rm. 310
Providence, RI 02903

South Carolina
Office of Personnel Management
310 New Bern Ave., Federal Building
Raleigh, NC 27610

South Dakota
Office of Personnel Management
1845 Sherman Street
Denver, CO 80203

Tennessee
US Office of Job Information
701 San Jacinto Street Rm. 403
Memphis, TN 38103

Texas
Office of Personnel Management
1100 Commerce Street
Dallas, TX 75242

Texas
Office of Personnel Management
701 San Jacinto St. Rm. 403
Houston, TX 77002

Texas
Office of Personnel Management
643 E. Durango Boulevard
San Antonio, TX 78206

Utah
Office of Personnel Management
1845 Sherman Street
Denver, CO 80203

Vermont
3 Center Plaza
Boston, MA 02133

Virginia
Office of Personnel Management
200 Granby Mall Rm. 220
Norfolk, VA 23510

Washington
Office of Personnel Management
915 Second Ave. Federal Building
Seattle, WA 98174

Remember, if you did not see an OPM office near you, the same information is available on the internet web site mentioned at the beginning of this section. By either contacting your local center or visiting the web site, you can find out what jobs are available in your area and receive information regarding the appropriate qualifications for each position. Higher paying jobs are going to attract the most competition, naturally. These positions also require the most schooling and experience, usually.

Ascertaining these specifications can help you decide which positions you best qualify to apply for.

Once you've determined what job openings you're interested in, it's time to try and obtain the job. If you applied for a job opening on the web site, you may either be allowed to complete the entire application process right on the internet (for most job openings on the web site, there is a tab labeled, "How to Apply", clicking on this tab will take you through the application process) or in some cases, an employment packet will be sent to you. This packet will contain the application and other important information in applying for the job opening. Completing the application is an important step in obtaining government employment. How you complete it can give you an advantage when it comes down to being short–listed for a specific position. Whether your work experience is regular or volunteer, note it all in as much detail as you can. Government loves detail and the more descriptive your duties, tasks and accomplishments the more likely something might flash in the eyes of a personnel officer. Be sure and indicate how your past experiences qualify you specifically for the job you are seeking. Do not assume the person reading your application will make the obvious connection. Spell it out in detail and make the correlation for the personnel officer.

Do not miss an application deadline. If you do, you won't be considered this time around. In addition, do not leave out any information requested on the application. If you do, that could kick out your application, as well. The government is very picky about this type of detail. The application is almost like a sweepstakes entry. One error and you're out of the running.

Along with the application may be the condition that a test be taken. The application packet will provide details about this testing and a list of testing centers where the test will be administered.

These tests are meant to give some indication of your proficiency level.

Typing positions often require a typing test. Postal service positions may have several tests measuring your ability to recall names and addresses. Pharmaceutical positions will require math tests. Correctional officers will be tested on their ability to handle people. The exact scope of the test will be detailed in your packet.

You will have to take whatever test is required. This is not an option. Failure to take the test disqualifies you from job consideration.

Don’t worry about it. If you have an interest in the position you’re applying for and a relevant background to qualify you for it, you will be able to take on the test. You’ll be in with several other people taking the test, too. If you fail one, take another. Experience will make you better at test taking.

You will be assigned a rating (usually a number) following review of your application. Your former employers will be called to verify the information you put on the application and to tell how productive you were in your prior position. The more experience you have and the more positive feedback from prior employers, the better your rating.

A college degree improves your rating. Successful passing of any required tests helps your rating. The higher the score, the more likely you will attract attention from potential hiring people.

Your Notice of Rating will have a score and an identification number. This will be your reference point for current and future applications. Other information required is your name, birth date, social security number and address. If you move, you will need to notify OPM so they may update your file.

Hiring may be done through these OPM back lists or the agency involved may simply advance internally, or even hire back a past employee. You won’t know which, but the higher your rating, the more likely you’ll land on the short list of three applicants per position, one of whom must be hired.

Those individuals who are handicapped will be given every opportunity to earn a rating and qualify for a job, too. The Americans With Disabilities Act specified non–discrimination in hiring practices between handicapped and non–handicapped individuals. Audio tests will be administered for the blind, an interpreter provided for deaf applicants, and so forth.

Veterans will also be given preferential treatment through increased rating points. Extra points above and beyond what the individual scores will be given for a Purple Heart, a service–related disability and honorable discharges. Widows of veterans will

also be eligible for extra points. There are some restrictions but most veterans get some additional assistance in the hiring process.

If you feel you have been discriminated against in the hiring process, you have the right to go through a formal appeals process. Send a written letter of complaint to the agency stating the details of the situation within 30 days of the incident.

In positions of national security, you will be subject to a special investigation of your personal background. Your fingerprints will be checked and personal references will be contacted, all in the task of identifying the level of your integrity and reliability. You may be asked to review a list of organizations to ascertain if you have any connection with them.

Typically, the minimal age requirement is 18. Some positions such as federal law officers have a higher age standard required, but this is more the exception than the rule.

Completing your education is important to you— and the government. OPM will encourage you to finish school even as you are working full or part time or temporarily with the government. There are specific work–school programs that, if you fit this bill, you may be interested in. Your high school counselor (if you are still in high school) can help and so can the OPM in your area.

You must be a citizen of the United States, with a few exceptions that are noted in the publication, “Federal Employment of Non–Citizens”. Normally, only US citizens are allowed to compete for civil service positions. But foreign job situations do provide exceptions, so you should look into this further if this applies to you.

Drug testing is an extreme likelihood, so be prepared. If a job has certain physical qualifications, such as FBI agent or Border Patrol officer, this will be spelled out in your application packet.

Section 2

Postal Service Employment

The Postal Service is an independent agency of the Federal Government. There are nearly 1 Million Postal Service employees. Because of the large number of jobs within the Postal Service system, the available job openings **CHANGE EVERY DAY**. So it will be CRITICAL for you to follow our application instructions consistently and FREQUENTLY, to ensure that you don't miss a job opening. The Postal Service has its OWN unique method of applying for its job openings known as the eCareer application system, NO other Government agency uses this system. We will go into great detail later in this section on exactly how to apply for Postal Service job openings. If you are a job seeker, don't narrow your job search to just Postal Service jobs. Once you have completed this section and applied for Postal Service jobs, please read Section 4 and apply for OTHER Government agency jobs. There are currently over 6,000 OTHER Government agency job openings nationwide and they can be applied for by reading Section 4.

Each year the Postal Service must fill many positions. Postal employees have a union working to gain better pay and working conditions for them. As a result, job descriptions, working conditions, working hours and salaries are always subject to change. A career with the Postal Service can provide great pay and lifelong job security.

In reviewing this section, you will notice that there are MANY different Postal Service jobs. You will probably notice one job that you prefer most. However, it is **CRITICAL** that you don't limit your opportunities by refusing to consider other Postal Service jobs. Remember, the key is getting your foot in the door. Most Postal Service jobs require no higher education and no experience, so they are all considered entry level jobs, but they have great pay. If you accept a Postal Service job that was not your original preference, you can always transfer into your preferred job later. Also remember to keep your Postal Service job location search as large as possible. If you accept a Postal Service job that is further away than you desire, you can always transfer to a Postal Service job closer to you later. Remember, these are entry level

jobs with great pay, so the key is getting your foot in the door. With the Postal Service eCareer application system, you can apply for job openings nationwide. So you don't have to limit yourself to your hometown or even your state. Once you take and pass an exam, you can use that score to apply for jobs anywhere nationwide.

There are a wide range of job types within the Postal Service. The Postal Service is mandated by the Constitution to provide daily mail delivery to every commercial and residential address in the United States. To accomplish this, the Postal Service has to have a large number of employees. Even in a down economy, the Postal Service still hires new employees. In a down economy they may hire more temporary or part time employees and fewer career employees. However, in many cases temporary or part time workers move into career employee status. So the key is getting your foot in the door either as a career employee or as a temporary or part time employee that can then become a career employee status. There is one important item to note about job status titles. PTF or "Part Time Flexible" is a title that you may be given when you are first hired. Do NOT consider this as just a part time job. For policy reasons, the Postal Service may classify you as PTF, but for all practical purposes, you are a full time employee. Many PTF employees receive a normal 40 hour work week and most importantly PTF's receive the career wages and benefits. You may be initially hired under the title PTF and then converted to career status at a later date.

There is one great thing about working for the Postal Service, job security. Because the Postal Service is constitutionally mandated to provide this service to the American people, the agency will always continue to exist and maintain a large work force. Very few employers can offer the salary, benefits and job security that come with a Postal Service job. And most Postal Service jobs have no higher education or experience requirements.

There are three steps in gaining a Postal Service job: applying, the exam and the interview. Within this section we will go over all three steps in the Postal Service hiring process. Completing the application step can be confusing, so be sure to follow the application steps outlined later in this section. The next step will be the exam. **AFTER** you apply for a job opening, you will be notified, usually by email, of the exam details for the job opening you applied for. There are different exams for different

positions, so you will have to pay close attention to the actual exam that applies to the job opening you applied for. The purpose of this Guide and the “Postal Service Practice Tests” is to give you an advantage over those individuals that did not prepare for the Postal Service exam process. Many individuals do NOT take advantage of any type of exam preparation assistance, such as this Guide and the “Postal Service Practice Tests” that we have provided you and they subsequently may perform poorly on the various exams. (Remember, the “Postal Service Practice Tests” were available for download separately when you downloaded this Guide. If you did not download the “Postal Service Practice Tests” when you downloaded this Guide, you can simply refer back to the email we sent you to access the download link, so you can get the “Postal Service Practice Tests”). The final step in the Postal Service employment process is the interview. Later in this section, we will give you tips on how to best perform during the interview step of the employment process.

APPLYING

The Postal Service has its OWN system for applying for its job openings and the available job openings **CHANGE EVERY DAY**. The Postal Service application system is referred to as the eCareer application system. We will go into great detail later in this section on how to use the eCareer application system. With the Postal Service application system you can apply anytime you want without having to wait for test dates. The exam process takes place AFTER you apply. Once you apply for a job opening you will be notified, usually by email, of the exam process for the job opening you applied for. Unfortunately, this application system can be very confusing to navigate and ultimately apply on. However, we will give you step by step instructions later in this section on how to apply for Postal Service job openings using their application system.

In order to gain employment with the Postal Service, most positions will require you to take and pass an exam. However, the exam that you take, VARIES with the position that you are applying for. In other words, there are several different exams, but each exam only applies to certain positions. Some of the exams are very similar

with only a few questions that are different from one exam to the other. This is very important to remember. This section includes a description of jobs. You should look through ALL of the job descriptions listed later in this section BEFORE you actually apply. The Postal Service can have a very confusing way of naming their positions, so if you attempt to apply without looking through the list of job descriptions we provide you in this section, you won't know what job you are actually applying for. So PLEASE read the job descriptions later in this section BEFORE you apply. The job description includes the sample exam number that applies for that particular job. The sample exams and answers ("Postal Service Practice Tests") for these jobs were available for download separately, when you downloaded this Guide. If you did not download the sample exams (individual "Postal Service Practice Tests") when you downloaded this Guide, you can simply refer back to the email we sent you for the download link to access all of the sample exams ("Postal Service Practice Tests").

The sample exams are numbered, #1, #2, #3, etc. We have numbered these sample exams in this way, for ease of use. However, we have also given the OFFICIAL exam number that the Postal Service has assigned to each of these exams. The official exam numbers are listed with the job descriptions in this section. Within each job description you will see the sample exam number, this number corresponds to the sample exam that must be taken in order to be hired for that particular position. A minimum score of 70 is required for these exams, however, the higher your score, the higher your placement for hiring.

The Postal Service, like other government agencies and most corporations, has moved to an internet method of applying for employment. Postal Service job openings **CHANGE EVERY DAY**. So it's CRITICAL that you follow the search and application instructions outlined below on a regular basis to make sure that you don't miss a job opening opportunity. The Postal Service does NOT use the www.usajobs.gov website that all other government agencies use for employment opportunities. (We STRONGLY encourage all job seekers to apply for all other government job openings on www.usajobs.gov, as described in Sections 4, 5 & 6.) The Postal Service has its own website to apply and register for employment. This website is NOT a private company's website, this site is owned and operated by the United States government. If you do not have a computer or a computer with internet access, most local libraries have computers available that have internet access free of

charge. The benefit of using this method is that the entire process of determining job openings and applying for Postal Service employment can all be done on one internet website quickly and easily. By using this method, you will not have to make any phone calls or speak to anyone, everything will be done on one internet website. In order to determine the Postal Service job openings in your area and to apply, simply follow these steps. The internet website is listed below. **Do NOT type this into a search engine bar like, Google, Yahoo,** etc, you will **NOT** be taken to the CORRECT website. To be taken to the CORRECT website, **your internet address bar at the VERY TOP of your screen** must read EXACTLY as follows:

http://www.usps.com/employment

Once you have typed this in, make certain that your internet address window reads EXACTLY as described above and simply hit enter. You will then see a page entitled “Careers”. (There are also several clickable phrases on this page that go into more detail about various aspects of Postal Service employment.) To see job openings, simply click on the “Search and Apply" phrase/button. On the next page, under the heading of "Search Jobs and Apply", click on the "**Search Jobs**" button. On the next page, in the "Location" box, find your state in the scroll down menu and simply click on your state, do **NOT** type anything into the "keyword" box and do **NOT** click on anything in the "Functional Area" box. The Postal Service has very official names for their positions and these names may not make sense to someone outside the Postal Service. Therefore you MUST leave the “keyword” box BLANK. We have found that if you click on a Functional Area, you do NOT get to see all of the job openings in that area. Therefore do NOT click on any Functional Area. Once you have simply clicked on your state, click the "Start" button, all of the job openings will now appear. (Please be aware that if you live in an area that is close to the border of another state, you may have to do a separate search by clicking on that state as well in order to see ALL of the current job openings for your area.) The job openings are listed in a scroll menu format, so scroll through the list to see all of the job openings. Some positions will have a location listed, while other positions have so many locations, you simply click on the job opening to see the locations. Click on the job opening you are interested in. Then click on the Apply button and follow the instructions on the screen to apply.

You can create a Profile/Account. This will allow your basic personal information to be saved, making it easier and faster to apply for more job openings. You can create a profile by clicking on the phrase "Create an Account". Once you have completed the Profile setup, in the future, you can then click on the phrase "Sign In" or "Log In" to apply, edit your personal information, etc. Remember, Postal Service job openings **CHANGE EVERY DAY**. So it's CRITICAL that you follow the search and application instructions outlined above on a regular basis to make sure that you don't miss a job opening opportunity.

Creating A Profile /Account

First, a few tips about using the eCareer account creation process.

1. First, you must have a valid email address. Most if not all contact and communication from the Postal Service will happen via email. So you must have a valid email address.

2. Secondly, during the account creation, click the "SAVE" button frequently. After a certain period of time, the system will automatically time you out, so saving your information to that point is important. If you don't hit the "SAVE" button, you may risk losing your previously entered information.

3. USERNAME AND PASSWORD TIP – This may seem like a simple step, but there is something you should know before you create your profile username and password. Later in the application process you will be asked to create an "assessment account". During that process, you will have to create a username and password for that as well. Currently, the restrictions for the username and password are more strict for the assessment account than they are for the profile. Therefore, to make things easy for you, it's

best to create ONE SET of username and password that can then be used for BOTH your profile (setting up now) and the assessment account (setting up later in the application process). So below we will list the guidelines for the assessment account, that way you can just create one username and password now for your profile and then use that SAME username and password later, when you are asked to create your assessment account. The reason this is important, is that this way you will only have ONE set of username and password for the entire application process.

USERNAME GUIDELINES

- Must include at least six characters.

PASSWORD

- Must include at least eight characters.

  At least one of these must be an upper case letter

  At least one of these must be a lower case letter

  At least one of these must be a number

  At least one of these must be a symbol (‘ # $ % & < > ? ! @ ^ *)

- May not have any blank spaces.
- May not contain two or more consecutive identical characters.
- May not contain any of your personal data such as name, social security number, zip code, phone number or email address. Also, your password cannot contain your username, so you can’t use any version of your username as a password.

PLEASE WRITE THIS USERNAME AND PASSWORD DOWN AND KEEP IT IN A SAFE PLACE THAT YOU CAN REMEMBER WHERE IT IS.

The following are the steps in creating an eCareer account so you can apply for Postal Service job openings.

- Registration
- Personal Data
- Work Experience
- Education / Training
- General Eligibility
- Veterans Preference
- Attachments
- Assessments (Exams)
- Review & Release

Registration

Keep in mind that this web site is owned and operated by the Government, not a private company. Therefore, to be considered for employment, you must give the Postal Service the necessary information. You will be asked to enter your name and a valid email address in order to create an account (if you have already registered and are simply attempting to manage your applications and profile, you will need to click the “click here to login ” link). It is absolutely CRITICAL for you to remember the information you enter here or write it down for when you want to come back and manage your applications and profile. This is the beginning step in creating an account.

Personal Data

This section is self explanatory. Keep in mind, the system may force you to manually enter your data here. If you begin typing your address and it self populates from your computer memory, the eCareer system may force you to manually enter this data and not accept the auto populated data.

Work Experience

Enter your work experience here. There are several things to note about this page. First, you MUST enter work experience for the last 7 years or back to your 16th birthday if you are under 23 years old. There cannot be any gaps of time at all. If you were unemployed, then put unemployed, the dates, etc. If you were a student, then put student, the dates, etc. This screen will not allow you to move on if there are any gaps of time. In the description box put as much detail as you can about any prior work history you may have. Although NO experience is required for most Postal Service jobs, the more you can say about yourself, the better.

Education / Training

This section is set up very similarly to the Work Experience section. So just list your information here.

General Eligibility

This section simply requires you to answer a few questions to ensure that you are eligible. One item to note is for MALES regarding the Selective Service. By law, all males between the ages of 18 to 25 are required to register for the Selective Service and be assigned a Selective Service number. For these males, you probably either don't have a Selective Service number or you don't know it, if you do have one. But it is very simple to check and if you don't have one, you can simply register online. Please visit the Selective Service website at http://www.sss.gov/default.htm to either create your Selective Service number or retrieve your existing Selective Service number. This ONLY applies to males.

Veterans Preference

If you're not a military veteran simply answer no. If you are a military veteran, simply answer the questions and upload the proper documents.

Attachments

This section is for jobs where some type of attachment is required by the job description. However, most Postal Service positions do not require any kind of attachment.

Assessments (Exams)

This section is in reference to your Postal Service assessments (exams) that you have taken for Postal Service employment. One critical item to note here is that your “Candidate ID” number will be displayed. It is CRITICAL that you make a note of this very important number. You will use this number for the purpose of taking Postal Service exams. Each time you take an exam your score will be recorded here.

Review & Release

Here you will be given the opportunity to review all of your information. If there are any errors, go back to the appropriate page and make the corrections. You will be given the option of either locking your profile or releasing it. By releasing your profile, you are allowing the Postal Service to possibly match you up with job openings. By locking your profile, you will only be considered for jobs that you actually apply for. Obviously, it’s best to release your profile, so that you can be considered for as many jobs as possible. The final step is to hit the complete button to complete the account creation process.

Once you hit the complete button, you now have an eCareer account. You should receive an email confirming your account creation with the Postal Service.

After you have created an account, you can now officially begin applying for Postal Service job openings. To apply for Postal Service jobs, follow the previous instructions in searching for Postal Service job openings. Once you click on a job opening, click the “Apply” button. Now that you have created an account, BE SURE to click on the “Click here to log in” phrase on the next page. The actual application process includes the same information that you previously input during the account creation process. As long as you are logged in, most of this information should automatically populate in these fields during the application process. During the application process, MAKE SURE that you hit the “Send Application” button at the end of the process. If you don’t hit this button your application will NOT be submitted. After hitting this button, you should receive an email confirming that you applied for the position. AFTER you have applied you will also receive a second email giving you instructions for creating an online assessment account and giving you the exam

details. Keep in mind, sometimes you will get the exam email immediately and sometimes it can be many days before you receive the exam email.

If there is more than one job opening in your area you CAN apply for as many job openings as you desire. Any testing necessary for a particular job opening will take place AFTER you apply. The hiring process begins by applying first, any testing for that particular position will take place AFTER you apply. If the Postal Service is interested in possibly hiring you, you will be contacted by them, usually by email. The Postal Service uses applicant's test scores to determine who to interview. When you are contacted with your assessment account via the email address you registered with, log into your account. At that point, you can select a test center/date/time that will best accommodate you (or you will be given instructions for the online assessment). You can look through the Postal Service job descriptions located in this section of the Guide. With each job description there is a listing of information. That includes, job information, salary information and exam information. The Postal Service hires for both part time and full time positions. With part time positions, you'll usually have the opportunity to take on a full time position at a certain point in time, if you desire. For many people, part time positions are a great way of getting their "foot in the door" for Postal Service employment.

IMPORTANT INFORMATION

THIS POSTAL SERVICE EMPLOYMENT WEB SITE IS UPDATED DAILY AND THE JOB OPENINGS CHANGE DAILY. This means that the positions listed today, may not be listed tomorrow and tomorrow new positions may be posted. However, you are registered for EVERY position that you submit an application for. So, even if a position drops off the site, that does NOT mean you are not eligible for that position, as long as you applied for that position. It is critical that you monitor this site daily to ensure you don't miss out on an employment opportunity. Remember, you CAN apply for as many job openings as you desire. We strongly encourage you to apply for as many job openings as you can. As in the private sector, the more job openings you apply for, the greater the chances of being hired. We also STRONGLY encourage you to use the www.usajobs.gov website to apply for all other government

job openings (see Sections 4, 5 & 6 for details and full instructions on how to apply for all other government job openings).

We are now going to list Frequently asked Questions and Answers in regards to the Postal Service eCareer system. Following that will be the list of Job Descriptions. After the Job Descriptions, you will find general exam information. Remember, the Postal Service sample exams and answers ("Postal Service Practice Tests") were available for download separately, when you downloaded this Guide. If you did not download the sample exams (individual "Postal Service Practice Tests") when you downloaded this Guide, you can simply refer back to the email we sent you for the download link to access all of the Postal Service sample exams ("Postal Service Practice Tests"). And finally at the end of this section you will find Interview tips and techniques to complete the Postal Service hiring process.

Postal Service Frequently Asked Questions

I am having a computer problem while attempting to register and/or apply on the Postal Service website, what can I do?

If you experience a computer problem while attempting to register and/or apply for employment on the Postal Service website, please note the following. The Postal Service website may not function correctly if you are using certain web browsing software on your computer. If you find that you are unable to click through the registration and/or apply process or notice that the website seems to be "locking up", then we suggest the following. First, try using a different web browsing software on your computer. For example, if you are using Internet Explorer to access the internet on your computer and you are having a problem with the registration and/or apply process, then try accessing the Postal Service website using Google Chrome, Firefox

or another web browsing software instead. Or you can attempt to access the Postal Service website on a completely different computer. Remember, you can use computers at your local library completely free of charge. We have found that either using a completely different web browsing software to access the Postal Service website or using a completely different computer usually solves these types of computer problems.

All of the information listed in this section was pulled directly from the Postal Service's website for your convenience. You should find the answer to most any question you have in this section.

Proctored vs. Un-Proctored Assessments

What is the difference between a "proctored assessment" and an "un-proctored assessment"?

A "proctor" is a person who monitors or directs people while taking an assessment. Based on the job for which you applied, you may be required to take an "un-proctored" assessment, a "proctored" assessment or both. An un-proctored assessment is one that you can take on your own, at any location of your choosing. A proctored assessment is one that you must take at one of the test sites. At the test site, a proctor will sign you in, verify your identity, and provide you with instructions to take the assessment. Most of the un-proctored assessments are given online, using a computer. The proctored assessment may be given using a computer, or may be given using paper booklets and answer sheets.

SCHEDULING EXAMINATIONS

How soon will I be scheduled for required examination(s)? How much advance notice will I receive?

You can schedule yourself for the examination after receiving scheduling information via an email. You may choose any available date, time and location, as long as you complete the entire assessment process within the scheduled timeframe.

How much time do I have to complete the testing process?

The amount of time you have to complete the assessment process varies by job opening. Ensure you read the communication or invitation email that was sent to you. Some assessments include multiple steps, so ensure you begin the assessment process as soon as possible so you have enough time to complete all of the steps.

If I am asked to take an assessment online how much time should I allot?

The amount of time will vary based on what assessment you are taking. Before you begin the assessment, the instructions will tell you how long to allot.

How do I schedule my proctored testing appointment?

When you are contacted with your assessment account, log into your assessment account at https://secure.vitapowered.com/usps/login.screen, the Schedule Assessment link. Select a center/date/time that will best accommodate you. Keep in mind the expected time frame for completing all assessment steps.

What if I want to test in a geographical area other than those shown as options for the proctored assessment?

The centers available are presented based on your Zip code. If you would like to test in another area, click on the Schedule Assessment link. Scroll to the bottom of the scheduling page, enter an alternative Zip code in the Enter Different Zip code field,

and click Submit. Centers available near that Zip code will appear. If there are no centers available, select the Submit a Closer Center Request link.

For the proctored assessment, I submitted a seat request. How long will it take to fill my seat request?

Please allow two to five business days for your request to be processed.

I was told I have 14 days to finish the assessment process, but I did not finish in time and received an "ineligible" result. Will this result be applied to new job applications I submit? How long do I have to wait to take the assessment again?

If you did not complete the assessment process, you are ineligible on that particular job application. However, that result will not be used for future job applications. You may apply for another job immediately: you are not locked out from applying to other jobs with that assessment requirement. The system will prompt you to take the assessment when you submit your next job application. You may only take the assessment when you submit an application for a job requiring that assessment.

How do I cancel or reschedule my assessment appointment?

You may reschedule your appointment as long as you do so more than 24 hours prior to your appointment time.

- Login to the scheduling website: https://secure.vitapowered.com/usps/login.screen
- Select the Assessment Name (a highlighted link)
- Cancel and Reschedule Now or Cancel and Reschedule Later

If you are within 24 hours of your appointment, you will not be able to reschedule your exam.

What do I need to bring with me to the test center?

You will receive a confirmation email message after you have scheduled your assessment. Read this message carefully, since some assessments may require that you bring additional information or materials.

For all assessments, you will need to bring a valid State/Government issued photo I.D. You will also need to bring your Login ID, password, and Candidate ID to access your assessment.

Applicant Eligibility – Notice/Exam – History Code

What is an Applicant Eligibility Notice? How do I get one?

Applicant Eligibility Notices were mailed to former USPS applicants who had taken a USPS entrance exam (before online application was available) AND had an active eligible score. The Exam History Code on the Applicant Eligibility Notice allowed candidates who completed the assessment in the former process to import their score into the current system. Applicant Eligibility Notices are no longer being issued. Candidates who apply for jobs in the current system do not need an Exam History Code, because their assessment results are automatically associated to their job applications.

What if I lost my Applicant Eligibility Notice or did not receive one? How do I get a replacement?

There is no way to get a replacement letter or learn your Exam History Code. It is important that you keep this letter in a safe place and do not lose it. If you have not

received an Applicant Eligibility Notice, and are applying for a job that requires an assessment, you will need to take the assessment.

The system is asking me for an Exam History Code. I completed the assessment online for a previous application. How do I get an Exam History Code?

If you took the assessment online for an application submitted online, you will not receive an Exam History Code. The Exam History Code was only sent to candidates who took a paper and pencil assessment prior to the implementation of the USPS online application system (eCareer). If you took the assessment for an application submitted through eCareer, then your assessment result will automatically be included when you apply for another application that requires that same assessment. Please mark “no” when it asks if you have an Exam History Code.

Other Assessment/Examination Questions

I am logging in to create my online assessment account and it is asking for my “Candidate ID”. I forgot/don’t know my Candidate ID. How do I find it? (Can the assessment vendor provide it to me?)

You can get your Candidate ID by logging into your USPS Candidate Profile in eCareer. (The Assessment vendor is not able to provide you with your Candidate ID) To find your Candidate ID, follow these steps:

1. Access the USPS Employment web site: www.usps.com/employment
2. Click the log in link to access your eCareer Candidate profile.
3. Click on “Show Roadmap” in the upper left hand corner of the screen.
4. Click the Assessment tab.

5. Locate your candidate identification number on the Assessment tab.

I am having difficulty logging into my online assessment account. I know that I am using the login ID and password that I created. Help!

A common mistake is trying to log into your online assessment account using the login ID and password for your eCareer Candidate Profile (and vice versa). Please keep in mind that these are two different systems. Your login ID and password for each system is different (unless you purposefully made them the same). Please double check that you are using the login ID and password that you created for the online assessment system, and NOT what you created for your eCareer Candidate Profile.

If you aren't sure of your login ID for either system, check the email messages you received. Messages about the online assessment system are from "USPS Support" and usually contain your login ID. Messages about eCareer are from "eCareer Workflow", and you should have received an email message containing your login ID when you first created your eCareer Candidate Profile or when you submitted your first job application. In either system, if you forgot your password, use the "Forgot Password" link on the login page.

I forgot my login ID and created a second Candidate Profile in eCareer. How do I transfer my assessment result to my new Candidate Profile? (Can I get an Exam History Code to transfer my assessment result?)

If you create multiple Candidate Profiles in eCareer, there is no way to move your assessment result from one Candidate Profile to another. Your assessment result attaches only to the Candidate Profile you used when you applied for the job. We advise that you create only one Candidate Profile, keep your login ID and password in a safe place where you will not lose it, and use that Candidate Profile to apply for all jobs of interest. If you create a second Candidate Profile and apply for jobs requiring an assessment, you will have to take the assessment again. It is best if you get into the habit of logging into your Candidate Profile before you begin searching for USPS jobs. (Assessment results earned through the online assessment process are not assigned an Exam History Code, so you cannot transfer your result that way.)

I am applying for a job (e.g., City Carrier, Rural Carrier) that requires an exam, I was told I have 14 days to complete the assessment process. What are the steps in this process that must be completed?

1. The first step involves establishing your assessment account and providing some basic, voluntary information about you. An email invitation will be sent to the email address you provided. Follow the instructions in that and later emails to complete the first and second steps.

2. The second step involves completing an online assessment (you are allowed a maximum of 90 minutes to complete the assessment).

3. Applicants who successfully complete the online assessment are invited to schedule themselves to complete the last step in the process, a proctored assessment. The proctored assessment will take approximately 90 minutes and must be completed at an approved location by trained personnel.

I took a Postal Examination awhile ago and passed. Do I need to take the examination again?

If your score is still active, you do not need to take the examination again. You should have received a letter (an Applicant Eligibility Notice) providing you with an Exam History Code. Applicants should follow the instructions on that letter to retrieve their exam history with the USPS. If you did not receive a letter, you will need to take the examination again.

I applied for a job requiring an assessment, and was told that I must finish the assessment process within 14 days of submitting my application. What if for some reason I am unable to complete the assessment process within the specified time frame?

If at any time you need assistance of special consideration with scheduling your assessment, submit your request to the technical support email address provided in the messages you received related to the assessment process.

If you are not able to complete the assessment process within the time allowed for this specific vacancy, then you will be removed from consideration for that particular job application. However, you will not be prevented from applying for another job opportunity to restart the process. You may apply for other job opportunities and complete the required assessment for the next job for which you apply.

I took the assessment in person at a center – but got a low rating. How can I retake the assessment to get a higher score?

You cannot improve your score for the job application for which you took the assessment. Also, you cannot take the assessment again within the retest time period (explained on the bottom of your Notice of Result).

After the retest period, you may take the same assessment again but only if you apply for a job requiring that same assessment.

If you apply for a job requiring that assessment and choose to take the assessment again, your score will change to the most recent score. This is regardless of whether it is higher or lower than your previous score.

I believe I have a disability and need an accommodation to take an exam. How do I request an accommodation? How do I know if I will receive an accommodation?

You will be able to submit a request for accommodation when you sign up to take the exam. Information about the Postal Service's reasonable accommodation process is available at: http://www.usps.com/cpim/ftp/pubs/pub316.pdf

How frequently can I take an assessment?

You may only take the assessment once per job application. If you already have an assessment score recent enough to be in the retest time period, you will not be allowed to take the assessment again; your existing score will be used for that application. If you submit a job application past the retest period, you will have the option of taking the assessment for that application or using your existing assessment result. You may only take the assessment as part of submitting an application for a job requiring that assessment.

When will I get my results for an assessment process that I completed?

Immediately. An email message will be sent to the email address listed in your Candidate Profile following completion of the assessment at the testing center.

How long is my score good? When will it expire?

Your score may be used until the date shown on your Notice of Rating.
(Different rules may affect your score after you are hired.)

I got an "Ineligible" score on the test. How long before I can take it again?

This information is provided at the bottom of your Notice of Result. This retest period applies whether you failed the online or proctored assessment. In addition, you will only be able to take that exam if you apply for another job requiring the same exam. Your new exam result can only be used for that vacancy application

and future applications; it cannot be added to applications submitted prior to your taking the exam again.

How can I get additional information about what to expect on the assessment?

All available information about an assessment will be provided to you online through your assessment account. For example, before you schedule yourself for the proctored exam, an Assessment Information Package will be available to you by following the instructions in your online assessment account.

Background Checks

One of the questions in the Application asks if I have ever been convicted of a crime. If I answer yes, will I be disqualified?

In fairness to applicants and in consideration of the Postal Service's obligations to the public and the workforce, the Postal Service individually evaluates the employability of each candidate with a criminal conviction or pending criminal charge. The Postal Service recognizes that many persons with criminal records have demonstrated successful rehabilitation and are capable of performing the duties of postal jobs. These applicants are entitled to compete for jobs on individual merits. It is Postal Service policy to evaluate the employability of each applicant with a criminal conviction record individually.

I was arrested but am not sure if I was convicted since I only paid a fine and spent no time in jail. Should I omit this offense?

The application states that you may omit: (1) any charges that were dismissed or resulted in acquittal; (2) any conviction that has been set aside, vacated, annulled, expunged, or sealed; (3) any offense that was finally adjudicated in a juvenile court or

juvenile delinquency proceeding; and (4) any charges that resulted only in a conviction of a non-criminal offense.

Do I need to report a misdemeanor conviction?

All felony and misdemeanor convictions and all convictions in state and federal courts are criminal convictions and must be disclosed. Disclosure of such convictions is required even if you did not spend any time in jail and/or were not required to pay a fine.

One of the questions in the Application asks if I have ever been fired from a job. If I answer yes, will I be disqualified?

You will not be automatically disqualified. The Postal Service individually evaluates each candidate's employment history paying close attention to a candidate's reasons given for leaving a job, being fired form a job, or for quitting in lieu of being fired.

The Application indicates that a background check may be obtained. What information is requested?

It is Postal Service policy to do a local criminal records check during the suitability screening process. A criminal record check and motor vehicle record check (if the vacancy for which you applied requires driving) may be obtained from a consumer reporting agency for the purpose of verifying your eligibility and suitability for US Postal Service employment. Prior to requesting such a report, you will receive an email message requesting consent and additional information. Failure to respond promptly could result in missed employment opportunities.

What additional information might be required for a background check?

You will be asked to verify your name including any suffix (e.g., Jr. or Sr.) that you use, as well as your current address and previous addresses. You will be asked to supply your driver's license number (if the vacancy for which you applied requires driving), and your date of birth and social security number so we can verify that records found belong to you. Finally, you will be asked to consent to the background check and to print, sign, and fax back a consent form immediately.

How much time do I have to respond to a request for additional information for a background check?

You must respond with your consent and the requested information within five business days or we will assume you are no longer interested in being considered for the position.

I received an email from General Information Services, Inc. (GIS) asking for additional information and consent for a background check, but I could not open the link.

Candidates who use text formatted emails will need to copy the link to the GIS site and go into a web browser to paste the link.

I have a question that is not listed previously in this section, what can I do?

If you have not been able to find an answer to a question, you can contact the Postal Service by doing the following. First, your local Post Office CANNOT assist you with employment related questions. Local Post Offices are NOT involved in the hiring process. However, you can ask questions in regards to Postal Service employment by clicking on the clickable phrase entitled "Customer Service" at the bottom of the main Postal Service employment web site, http://www.usps.com/employment. Once you click on the clickable phrase "Customer Service", simply follow the instructions.

How many applications can I submit at a time?

There is no maximum number of applications that you can submit; however, you must complete one application and submit it before beginning the next application.

When will I be contacted about the job?

Due to the different steps in the application and selection process for various jobs, it is difficult to give you an exact period of time. You may be contacted immediately about scheduling an assessment, or there may be questions about your application after you submit it. Applicants are advised to monitor their email closely for communications regarding the application process.

I was not selected for a job. Can I apply right away for another job?

Yes.

Will you keep my application on file for other positions?

Your Candidate Profile is available for you to use to apply for other opportunities and will supply much of the application information when you next apply for a position. However, you must actively search for job vacancy postings and specifically apply to the other jobs in which you are interested.

Interview Notices: How will I receive an interview notice?

If you are scheduled to be interviewed, you will receive a notice via email.

I don’t see a score, the Notice of Result just says “eligible.” What does that mean?

Some assessments are scored only as “eligible” or “ineligible.” If you receive an eligible score, you have passed the assessment and will be considered for the job(s) to which you have applied requiring that assessment.

Virtual Entry Assessment (VEA)

Please refer to your assessment invitation email for information on the VEA assessment you must complete.

Assessment Process

How do I complete the assessment process?

You will receive an email from the applicant tracking system (eCareer). The message will contain a link that will enable you to launch and complete the assessment.
The assessment can be completed by using a smartphone, tablet, or computer at a time and place of your choosing. To do your best work, you are encouraged to complete the assessment in an environment free of noise and distractions.

I submitted an application for a job that requires the VEA, but did not receive an assessment invitation email. Why wasn't I invited?

Not everyone who submits an application will be invited to take the VEA. Each job posting has a pre-determined number of applicants who are invited to complete the assessment. Invitations are issued on a "first-come, first-served" basis. If you are not initially invited to complete the assessment, you may still have an opportunity to take it in the future. You are encouraged to watch your email for additional information.

How much time do I have to complete the VEA?

You have a total of 3 days (72 hours) to complete the VEA. Please be mindful to start the assessment as soon as possible once you have received your email invitation.

What happens if I am unable to complete the VEA within 72 hours?

If you are not able to complete the assessment within the time allowed, then you will not receive consideration for the job to which you applied. However, you will be able to apply to additional jobs in the future.

What should I do if I am experiencing problems or technical difficulties with completing the assessment?

A link to technical support resources is provided at the beginning of the assessment. Tips are provided to troubleshoot the most common causes and a technical support phone number is available if your issue is not resolved.

How do I get my results for the VEA?

Once you have completed the VEA you may check your results by logging in to your eCareer Candidate Profile. Open the Roadmap and go to the Assessments page (7). This score will be used if you apply to jobs that require the same VEA version.

I don't see a score on my Assessments page, it just says "ineligible." What does that mean?

Candidates who do not receive a passing score are ineligible on this version of the VEA. If you don't successfully pass a version of the VEA on your first attempt, you will be able to try again after one year. You may still apply to other jobs that require a different version of the VEA. Candidates who do not complete the assessment within 72 hours are also determined to be ineligible. In this case, you are only ineligible for the specific job to which you actually applied. You may immediately apply again to any jobs requiring this version of the VEA, as well as to other jobs that require a different version of the VEA.

Automotive Mechanic

Salary Range: grade level 5 to 6

SAMPLE EXAM # 4
Official Exam # 943 / 943E

Job Description:

The Postal Service operates one of the largest vehicle fleets in the world, currently over 200,000 vehicles. This fleet is growing in size every year as the population expands. Therefore, the Postal Service needs a large number of individuals to service this fleet of vehicles. This position requires general automotive mechanic duties. Such as diagnosing mechanical and operating difficulties of vehicles. You must also be able to adjust and tune engines, clean fuel systems and radiators. In addition, you must know how to repair and replace automotive electrical equipment such as generators, starters, ignition systems, distributors and wiring. Other automotive maintenance and repair duties are also performed by this position.

Building Equipment Mechanic

Salary Range: grade level 7

SAMPLE EXAM # 5
Official Exam # 955 / 955E

Job Description:

In an effort to modernize the postal system and create greater efficiency, the Postal Service has a vast assortment of machines. This field is expected to have strong employment growth into the future. This position performs troubleshooting and maintenance work throughout the building and building equipment. This position also maintains and operates a large automated air conditioning system and a large heating system.

You should possess a knowledge of basic mechanics, basic electricity, and basic electronics. This position may require standing, stooping, climbing, bending, and reaching. An employee may be required to lift heavy objects up/down stairs and/or up/down ladders. In addition, you should have knowledge of safety procedures and general equipment. This position also requires the ability to use written reference materials in order to perform repairs on equipment.

Carrier

Salary Range: grade level: 5

SAMPLE EXAM # 1
Official Exam # 473E
- MC 474

Job Description:

This is one of the largest career fields within the Postal Service system. The demand for carriers is growing every year. The Postal Service recently stated that the number of actual mail delivery points increases by over 1.5 million every year. This translates into the need for almost 5,000 new carriers. Carriers are the individuals that forward the mail and actually deliver it to its final location. Carriers can work on foot or by vehicle in delivering mail.

You must be able to handle potentially heavy packages. You must also possess good vision (it may be corrected with contact lenses or eyeglasses). You must be able to read written material and typed material and show good comprehension skills. Remember, you will be reading the addresses that people write on the outside of an envelope which isn't always easy to read.

Sales, Service and Distribution Associate (Clerk)

Salary Range: grade level: 5

SAMPLE EXAM # 1
Official Exam # 473E
- CS 477

Job Description:

This is one of those positions within the Postal System that has a very long name, but can simply be referred to as “Clerk”. You may actually see an even longer name on the Postal Service employment website for this position “PSE Sales &Svcs/Distribution Associate”. Clerks are the individuals that always work at the counter in the post office. Of course there is a reason for the long name. Clerks really do perform a variety of duties. They do have a sales function in selling stamps, money orders, etc. to the general public. Clerks do perform a customer service function by directing customers to various products and assisting customers with the completion of passport documents. Finally, they perform distribution functions such as handing out packages and other mail pieces that are located at the post office. However, you can simply refer to this position as “clerk”. You will be taking incoming mail from the public and sorting and distributing the mail, selling stamps, money orders, etc. You will also be moving mail around within the post office. You must be able to deal with the public.

Clerk – Typist & Stenographer

Salary Range: grade level: 4 to 5

SAMPLE EXAM # 2
Official Exam # 710

Job Description:

The clerk - typist handles most clerical duties in the post office. You will be responsible for handling and managing records and documents. You would also relay messages to other post office personnel, answer telephones, write memos and generally perform secretary type activities. You may also be asked to serve other clerical duties. Some of which may include the corresponding with other post offices and the public.

You must possess good clerical skills for this position. You must also have good verbal and writing skills as well as good basic math skills. Being able to comprehend instructions and implement those instructions is also important. It is also required that you be able to operate basic office equipment such as computers, copying machines and calculators. In addition to EXAM # 2, you will be required to

take a typing test that must result in 40 words per minute for 5 minutes with no more than two errors.

Data Conversion Operator

Salary Range: grade level 4

SAMPLE EXAM # 2
Official Exam # 710

Job Description:

Data Conversion Operators use a computer terminal to prepare mail for automated sorting equipment. You will key into a computer terminal the essential information needed so that an address bar code can be applied to each piece of mail.

Distribution Clerk

Salary Range: grade level: 5

SAMPLE EXAM # 1
Official Exam #473E
- MP 476

Job Description:

This position involves the sorting of the mail by using machines that sort by zip codes and keys to make sure of the proper routing and to ensure the correct delivery of the mail. These individuals are also known as LSM operators and must be able to key addresses with a high degree of accuracy.

You will be required to take the written postal exams for this position, however, there is no experience required for this position. A score of 70 is considered to be passing, however, it is in your best interest to study and practice as much as possible for this exam because a higher score will put you at an advantage.

Electronic Technician

Salary Range: grade level 6

SAMPLE EXAM # 5
Official Exam # 955 / 955E

Job Description:

The Electronic Technician performs a wide variety of preventive maintenance, diagnostic, alignment and calibration, and overhaul tasks on a variety of systems and equipment. This position carries out testing and troubleshooting of solid state electronics as well. You must have the knowledge of basic mechanics, basic electricity and basic electronics. This position also requires problem solving abilities and other mathematical skills. A knowledge of waste disposal, industrial hazards and protective clothing are also required.

Engineer

Salary Range: grade level: 6

SAMPLE EXAM # 5
Official Exam # 955 / 955E

Job Description:

There are various engineering positions available within the post office system. These positions perform various maintenance and engineering duties. You should possess a knowledge of basic engineering techniques.

Knowledge of engineering methods may be required for certain engineering positions. In addition, you should have a knowledge of safety procedures and general equipment. These positions may also require the ability to use written reference materials in order to perform maintenance duties.

Equipment Mechanic & Maintenance Mechanic (Mail Processing Equipment Mechanic)

Salary Range: grade level: 6

SAMPLE EXAM # 5
Official Exam # 955 / 955E

Job Description:

These positions require that you make certain that all equipment is in working order and keep track of the repair records on most of the machines in the postal facility. The basic function of these positions is to make certain that all equipment continues to operate. You must use check lists to keep track of the maintenance and try to make sure that the equipment does not fail. You will also be required to make some repairs on the equipment.

You should possess a knowledge of maintenance, basic mechanics, basic electricity, and basic electronics. In addition, you should have knowledge of safety procedures and general equipment. This position may require standing, stooping, climbing, bending, and reaching. An employee may be required to lift heavy objects up/down stairs and/or up/down ladders. This position also requires the ability to use hand tools and power equipment.

Flat Sorting Machine Operator

Salary range: grade level: 5

SAMPLE EXAM #1
Official Exam # 473E
- MP 476

Job Description:

A flat sorting machine operator is responsible for the operation of a machine that sorts large pieces of mail that are referred to as “flats”. You must be able to maintain an assembly line type of work pace for this position. There will also be some manual sorting and loading and unloading of the sorter machine. You are required to be able to read and comprehend quickly.

Mark Up Clerk

Salary Range: Grade Level: 4

SAMPLE EXAM # 1
Official Exam # 473E
- MH 475

Job Description:

This position handles all address changes and labeling of the mail. Generally speaking you will be responsible for making sure that all mail reaches the right location. As in most jobs you must be able to work closely with other individuals and be able to handle work pressure.

You must possess good vocabulary skills and strong reading comprehension. You must also possess strong math skills and be able to solve basic math equations such as addition, subtraction, division and multiplication. Generally speaking you must have good clerical skills. You must be able to work with computers and have basic knowledge of how to operate a computer. The amount of computer experience required is just basic computer operations. In addition to EXAM # 1, you will be required to take a typing test that must result in 40 words per minute for 5 minutes with no more than two errors.

Mail Handler

Salary Range: grade level: 4

SAMPLE EXAM # 1
Official Exam # 473E
- MH 475

Job Description:

The Mail Handler does precisely what the name suggests, you handle all aspects of the mail at the post office. You generally work inside the postal facility and on the dock at the post office loading and unloading mail and separating mail sacks and routing them to their final location. You will also be responsible for wrapping parcels, operating fork-lift trucks and operating canceling machines. You must be willing to work outdoors for this position.

Mail Processor

Salary Range: grade level: 5

SAMPLE EXAM # 1
Official Exam # 473E
- MP 476

Job Description:

The Mail Processor basically processes and sorts the mail inside the postal facility. Some of this is done manually, however, most of the time you will be using a machine called an Optical Character Reader. This machine is able to read written letters and numbers and correctly identify those letters and numbers. You will also be responsible for stopping machines, clearing jams out of the various machines and loading of mail in and out of these machines. You may be required to stand in place for several minutes at a time.

Motor Vehicle Operator

Salary Range: grade level 5

SAMPLE EXAM # 3
Official Exam # 230

Job Description:

As mentioned previously, the Postal Service has one of the largest fleet of vehicles in the world and it needs a large number of drivers to operate those vehicles. This position requires you to operate motor vehicles and perform related work. You should have the ability to drive safely and with a satisfactory driving record. You should also be able to drive under local driving conditions, to follow instructions and to prepare trip and other reports. A valid, state issued driver's license is required.

You must have a valid driver's license and be in good standing with the state in which you will be driving.

Sales & Marketing Positions

Salary Range: grade level VARIES

Job Description:

The postal service has sales and marketing teams in certain areas across the nation. These positions establish territories, goals and strategic sales plans. These are NOT the clerks at the counter in local post offices. These sales and marketing positions work with large and small businesses across the country. These positions

work with business to business, large commercial or business to mass consumer sales. Ability to develop client strategies, account revenue and volume performance targets is helpful. Knowledge of direct marketing and catalogue sales is also helpful.

Tractor Trailer Operator

Salary Range: grade level: 6

SAMPLE EXAM # 3
Official Exam # 240

Job Description:

You will be operating a tractor trailer and operating within certain areas and time schedules. The position entails picking up large amounts of mail at different postal service facilities, airports and possibly railroad centers. You will be responsible for the tractor trailer and you must operate it in accordance with the law. In addition, you will have to perform inspections on the tractor trailer and report any problems with the vehicle.

You must have a valid driver's license and be in good standing with the state in which you will be driving. In addition, you must be certified to operate a tractor trailer.

POSTAL SERVICE GENERAL EXAM INFO

The Postal Service sample exams and answers ("Postal Service Practice Tests") were available for download separately, when you downloaded this Guide. If you did not download the sample exams (individual "Postal Service Practice Tests") when you downloaded this Guide, you can simply refer back to the email we sent you for the download link to access all of the sample exams ("Postal Service Practice Tests"). HOWEVER, PLEASE READ all of the below information first, before you move on to the sample exams and answers.

With most private sector jobs, you can apply for a job, wait for an interview and find out if you received the position after the interview. However, with Postal Service

employment after you apply, there is the added step of the exam or as the Postal Service sometimes refers to it, the assessment. Exams are used for screening and selecting potential employees. The interview takes place after the exam and is therefore the final step before hiring. The score on your exam will determine whether you are called in for an interview. Therefore, it is very important to score as high as you possibly can on the exam. That is the purpose of this Guide and the separately downloadable “Postal Service Practice Tests”. Most individuals attempt to take the Postal Service exams with no practice and no preparation. That is why many individuals do not pass the various Postal Service exams. A passing score is 70%, but you want to score as high as you can to ensure that you are called in for an interview.

ELECTRONIC TESTING - The Postal Service has been in the process of converting its various exams to an electronic version instead of the traditional paper and pencil. Eventually, it is believed that all Postal Service exams will be completed electronically. This simply means that AFTER you apply and you are then given instructions to take a particular exam, that exam will be completed electronically at a computer instead of the traditional paper and pencil. This conversion process does not carry a great deal of significance to the exam taker.

CREATING AN ASSESSMENT ACCOUNT

After you apply for a job opening you will receive notification, usually by email that you need to create an assessment account. If you followed our instructed steps for creating a username and password during the “Create an Account” step earlier in the application process, then you can simply use that SAME username and password here. If you did not follow those instructions, you will have to refer back to that section of this Guide for the guidelines in creating your assessment account username and password.

KEEP APPLYING IF NOT SUCCESSFUL!

If you didn't get the job, don't give up. You should continue searching and applying. Just like in the private sector, the key to getting a job is being persistent. Your exam score is usually good for six years, but you can retake the exam to obtain a better score (explained later). So you can actually apply for OTHER jobs that use the same exam, using your existing score. That means you DON'T have to take that exam again when applying for another job that requires that same exam. So you can actually apply for many different jobs, using the exam score you have already received. If you find another job that requires a different exam, then simply apply for that job and take that exam. There are even some jobs that don't require an exam, so don't give up!

USING YOUR EXISTING SCORE TO APPLY FOR JOBS IN OTHER LOCATIONS

This is one of the best things about the Postal Service eCareer application system. The Postal Service eCareer system allows you to see AND apply for jobs ANYWHERE in the United States. You can simply use your existing score to apply for jobs that use that same exam number anywhere in the United States.

YOU CAN RETAKE THE EXAM

If you have applied for several jobs and were never called in for an interview, there are several possible reasons, but the most likely reason is that your exam score was not high enough. YOU CAN RETAKE THE EXAM. You are allowed to retake most exams after 120 days. So if you have not been hired for several jobs you applied for, apply for another job that requires that exam and as long as it has been 120 days, you can

simply retake that exam. During the application for that new job, you will be given the choice of either using your existing score or retaking the exam. However, keep In mind that the Postal Service keeps your most RECENT score. You need to be sure and practice, so you receive a higher score the second time around. But the good news is now that you have been through the exam process once, you are already familiar with the exam and if you practice, you should be able to achieve a higher score the second time around. Remember the key to obtaining any job is persistence, DON'T GIVE UP!

WHAT'S NEXT?

You're almost ready to take the separately downloadable sample exams ("Postal Service Practice Tests"). After you take the official exam with the Postal Service, the final step in the hiring process is the interview. After the next part in this section "PERSONAL CHARACTERISTICS & EXPERIENCE INVENTORY", you will be shown interview tips and techniques to assist you in the final step of the Postal Service hiring process.

PERSONAL CHARACTERISTICS & EXPERIENCE INVENTORY - The Postal Service has begun using an exam known as the "Personal Characteristics & Experience Inventory" (PCEI or PCI). This exam is used as a stand alone exam for some positions and an additional part of other exams for yet other positions. Therefore, we will go over it BOTH here and in Sample Exam #1 (the separately downloadable sample exams - "Postal Service Practice Tests"). We strongly recommend that you continue reading this, regardless of which Postal Service exam you may be taking. As a side note, this type of exam is becoming more common in the private sector as well, so getting familiar with this type of questioning should prove to be beneficial to your employment prospects overall.

The "Personal Characteristics & Experience Inventory" is designed to build a personality profile and work ethics profile of a job applicant. The Postal Service uses

this exam to select the best possible employees. However, it could also be viewed as "weeding" out individuals that the Postal Service feels are not fit for employment, either because of their personality answers or their work ethics answers. This exam will ask you a series of questions. Many of these questions are about the same topic, simply asked in different ways. The questions cover the topics of temper, stress, tolerance, motivation, frustration, organization, among others as well. All of the questions are multiple choice. For example, some questions will have answers such as "Strongly Agree", "Agree", "Disagree" and "Strongly Disagree". Other questions may have answers such as "Very Often", "Often", "Sometimes" and "Rarely or Never".

Technically, there are no right or wrong answers on this exam. HOWEVER, it is very clear that the Postal Service uses your answers to determine if you have the right personality and work ethics that they are looking for. Therefore, your answers are very important, do NOT rush through this exam. It is very tempting to rush through this exam as the questions seemingly cover the same topics over and over. Our advice to you is to look at each question in the following way. It is generally accepted that the Postal Service is looking for stable minded, hard working individuals that are able to handle stress, can control their temper, are motivated to work well with others without becoming overly frustrated and are safety conscious. Therefore, we would advise that while taking this exam, that you briefly pause before answering each question and remember the above phrase in regards to what type of individual it is generally accepted that the Postal Service is looking for. On the following pages, we will list some sample questions and answers for this exam.

1. You are willing to listen to another person's opinion even if you don't agree.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

2. When you complete your assigned task, you offer to help a co-worker complete their task.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

3. Stress distracts your focus.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

4. When someone makes you angry, you tell that person how angry you are.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

5. People get angry at you because you refuse to consider their suggestions.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

6. Your fellow co-workers can tell very easily when you are in a bad mood.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

7. You overcome any obstacles to assure that an assignment is completed.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

8. You react quickly without always considering the consequences of your actions.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

9. You do what is expected of you and a little bit more.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

10. You must be reminded of appointments and schedules.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

11. When working in a team environment, you encourage input from all teammates.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

12. You get aggravated when people remind you of safety precautions.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

13. You are quick to offer assistance if a co-worker has a problem.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

14. You get more accomplished on the job than others.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

15. Completing tasks seems to take more time than it should.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

16. Fellow employees comment on how reliable you are.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

17. You share new information with co-workers if it will improve their job performance.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

18. You make a great first impression.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

19. You plan your assignments by prioritizing your job duties.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

20. You adhere to all safety practices while on the job.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

21. You respond respectfully to others regardless of how another person treats you.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

22. While on the job, you do not take risks without completely understanding the consequences.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

23. Co-workers come to you for resolving tense situations at work.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

24. At work, you find it difficult to meet deadlines when assigned multiple tasks.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

25. When performing tasks at home, you pay close attention to safety precautions.

A) Very Often
B) Often
C) Sometimes
D) Rarely or Never

26. You can easily associate with other people from different backgrounds.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

27. When you are aggravated it affects your performance on the job.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

28. Safety is a priority in everything you do while on the job.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

29. If a customer treats you unfairly, you should treat the customer the same way they treated you.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

30. You believe that occasionally being a little late for work is okay.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

31. You do exactly what is expected of you on the job and no more.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

32. You are recognized for your patience by other co-workers.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

33. While on the job, deadlines are usually flexible.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

34. You adhere to just as many safety precautions at home as you do at work.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

35. You take offense if a customer is not satisfied with the service you provide.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

36. At work, It is difficult for you to focus on one thing for an extended amount of time.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

37. You are recognized for your organization by other co-workers.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

38. Problems at home influence your performance at work.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

39. Juggling several assignments at the same time is easy for you.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

40. Performing multiple tasks at the same time is one of your strongest skills.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

41. Your supervisor knows to come to you if a job must be completed quickly.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

42. You have friends from different ethnic backgrounds.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

43. Some individuals are difficult for anyone to get along with.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

44. You prefer to be challenged by a job rather than perform a job that is more routine.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

45. Safety is more of a priority for you than for most other employees you work with.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

46. You are more productive than most other co-workers

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

47. You more often early to work than you are late.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

48. You enjoy taking on new and different tasks.
A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

49. You often help co-workers with their tasks.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

50. While on the job, you handle stress better than your co-workers.

A) Strongly Agree
B) Agree
C) Disagree
D) Strongly Disagree

51. Which of the following factors is important to you for employment?

A) Status
B) Advancement
C) Job Security
D) Wages

52. How quickly do you finish assignments compared to your co-workers?

A) Faster than my co-workers
B) About the same as my co-workers
C) I don’t know
D) Slower than most of my co-workers

53. How much of a risk taker are you in your personal life?

A) I never take risks
B) I take risks all the time
C) I occasionally take small risks
D) I don’t know
E) None of the above

54. How are you at learning new procedures while on the job?

A) About the same as everybody else
B) Much better and quicker than other employees
C) A little better and quicker than other employees
D) A little slower than other employees
E) I don’t know

55. What performance rating were you given in your latest job review?

A) I don’t know
B) Excellent
C) Superior
D) Satisfactory
E) Unsatisfactory
F) I’ve never had a performance review

56. Which of the following were you best at during school?

A) Exam taking
B) Preparing reports
C) Participating in class
D) Group projects
E) None of the above

57. Which type of job task do you prefer more?

A) Keeping records
B) Dealing with the public
C) Manual labor
D) None of the above

58. Which of the following best describes how you feel when introduced to someone new?

A) Nervous
B) Content
C) Relaxed
D) Excited
E) I don’t know

59. Which of the following areas do you believe you excel at?

A) Setting goals
B) Record keeping
C) Assisting the public
D) Prioritizing
E) I don’t know

60. While in school, how frequently were you involved in physical confrontations with others?

A) Once or twice
B) Weekly
C) Daily
D) Monthly
E) Never

The next part of this section will cover the final aspect of the Postal Service hiring process – the interview.

POSTAL SERVICE JOB INTERVIEW TIPS

The interview will be the final step in the hiring process. If you passed your exam (passing scores on most Postal Service exams are 70%) and your exam score was high enough, you will be contacted for an interview. There are some Postal Service jobs where no exam is required or your exam score is simply eligible or ineligible.

However, the interview for Postal Service job openings can be different than interviews for other jobs. For starters, if you have never been to a job interview before, we suggest that you check out books at your local library on employment interviews in general.

For this stage of the hiring process, your local postal service will be involved. The interviews are usually conducted by local postmasters (individuals in charge of the postal facility) or other Postal Service personnel. This means that a wide range of Postal Service employees conduct job interviews across the country. However, there are some tips that we can give you that will apply no matter where you are located and no matter who is giving the interview.

In this interview, as in any job interview, you want to make the person giving the interview think that you can meet their needs better than any other applicant. During the interview, you should NOT be concerned with what the Postal Service can offer you, but rather the interview should be all about the Postal Service and what you can do for them.

Here are some basic interview tips that frankly apply to ANY job interview. To some, these may seem like common sense, but unfortunately there are individuals that make these mistakes and we want to make sure you are not one of them.

- Your first impression is everything
- This means pay attention to your personal appearance like hair grooming, your behavior and attitude
- <u>Always</u> arrive early, don't be late!

- No matter how nervous you may be, don't do things like chew gum during an interview
- Make sure you are paying attention during the interview and ask relevant questions
- Try to keep some eye contact with the interviewer, don't be constantly looking down or around the room
- Relax and speak clearly during your interview
- Before the interview, be prepared to tell them why you think you are the best candidate for the job
- Finally at the end of the interview, make sure to thank the interviewer for their time. Our suggested phrase is to say, "Thank you for your time and consideration."

WHAT TO WEAR TO THE INTERVIEW

Remember this famous phrase, "dress for success". The number one thing to remember about dressing for the Postal Service job interview is to dress "professionally". We would say that dressing professionally is probably one of the most important aspects of the interview. You want to make a great impression on the interviewer and the best way to do that is dress professionally. This means DO NOT come to the interview dressed in shorts, tee shirts, jeans, old clothes, etc. For men you should wear a dress shirt, dress slacks, dress shoes and preferably a tie. You should be certain that your clothes are clean and not wrinkled. For women, outfits can vary greatly so simply make sure that your outfit is appropriate for a job interview. You should simply remind yourself that you are going to a job interview and you want to look professional. We will not go so far as to say that you need to wear a suit and tie. However, if you have a nice suit and tie, wear it. You can NOT be overdressed for a job interview. Remember, you want to make a positive lasting impression on the interviewer.

THE INTERVIEW

Once you sit down with your interviewer, if they give you the opportunity, thank them for giving you their time and consideration. Obviously with Postal Service interviews being given by various Postal employees all across the country, there is no one set of “rules” for the job interview. Each interviewer can conduct the interview in different ways. However, we know there are some guidelines that most Postal Service employees follow for the job interview.

First, understand that the interviewer WILL have your application in front of them. So you need to be certain that you remember BEFORE the interview what you put on the application. You will be asked about items you put on your application, so be prepared. To begin, you will normally be asked about any previous jobs you had, what you did, what job functions you performed, etc. You will be asked about your attendance at your previous jobs, tasks/assignments and what level of responsibility you may have had. You will be asked about how well you adapted in your current or previous jobs. For example, items such as changes in work schedule or working conditions will be asked of you. You will be asked about how well you cooperated with co-workers at any previous jobs. The Postal Service wants to make sure that you can work in a team environment. You will be asked about how you interacted with supervisors at your current or previous jobs. Questions such as how well you took direction from supervisors may be asked of you. If applicable to your application, any customer service contact with the public will be asked of you. Questions such as how you dealt with dissatisfied customers or how you responded to customer requests may be asked of you. One other item to note is safety. Being able to conduct your work duties safely is critically important to the Postal Service. Therefore, you may be asked questions about safety at your current or previous jobs.

At the end of the interview, please be sure to thank the interviewer for their time. We suggest you say, “Thank you for your time and consideration, I look forward to being an asset to the Postal Service.”

MILITARY VETERANS NOTE

The Postal Service places an emphasis on hiring military veterans who received an honorable discharge from the service. As a matter of fact, one class of jobs is currently restricted and reserved for eligible military veterans only. The custodial maintenance class of jobs is restricted to eligible military veterans only. For this reason, we did not list this job as part of our Job Description area earlier in this section since it is not available to the general public.

Veterans are classified on a Points scale. If you're not a veteran then this does not apply to you. If you are a veteran, you are probably already aware of the points system as it relates to gaining employment with various Government agencies.

Good luck in your Postal Service job search. Remember, the available job openings **CHANGE EVERY DAY**. So be sure to follow our search and apply instructions in this section on a REGULAR basis to be sure that you don't miss a job opening opportunity. The Postal Service is a great organization to work for, but it may take persistence to become one of its employees. Good luck!

Section 3

Salary Grading & Promotions

Job grading is something you should become familiar with in your search for government employment. A job grade dictates superiority and compensation level. OPM sets the compensation levels. These are based on a number of parameters such as past job experience, technical knowledge, your education, job performance accountability and any specialized assignment out of the ordinary requiring specific qualifications.

The OPM or Federal Job Centers can give you the various ratings and the applicable compensation ranges within the classification. Whether you go to the bottom or the top of the classification will depend on the above measurements.

Advancement is not uncommon in the federal job market. As you become more proficient, you will likely be promoted up the ranks.

A general schedule of compensation grades applies to the white collar worker and ranges from grades GS–1 to GS–18. College educated white collar positions will qualify as a GS–5 to start, while secretarial positions begin in the GS–1 to GS–3 range.

The blue collar worker will be categorized on a wage grade basis. Here, the compensation received varies with the locality of the work.

You can advance, salary–wise, from within a specific GS rating, based on the lower to upper ranges of compensation within that grade. To go further, once you've reached the upper limit of pay within a grade, would require reclassification. The more proficient your work record, the greater likelihood of grade advancement.

You might even be able to obtain some training for higher level grades while working in your current position. Done after hours, this can put you in line for that promotion to place you in a higher grade rating and, thus, in a higher pay range.

The usual number of hours worked in a week is 40, Monday through Friday. Some jobs, like a physician on call, is an exception to this rule. If the agency authorizes overtime, you may be eligible to work it. You can receive either pay or comparable time off as compensation. Bonuses may also be possible depending on the way the agency is funded.

Transfers are also acceptable ways to move around within the system. Your own agency's personnel office can assist you with the necessary paperwork. You must first apply for a position in the other department and be accepted, but at least you know this is a possibility and is not discouraged among agencies.

You will be eligible for sick leave (13 days annually) and vacation (beginning at 13 days and increasing based on years of service). Health insurance is available through the Federal Employees Health Insurance Program, with a wide array of benefit plans to choose from. There is also a Federal Government retirement program that is one of the best around.

After the application, you will be advised about additional tests and information you should know about once they review your application packet. OPM will advise what examinations need to be taken for the position you're applying for, and when and where these exams should be taken. While many positions need no additional testing, be prepared!

When the OPM has filled their lists, they will stop taking applications for a time. In general, they should be able to predict when they will next be accepting new applications.

Salary Grading

All employees are paid according to a system of classification. The job and its duties are evaluated and a pay grade is assigned to that position. The following 2 pages reflect the pay scales for the Postal Service and other Government agencies. **Please keep in mind that these pay scales do NOT include BENEFITS.** Benefits are a substantial addition for Postal Service workers and other Government agency workers. The Postal Service and other Government agencies offer a very generous package of benefits that adds a substantial amount to the overall employee income. The Postal Service has its own pay scale that is usually negotiated once per year. For more information on Postal Service salaries, please visit the American Postal Workers Union (APWU) internet web site at www.apwu.org . Most other government agencies use the pay scale that is developed by the Office of Personnel Management (OPM). For more information on salary gradings visit the Office of Personnel Management's web site at www.opm.gov . In addition to these two pay scales, some divisions, agencies, etc. may also have COLA adjustments at designated times (COLA refers to **C**ost **O**f **L**iving **A**djustment). These are usually pay increases associated with the inflation index. The pay grade is expressed as a pay grade (GS) or for Federal Wage System (WG). In certain areas of the United States these pay schedules may be higher or lower depending upon the cost of living in that particular area.

The following 2 pages reflect the most current salary gradings for the Postal Service and other Government Agencies, effective as of January 2020. The **first** page reflects the Postal Service Salary Gradings, while the **second** page reflects the salary gradings for all other Government agencies.

Salary Table for Postal Workers
APWU National Agreement

GRADE STEP	3	4	5	6	7	8	9	10	11
II	32,336	33,671	-	-	-	-	-	-	-
HH	33,429	34,754	-	-	-	-	-	-	-
GG	34,522	35,837	-	-	-	-	-	-	-
FF	35,615	36,920	39,218	41,497	43,780	44,525	-	-	-
EE	36,708	38,003	40,238	42,459	44,690	45,463	-	-	-
DD	37,801	39,086	41,258	43,421	45,600	46,401	-	-	-
CC	38,894	40,169	42,278	44,383	46,510	47,339	-	-	-
BB	39,987	41,252	43,298	45,345	47,420	48,277	-	-	-
AA	41,080	42,335	44,318	46,307	48,330	49,215	-	-	-
A	42,173	43,418	45,338	47,269	49,240	50,153	-	-	-
B	43,266	44,501	46,358	48,231	50,150	51,091	-	-	-
C	44,359	45,584	47,378	49,193	51,060	52,029	-	-	-
D	45,452	46,667	48,398	50,155	51,970	52,967	57,023	60,484	61,785
E	46,545	47,750	49,418	51,117	52,880	53,905	57,725	61,318	62,668
F	47,638	48,833	50,438	52,079	53,790	54,843	58,427	62,152	63,551
G	48,731	49,916	51,458	53,041	54,700	55,781	59,129	62,986	64,434
H	49,824	50,999	52,478	54,003	55,610	56,719	59,831	63,820	65,317
I	50,917	52,082	53,498	54,965	56,520	57,657	60,533	64,654	66,200
J	52,010	53,165	54,518	55,927	57,430	58,595	61,235	65,488	67,083
K	53,103	54,248	55,538	56,889	58,340	59,533	61,937	66,322	67,966
L	54,196	55,331	56,558	57,851	59,250	60,471	62,639	67,156	68,849
M	55,289	56,414	57,578	58,813	60,160	61,409	63,341	67,990	69,732
N	56,382	57,497	58,598	59,775	61,070	62,347	64,043	68,824	70,615
O	57,610	58,580	59,618	60,737	61,980	63,285	64,745	69,658	71,498
P	-	-	-	-	-	-	65,447	70,492	72,381

Salary Table 2020

(Some localities may have higher or lower salary based on COL)

Annual Rates by Grade and Step

STEP GRADE	1	2	3	4	5	6	7	8	9	10
1	22,033	22,771	23,504	24,232	24,965	25,393	26,117	26,848	26,877	27,561
2	24,773	25,363	26,183	26,877	27,179	27,978	28,778	29,577	30,376	31,175
3	27,030	27,931	28,832	29,733	30,634	31,535	32,436	33,337	34,238	35,139
4	30,344	31,355	32,366	33,377	34,388	35,398	36,409	37,420	38,431	39,442
5	33,949	35,080	36,212	37,343	38,474	39,605	40,737	41,868	42,999	44,130
6	37,843	39,105	40,367	41,628	42,890	44,152	45,414	46,676	47,938	49,200
7	42,053	43,455	44,857	46,259	47,661	49,063	50,465	51,866	53,268	54,670
8	46,572	48,125	49,677	51,229	52,781	54,334	55,886	57,438	58,991	60,543
9	51,440	53,154	54,868	56,582	58,297	60,011	61,725	63,439	65,153	66,868
10	56,647	58,535	60,423	62,310	64,198	66,086	67,973	69,861	71,749	73,637
11	62,236	64,311	66,386	68,462	70,537	72,612	74,687	76,762	78,837	80,912
12	74,596	77,082	79,569	82,056	84,543	87,030	89,517	92,004	94,491	96,978
13	88,704	91,660	94,617	97,573	100,530	103,486	106,443	109,400	112,356	115,313
14	104,821	108,316	111,810	115,304	118,799	122,293	125,788	129,282	132,776	136,271
15	123,298	127,408	131,518	135,628	139,737	143,847	147,957	152,067	156,176	160,286

Section 4

Government Agencies & Available Jobs

Each Government agency has an office within it which is responsible for personnel. Please keep in mind that while most agencies have their headquarters in Washington, DC, most agencies have offices all across the country, which means jobs all across the country. While individual agencies determine their job openings and requirements, the Office of Personnel Management (OPM) greatly assists all agencies in filling their job openings.

How to Apply for Employment

The Government currently has over 6,000 job openings across the country. We are going to provide you with two different ways of applying for Government job openings, internet and by phone. We will briefly describe each one here and then go into detail on how to use each one in the following paragraphs. The internet is the BEST way to see and apply for job openings, simply due to the large amount of information and features that are available. The Government is moving away from using the telephone method and there are far more features available by using the internet to apply. The United States government's main employment internet web site is "www.usajobs.gov ". This web site is NOT a private corporation web site, the site is owned and operated by the U.S. Government. The U.S. Government currently has over 6,000 job openings nationwide and ALL of them are listed on this web site (EXCEPT the Postal Service job openings as outlined in Section 2). Unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage. If you don't have a computer with internet access, you can also visit your local library and use their computers with internet access free of charge. We encourage you to take advantage of this resource that the federal government is providing to you. The second way is to call the U.S. government's job hotline. This will NOT give you as many features as using the internet web site, so we strongly encourage you to use the internet method instead. If you do not have internet access or access to a

computer with internet access, you can access the job database by calling (478) 757-3000 or TDD (478) 744-2299 from anywhere in the United States.

Internet web site, "www.usajobs.gov": There is a large amount of information available on this web site and it is very easy to use. The site gives you the ability to search current Government job openings in your area and for most positions, apply online. It has up to date, searchable vacancy listings, and an interactive online resume builder where you can create, edit, save, and print resumes for faxing, mailing or emailing. You can even set up certain job criteria and be sent job postings daily, via email! Most positions can even be applied for online, right at your computer. We highly recommend using this web site simply because of all the features it has to offer.

By using the government's employment web site and following the steps outlined here, you will have the opportunity to see and apply for all Government job openings. Most positions can be applied for online. Most importantly, you can submit your resume on the web site through resume builder. Once you have submitted your resume, you can log on to the site through resume builder and upload your resume to as many job openings as you desire. In most cases, you do NOT need to fill out a resume for each and every job opening. As long as you have saved your resume to the web site, you can simply log on and upload your resume to as many jobs as you desire. This allows you to apply, very easily, to a large number of job openings in a short amount of time. In addition, because this web site is used by all government agencies to fill their job openings, if you post your resume to the site through resume builder, ALL government agencies will be able to see your resume and you may be called and interviewed for job openings you didn't even know existed. No matter what type of job you are looking for, we strongly recommend that you use this employment resource to your advantage. We strongly encourage you to use this great feature to easily apply for as many government job openings as you desire.

There are TWO internet methods to see and apply for Government jobs on this web site. To see and apply for ALL job openings, you MUST use both the “FIRST” and “SECOND” internet methods EXACTLY as listed below.

The “FIRST” internet method is as follows. Go to the U.S. Government’s employment web site, www.usajobs.gov “. The first thing you should do once you are on this web site is “create an account”. You don’t have to create an account to see job openings and search for job openings. However, you will need to create an account to apply for job openings on this web site. You will be asked to give your personal information, email, etc. Be sure to complete the entire “profile” section as well, this will give hiring managers important information about you as it relates to possible employment. This web site is owned and operated by the Government, so your information is secure. Once you have created an account, you will have the ability to create a resume using the web site’s resume builder feature and/or you can upload your own resume if you already have one. You can create multiple resumes for storage on this website under your account. So you can literally create specific resumes tailored for certain jobs you are interested in, rather than having just one resume. You can create and save searches under your account for quick searches in the future. You can upload and save other documents in your account that may be needed as attachments for jobs you want to apply for.

Once you have created an account, it’s time to search and apply for job openings. Either from the web site’s main home page or your “my account” page, simply click on the phrase labeled “Advanced Search”. Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled “Location Search”. Then click on the phrase labeled “Show Additional Location Search Options”. In the box labeled “State/Territory/Region” scroll down inside this box and click on your state (if you live in an area close to the border of another state you should also do a separate search for that state as well). For this example, we will use “Alabama”. In this example described below, you will need to simply substitute your state name for wherever “Alabama” is referred to. After you have clicked on your state, a list of cities will then appear in the box to the right labeled “Then

Locale(s)". To make certain that you see ALL job openings for your area, we strongly suggest that you do NOT click on a specific city. We have found that this feature does NOT always work as the web site intended, in doing so, you may not see job openings that do exist for your area. Instead, click on the phrase "All Alabama". After you have clicked on "All Alabama", then click on the button labeled "Add" just to the right of the "Then Locale(s)" box. "All Alabama" should now appear in the box.

DO NOT click on any other item on this page, leave everything else on this page as it is. Now simply click on the button labeled "Search Jobs" at the bottom of the page. You will then see a list of all the Government agencies' job openings for your state. The "Location" line, listed just below each job opening's basic description, will indicate the exact city or town for that particular job opening. There may be MANY pages of job openings, make sure that you look at ALL of the pages. To apply for any of these job openings, simply click on the job title. You will then see a full description of the job. To apply for this position, simply click on the "How to Apply" tab at the top of the screen and follow the instructions.

IMPORTANT INFORMATION - For some positions, the Government may have multiple hiring locations for one type of job opening. In this case they will simply create one job posting on the site and list the hiring location as "Multiple Locations". DO NOT SKIP OVER these job openings, you may be missing out on a job opening opportunity. When you see a job opening that has "Multiple Locations" listed as the hiring location, click on the phrase "Multiple Locations". A drop down list will then appear listing all of the exact hiring cities and/or towns for that particular job opening. To apply for these positions, click on the job title. You will then see a full description of the job. Click on the "How to Apply" tab at the top of the screen and follow the instructions to apply. Remember, you can apply for as many positions as you desire, there is NO limit.

The "SECOND" internet method is as follows. For some positions, there are so many job openings across the country that a Government agency may simply make

one job posting on the site and list the hiring location as “Throughout the Nation” or “Nationwide”. Not all Government agencies will list job openings this way, but some agencies do. When a government agency has MANY vacancies all across the country, instead of listing the same job over and over in each state, they may post the job one time on the web site with a hiring location of “Throughout the Nation” or “Nationwide”. Again, not all Government agencies will list job openings this way, but some agencies do. You can see these types of job openings by doing the following. (If you attempt a job search by clicking on your state as the hiring location, these job openings may not show up. In order to see these types of job openings, follow the steps listed here.) Go to the U.S. Government’s employment web site, “www.usajobs.gov “. Once this page appears, do NOT type anything on this page, instead, click on the phrase labeled “Advanced Search”. Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled “Department and Agency”. Then click on the phrase labeled “Show Additional Department and Agency Search Options”. In the box labeled “Choose Department” scroll through the list of agencies and click on an agency that you are interested in seeing and applying for job openings with. For this example, we will click on the “Department of Agriculture”. Next, in the box labeled “Then refine your agency choice” click on “All Department of Agriculture” (we suggest that you do NOT click on a specific sub agency). Once “All Department of Agriculture” is highlighted, click on the button to the right labeled “Add”. Finally, click on the button labeled “Search Jobs” at the bottom of the page. You will then see a list of all the job openings for that particular agency (Department of Agriculture in our example). There may be MANY pages of job openings, go through each page and look for job openings that have “Throughout the Nation” or “Nationwide” as the hiring “Location”. To apply for any of these job openings, simply click on the job title. You will then see a full description of the job. To apply for this position, simply click on the “How to Apply” tab at the top of the screen and follow the instructions.

This web site is updated **EVERY DAY**, there are new job openings added and even created every day. Remember, this web site is owned and operated by the U.S. government, so the information is very current and reliable. Also, remember this web site currently has over 6,000 job openings nationwide for the U.S. Government and all of its departments (EXCEPT the Postal Service as outlined in Section 2).

There are many types of job openings, some require no skills or experience. If you are a job seeker, we strongly encourage you to use this employment resource that the federal government has provided to you. The web site is a wealth of information for any job seeker, unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage.

Automated Telephone System (478) 757-3000: (We strongly encourage you to use the internet method listed above, as the government is moving away from the method listed here.) If you cannot gain access to the internet, the job database is available through this telephone number, which includes the current available Government jobs. All of the job information including contact information is available. This is an interactive voice response system. You simply respond to the questions as you are prompted.

FREQUENTLY ASKED QUESTIONS

All of the information listed in the Frequently Asked Questions section was pulled directly from www.usajobs.gov for your convenience. The FAQ section on the site is updated regularly. You should find the answer to most any question in that section of the website.

How do I create an account on the site?

To create an account, you will need to click on the "Create An Account" link located at the top right hand side of the Home page. Fill in all of the required fields on this page, and then click the Submit button at the bottom the page. After you click the Submit button, if you receive a message stating we already have an account with your email address, then you may already have an account or someone else has an account with that email address such as a friend or family member that uses the same email account. Unfortunately, we do not allow more than one account per email address. If this occurs, and you are sure that the account is not yours, please enter a new email address that you have access to and click the Submit button.

How do I save a job search?

You can log into “My Account” and create a “Saved Search” that will notify you by email when jobs meeting your qualifications have been added to the system.

How can I change my password?

To change your password, you will first need to log into your account by clicking on the My Account link. Once logged into your account, click on the Profile link at the top of the page. On the Profile page click Change Password which is located on the upper right hand side of the page. Follow the prompts and hit the Submit button to change your password.

Why have I not heard anything back after applying? How long does it take to hear from an agency after I have applied?

The Office of Personnel Management has mandated that agencies are responsible for evaluation and providing status to applicants at four points which are:

1. Application Received
2. Application Assessed
3. Applicant Referred or Not referred to selection official
4. Applicant selected or Not selected
5. If you have not heard from the agency that you applied with, you should contact the agency that posted the job opening announcement to inquire about the status of your application. You may also go to “My Account” to view your application history and to view the agency that you applied with.

What does status candidate mean?

When a vacancy announcement indicates that status candidates are eligible to apply, Federal government employees who have served at least 90 days after competitive appointment may apply.

I have heard that I can create a resume on this site, is that true, and if so, how?

Yes, you can create a resume on this site. To create a resume, you must use the "Resume Builder". The Resume Builder collects the standard information applicants must submit in order to be considered for a Federal position. You can copy and paste information from your resume into the Resume Builder text fields. Please note that there is a limit of five resumes per account. Simply follow these steps to get started"

1. Click the "My Account" tab to create or log in to your account.
2. Click "My Resumes"
3. Click "Create New Resume"
4. Ensure that you Save for later

Why was I not considered for a position I applied to?

Agencies are responsible for evaluating and providing status of applications to applicants. As a result, you will need to contact the agency that posted the job opportunity announcement (JOA) to inquire about the status of your application. The contact information for each job opportunity announcement is listed in the lower portion of the JOA and also on the floating menu on the right hand side. If the JOA has closed and no longer appears on the site, you can contact the human resources office of the hiring agency for additional information and assistance.

What is Competitive Examining?

The competitive examination, which is open to all applicants, may consist of a written test, an evaluation of an applicant's education and experience, and/or an evaluation of other attributes necessary for successful performance in the position to be filled. The process is used to fill civil service positions with candidates who apply from outside the

Federal workforce. It is also used to enable current Federal employees without civil service status to compete for a permanent appointment and to enable employees with civil service status to compete for other Federal positions.

Who do I contact if I have a question about a job opportunity announcement?

If you have a question about a particular job opportunity announcement (JOA), you will need to contact the agency who posted the announcement. The contact information for each announcement is listed at the bottom of the JOA and also to the right on the floating menu. If the announcement has closed and no longer appears on the site, you can contact the human resources office of the hiring agency for additional information and assistance.

How do I know my application was sent?

If you are not sure whether or not your application was sent, you should contact the hiring agency who posted the job opportunity announcement (JOA) to confirm that your application was received. The contact information for each announcement is listed at the bottom of the JOA and also to the right on the floating menu. If the announcement has closed and no longer appears on the site, you can contact the human resources office of the hiring agency for additional information and assistance.

I am just interested in part time positions, can I search for just part time positions?

Yes, simply go to the site and type in “part time” in the keyword search box and answer the “Applicant Eligibility” question at the bottom of the screen. Then click on “Search for Jobs”. The part time positions on the site should appear. Click on the position titles to see the full text job opportunity announcement and follow the instructions under “How To Apply”.

The following list of agencies represents most of the government agencies. With most agencies there is an address and more importantly an internet web site address. If you want to learn more about an agency, its operations and types of employment, we encourage you to visit the agency's web site. However, please remember, that to see and apply for job openings with these agencies, we recommend that you use the government's main employment web site " www.usajobs.gov ". As mentioned previously, this web site is the absolute most important government employment resource available. We strongly encourage all job seekers to use this resource to their advantage.

This listing will also give you an idea of the range of federal agencies and where you might best fit into a future employment opportunity.

ACTION
1100 Vermont Ave. NW #5101
Washington, DC 20525

Admin. Conference of US
2120 L St. NW Suite 500
Washington, DC 20037

African Development Foundation
1400 I Street NW
Washington, DC 20005
www.adf.gov

Agency for International Devel.
515 22nd Street NW
Washington, DC 20523–0222
www.usaid.gov

US Dept. Of Agriculture
14th St. & Independence Ave. SW
Washington, DC 20250
www.usda.gov

US Dept. Of Agriculture
Research Job Line
Beltsville, Maryland
www.usda.gov

US Air Force
The Pentagon, Civilian Personnel
Arlington, VA 20310
www.af.mil

Alcohol, Tobacco and Firearms
Employment Branch 1216
650 Massachusetts Ave. NW
Washington, DC 20226
www.atf.gov

American Battle Monument Comm.
20 Mass. Ave. NW Room 5127
Washington, DC 20314
www.abmc.gov

Appalachian Regional Comm.
1666 Conn. Ave. NW #721
Washington, DC 20235
www.arc.gov

Arms Control & Disarmament Agcy.
320 21st St. NW
Washington, DC 20451

US Army
Personnel & Employment Service
The Pentagon
Arlington, VA 20310
www.army.mil

Broadcasting
Administrative Management Ass't
1201 Conn. Ave. NW #400
Washington, DC 20036

Bureau of Public Debt
US Dept. Of Treasury
999 E Street NW
Washington, DC 20239
www.publicdebt.treas.gov

Census Bureau
14th St. & Constitution Ave NW
Washington, DC 20230
www.census.gov

Central Intelligence Agency
Arlington, VA 20505
(703) 351–2028
www.cia.gov

Civil Rights Commission
5401 Westbard Avenue
Washington, DC 20207
www.usccr.gov

Commission of Fine Arts
441 F St. NW Suite 312
Washington, DC 20001
www.cfa.gov

Commodity Futures Trading Comm.
2033 K St. NW #202
Washington, DC 20581
www.cftc.gov

Consumer Prod. Safety Comm.
5401 Westbard Ave.
Bethesda, MD 20207
www.cpsc.gov

Department of Defense
The Pentagon
Civilian Personnel

Defense Logistics Agency
Cameron Station
Bldg. 6, Room 214

Arlington, VA 20310
www.defenselink.mil

Alexandria, VA 22304
www.dla.mil

Department of Education
400 Maryland Ave. SW
Washington, DC 20202
www.ed.gov

Equal Emp. Opp. Comm.
1801 L St. NW
Washington, DC 20507
www.eeoc.gov

Employment Standards Admin.
Bureau of Labor Statistics
200 Constitution Ave. NW
Washington, DC 20210
www.dol.gov/esa

Department of Energy
1000 Independence Ave. SW
Washington, DC 20585
www.energy.gov

Environmental Protection Agency
401 M Street
Washington, DC
www.epa.gov

Executive Off. of the President
725 17th Street NW
Washington, DC 20503

Federal Aviation Administration
800 Independence Ave. NW
Washington, DC 20591
www.faa.gov

Federal Bureau of Invest.
7799 Leesburg Pike
Falls Church, VA 22045
www.fbi.gov

Federal Communications Comm.
1919 M Street NW Room 212
Washington, DC 20554
www.fcc.gov

Federal Deposit Ins. Corp.
550 17th St. NW Attn: Personnel
Washington, DC 20429
www.fdic.gov

Federal Election Commission
Personnel Officer
999 E Street NW #812
Washington, DC 20463
www.fec.gov

Federal Emergency Mgt. Agcy.
Office of Personnel
500 C Street SW Room 810
Washington, DC 20472
www.fema.gov

Federal Home Loan Bank Board
1700 G Street NW
Washington, DC 20552
www.fhlbanks.com

Federal Labor Relations Auth.
607 14th Street NW
Washington, DC 20424
www.flra.gov

Federal Maritime Commission
800 N. Capitol NW
Washington, DC 20573
www.fmc.gov

Federal Mediation & Concil.
2100 K Street NW Room 718
Washington, DC 20427
www.fmcs.gov

Federal Mine Safety & Health Rev.
Administrative Officer
1730 K Street NW
Washington, DC 20006
www.msha.gov

Federal Reserve System
Human Resources Management
20th & C Streets NW MS 156
Washington, DC 20551
www.federalreserve.gov

Federal Trade Commission
Penn. Ave. At 6th Street NW
Washington, DC 20591
www.ftc.gov

Forest Service
General Employ. Rm. 913 RP–E
Rosslyn, VA 22209
www.fs.fed.us

General Accounting Office
Office of Recruitment
441 G Street NW
Washington, DC 20536
www.gao.gov

General Services Admin.
Office of Personnel
18th & F Streets NW Room 1100
Washington, DC 20405
www.gsa.gov

Government Printing Office
North Capitol & H Streets NW
Washington, DC 20401
www.gpo.gov

Dept. Of Health & Hum. Serv.
5600 Fishers Lane
Rockville, MD 20857
www.hhs.gov

House of Representatives
US Capitol Placement Office
Ford House Office Bldg. #219
Washington, DC 20515
www.house.gov

Dept. Housing and Urban Dev.
451 7th Street SW
Washington, DC 20410
www.hud.gov

Immigration & Naturalization Ser.
U.S. Department of Justice
425 I Street NW
Washington, DC 20536
www.uscis.gov

Department of Interior
18th & C Streets NW
Washington, DC 20240
www.doi.gov

Internal Revenue Service
U.S. Department of Treasury
1111 Constitution Ave. NW
Washington, DC 20224
www.irs.gov

International Trade Comm.
500 E Street SW
Washington, DC 20436
www.usitc.gov

Interstate Commerce Commission
12th & Constitution Ave. NW
Washington, DC 20423

Department of Justice
10th St. & Constitution Ave. NW
Washington, DC 20530
www.usdoj.gov

Department of Labor
200 Constitution Ave. NW
Washington, DC
www.dol.gov

Library of Congress
101 Independence Ave. NW
Washington, DC 20594
www.loc.gov

NASA
Human Resources Mgmt Code DP
400 Maryland Ave. SW
Washington, DC 20546
www.nasa.gov

National Archives & Records
Personnel Services Division
7th & Pennsylvania NW
Washington, DC 20408
www.archives.gov

National Art Gallery
Washington, DC 20594
www.nga.gov

Nat'l Capitol Planning Comm.
Office of Administration
801 Penn. Ave. NW #301
Washington, DC 20576
www.ncpc.gov

Nat'l Endowment for Arts
100 Pennsylvania Ave. NW #208
Washington, DC 20506
www.nea.gov

National Labor Rel. Board
1717 Pennsylvania Ave. NW
Washington, DC 20750
www.nlrb.gov

Nat'l Oceanic & Atmosph. Admin.
U.S. Department of Commerce
Washington, DC 20230
www.noaa.gov

National Science Foundation
1800 G St. NW Room 208
Washington, DC 20550
www.nsf.gov

National Security Agency
ATT: M 322
Fort Meade, MD 20755
www.nsa.gov

Nat'l Technical Info. Service
8001 Forbes Pt.
Springfield, VA 22161
www.ntis.gov

Nat'l Transportation Safety Board
490 L'Enfant Plaza
Washington, DC 20594
www.ntsb.gov

Department of Navy
Civilian Personnel
HRO–CC, Rm. 436 CM #2
Washington, DC 20376
www.navy.mil

Nuclear Regulatory Commission
Office of Personnel
Washington, DC 20555
www.nrc.gov

OSHA
Personnel
200 Constitution Ave. NW
Washington, DC 20210
www.osha.gov

Peace Corps
1890 K St. NW Suite 4100
Washington, DC 20526
www.peacecorps.gov

Pension Ben. Guaranty Corp.
2020 K St. NW Room 3700
Washington, DC 20006
www.pbgc.gov

Postal Rate Commission
Administration Office
1333 H St. NW #300
Washington, DC 20268
www.prc.gov

Railroad Retirement Board
Director of Personnel
844 Rush Street
Chicago, IL 60611
www.rrb.gov

Securities & Exchange Comm.
450 5th St. NW
Washington, DC 20549
www.sec.gov

Selective Service System
1023 31st Street NW
Washington, DC 20435
www.sss.gov

Senate
Hart Senate Office Bldg.
Room S H 142B
Washington, DC 20510
www.senate.gov

Small Business Administration
409 3rd Street SW
Washington, DC 20520
www.sba.gov

Smithsonian Institution
955 L'Enfant Plaza
Washington, DC 20560
www.si.edu

Department of State
2201 C Street NW
Washington, DC 20520
www.state.gov

Tennessee Valley Authority
400 West Summit Hill Drive
ET–5P–K
Knoxville, TN 37902
www.tva.gov

Department of Treasury
15th St. & Pennsylvania Ave.
Washington, DC 20220
www.ustreas.gov

U.S. Postal Service
475 L'Enfant Plaza SW #1813
Washington, DC 20260
www.usps.com

U.S. Tax Court
400 2nd St. NW Room 146
Washington, DC 20217
www.ustaxcourt.gov

U.S. Department of Homeland Security
Washington, DC 20528
www.dhs.gov

Department of Veteran Affairs
810 Vermont Ave. NW
Washington, DC 20420
www.va.gov

The following are sample verbal task questions and directly following that section is a list of clerical task test questions. These are sample questions for general government employment.

Sample Verbal Task Questions

Question 1
Food is related to hunger as sleep is related to

a. weariness
b. night
c. rest
d. dream

Question 2
Key is related to typewriter as dial is related to

a. circle
b. telephone
c. sun
d. number

Question 3
Which is the correct spelling?

a. Capibility
b. Capabilaty
c. Capability
d. Capabilite

Question 4
Which is the correct spelling?

a. improvemant
b. improvement
c. improvment
d. emprovement

Question 5

Incidental means most nearly

a. Casual
b. Infrequent
c. Independent
d. Needless

Question 6

Altercation means most nearly

a. vexation
b. concurrence
c. defeat
d. controversy

Question 7

Which sentence is preferable with respect to grammar and usage?

a. I believe the letter was addressed either to my mother or I.
b. The letter had been addressed to myself and my mother.
c. My mother's name, as well as mine, was on the letter.
d. If properly addressed, the letter will reach my mother and I.

Question 8

Which sentence is preferable with respect to grammar and usage?

a. I feel sure they will give the promotion to whomever has the best record.
b. The firm would have liked to have promoted all employees with good records.
c. I think that they will promote whoever has the best record.
d. Such of them that have the best records have excellent prospects of promotion.

Sample Clerical task questions

Question 9

Jane Allan June Allan Jane Allan

Compare the three names and select the answer

a. All three names are exactly alike
b. Only the first and third names are exactly alike
c. Only the first and second names are exactly alike
d. Only the second and third names are exactly alike
e. All three names are different

Question 10

Find the correct place for the name:

Kessler, Neilson

a. Kessel, Carl
b. Kessinger, D.J.
c. Kessler, Karl
d. Kessner, Lewis
e.

Question 11

Subtract: 31 - 5

a. 26
b. 27
c. 28
d. 24
e. none of these

Question 12

Multiply: 20 x 6

a. 100
b. 140
c. 125
d. 120
e. none of these

Question 13

Divide: 154 / 7

a. 19
b. 18
c. 24
d. 21
e. none of these

Question 14

Find which one of the suggested answers appears in the line below:

8 N K 9 G T 4 6

Suggested answers

a. 7, 9, G, K
b. 8, 9, T, Z
c. 6, 7, K,
d. 6, 8, G, T
e. None of these

Question 15

Find which one of the suggested answers appears in the line below:

T 9 7 Z 6 L 3 K

Suggested answers

a. 7, 9, G, K
b. 8, 9, T, Z
c. 6, 7, K, Z
d. 6, 8, G, T
e. None of these

Question 16

2312793 2312793 2312783

Compare the three numbers and select the answer

a. All three numbers are exactly alike
b. Only the first and third numbers are exactly alike
c. Only the first and second numbers are exactly alike
d. Only the second and third numbers are exactly alike
e. All three numbers are different

Correct Answers: 1. A 2. B 3. C 4. B 5. A 6. D 7. C 8. C 9. B 10. D 11. A 12. D. 13. E 14. D 15. C 16. C

Section 5

Department of Agriculture Employment

The Department of Agriculture operates in many areas all across the United States. This department is one of the oldest and largest departments within the federal government. The Department of Agriculture was founded in 1862. It currently has over 105,000 employees nationwide and has a budget of over $94 billion. Its purpose is to provide leadership and oversight on agriculture, food, natural resources and related issues. The Department of Agriculture is made up of many different agencies. The following list represents the current agencies that make up the Department of Agriculture.

Agricultural Marketing Service (AMS) - AMS is involved with marketing of agricultural products for both domestic and international markets.

Agricultural Research Service (ARS) – ARS is the department's in-house research agency.

Animal and Plant Health Inspection Service (APHIS) – APHIS is involved with the ensuring the health and care of animals and plants.

Center for Nutrition Policy and Promotion (CNPP) – CNPP works to improve the health of Americans by developing and promoting dietary guidance.

Cooperative State Research, Education and Extension Service (CSREES) – In partnership with universities and other organizations CSREES works with higher education in food and agricultural sciences.

Economic Research Service (ERS) – ERS is the department's principal social science research agency.

Farm Service Agency (FSA) – FSA administers credit and loan programs, manages conservation and disaster and farm marketing programs.

Food and Nutrition Service (FNS) – FNS increases food security and reduces hunger by providing children and low income families access to food.

Food Safety and Inspection Service (FSIS) – FSIS enhances public health by protecting the public from food borne illness and oversight of food packaging.

Foreign Agricultural Service (FAS) – FAS works to improve foreign market access for U.S. agricultural products.

Forest Service (FS) – FS sustains the health and diversity of the nation's forests and grasslands.

Grain Inspection, Packers and Stockyards Administration (GIPSA) – GIPSA is involved with the marketing poultry, livestock, cereals and related agricultural products.

National Agricultural Library (NAL) – NAL ensures and enhances access to agricultural information.

National Agricultural Statistics Service (NASS) – NASS serves the basic agricultural and rural data needs of the country by providing objective statistical information to farmers, ranchers and public officials.

Natural Resources Conservation Service (NRCS) – NRCS is involved with the effort to help people conserve, maintain and improve natural resources.

Risk Management Agency (RMA) – RMA helps to ensure that farmers have the financial tools to manage their agricultural risks.

Rural Development (RD) – RD helps rural areas to develop and grow by offering federal assistance.

How to Apply for Employment

The Department of Agriculture currently has a large number of job openings all across the United States. We are going to provide you with two different ways of applying for Department of Agriculture job openings, internet and by phone. We will briefly describe each one here and then go into detail on how to use each one in the following paragraphs. The internet is the BEST way to see and apply for job openings, simply due to the large amount of information and features that are available. The government is moving away from using the telephone method and there are far more features available by using the internet to apply. The United States government's main employment internet web site is "www.usajobs.gov ". This web site is NOT a private corporation web site, the site is owned and operated by the U.S. Government. The U.S. Government currently has over 6,000 job openings nationwide and ALL of them are listed on this web site. Unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage. If you don't have a computer with internet access, you can also visit your local library and use their computers with internet access. We encourage you to take advantage of this resource that the federal government is providing to you. The second way is to call the U.S. government's job hotline. This will NOT give you as many features as using the internet web site, so we strongly encourage you to use the internet method instead. If you do not have internet access or access to a computer with internet access, you can access the job database by calling (478) 757-3000 or TDD (478) 744-2299 from anywhere in the United States.

Internet web site, "www.usajobs.gov": There is a large amount of information available on this web site and it is very easy to use. The site gives you the ability to search current job openings in your area for the Department of Agriculture and every other agency in your area that currently has vacancies. It has up to date, searchable vacancy listings, and an interactive online resume builder where you can create, edit, save, and print resumes for faxing, mailing or emailing. You can even set up certain job criteria and be sent job postings daily, via email! Most

positions can even be applied for online, right at your computer. We highly recommend using this web site simply because of all the features it has to offer.

By using the government's employment web site and following the steps outlined here, you will have the opportunity to see and apply for the Department of Agriculture job openings. Most positions can be applied for online. Most importantly, you can submit your resume on the web site through resume builder. Once you have submitted your resume, you can log on to the site through resume builder and upload your resume to as many job openings as you desire. In most cases, you do NOT need to fill out a resume for each and every job opening. As long as you have saved your resume to the web site, you can simply log on and upload your resume to as many jobs as you desire. This allows you to apply, very easily, to a large number of job openings in a short amount of time. In addition, because this web site is used by all government agencies to fill their job openings, if you post your resume to the site through resume builder, ALL government agencies will be able to see your resume and you may be called and interviewed for job openings you didn't even know existed. We strongly encourage you to use this great feature to easily apply for as many government job openings as you desire.

There are TWO internet methods to see and apply for jobs with the Department of Agriculture on this web site. To see and apply for ALL job openings, you MUST use both the "FIRST" and "SECOND" internet methods EXACTLY as listed below.

The "FIRST" internet method is as follows. Go to the U.S. Government's employment web site, "www.usajobs.gov ". (If you haven't already created an account on this website, please refer to Section 4 and follow the instructions laid out in that Section.) Once you have created an account, it's time to search and apply for job openings. Either from the web site's main home page or your "my account" page, simply click on the phrase labeled "Advanced Search". Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled "Location Search". Then click on the phrase labeled "Show Additional Location Search Options". In the box labeled "State/Territory/Region" scroll down inside this box and click on your state (if you live in an area close to the border of another state you should also do a separate search for that state as well).

For this example, we will use “Alabama”. In this example described below, you will need to simply substitute your state name for wherever “Alabama” is referred to. After you have clicked on your state, a list of cities will then appear in the box to the right labeled “Then Locale(s)”. To make certain that you see ALL job openings for your area, we strongly suggest that you do NOT click on a specific city. We have found that this feature does NOT always work as the web site intended, in doing so, you may not see job openings that do exist for your area. Instead, click on the phrase “All Alabama”. After you have clicked on “All Alabama”, then click on the button labeled “Add” just to the right of the “Then Locale(s)” box. “All Alabama” should now appear in the box.

Now go down to the section labeled “Department and Agency”. Then click on the phrase labeled “Show Additional Department and Agency Search Options”. In the box labeled “Choose Department” click on “Department of Agriculture”. Next, in the box labeled “Then refine your agency choice” click on “All Department of Agriculture” (we suggest that you do NOT click on a specific sub agency). Once “All Department of Agriculture” is highlighted, click on the button to the right labeled “Add”. Finally, click on the button labeled “Search Jobs” at the bottom of the page. You will then see a list of all the Department of Agriculture job openings for your state. The “Location” line, listed just below each job opening’s basic description, will indicate the exact city or town for that particular job opening. There may be many pages of job openings, make sure that you look at ALL of the pages. To apply for any of these job openings, simply click on the job title. You will then see a full description of the job. To apply for this position, simply click on the “How to Apply” tab at the top of the screen and follow the instructions.

IMPORTANT INFORMATION - For some positions, the Department of Agriculture may have multiple hiring locations for one type of job opening. In this case they will simply create one job posting on the site and list the hiring location as “Multiple Locations”. DO NOT SKIP OVER these job openings, you may be missing out on a job opening opportunity. When you see a job opening that has “Multiple Locations” listed as the hiring location, click on the phrase “Multiple Locations”. A drop down

list will then appear listing all of the exact hiring cities and/or towns for that particular job opening. To apply for these positions, click on the job title. You will then see a full description of the job. Click on the “How to Apply” tab at the top of the screen and follow the instructions to apply. Remember, you can apply for as many positions as you desire, there is NO limit.

The “SECOND” internet method is as follows. For some positions, there are so many job openings across the country that the Department of Agriculture will simply make one job posting on the site and list the hiring location as “Throughout the Nation” or “Nationwide”. When a government agency has MANY vacancies all across the country, instead of listing the same job over and over in each state, they may post the job one time on the web site with a hiring location of “Throughout the Nation” or “Nationwide”. You can see these types of job openings by doing the following. (If you attempt a job search by clicking on your state as the hiring location, these job openings may not show up. In order to see these types of job openings, follow the steps listed here.) Go to the U.S. Government’s employment web site, “www.usajobs.gov “. Once this page appears, do NOT type anything on this page, instead, click on the phrase labeled “Advanced Search”. Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled “Department and Agency”. Then click on the phrase labeled “Show Additional Department and Agency Search Options”. In the box labeled “Choose Department” scroll through the list of agencies and click on the “Department of Agriculture”. Next, in the box labeled “Then refine your agency choice” click on “All Department of Agriculture” (we suggest that you do NOT click on a specific sub agency). Once “All Department of Agriculture” is highlighted, click on the button to the right labeled “Add”. Finally, click on the button labeled “Search Jobs” at the bottom of the page. You will then see a list of all the job openings for the Department of Agriculture. There may be MANY pages of job openings, go through each page and look for job openings that have “Throughout the Nation” or “Nationwide” as the hiring “Location”. To apply for any of these job openings, simply click on the job title. You will then see a full description of the job. To apply for this position, simply click on the “How to Apply” tab at the top of the screen and follow the instructions.

To see and apply for all OTHER government job openings on this web site, please read Sections 4 & 6 and follow the instructions. This web site is updated **EVERY DAY**, there are new job openings added and even created every day. Remember, this web site is owned and operated by the U.S. government, so the information is very current and reliable. Also, remember this web site currently has over 6,000 job openings nationwide for the U.S. Government and all of its departments. There are many types of job openings, some require no skills or experience. If you are a job seeker, we strongly encourage you to use this employment resource that the federal government has provided to you. The web site is a wealth of information for any job seeker, unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage.

Automated Telephone System (478) 757-3000: (We strongly encourage you to use the internet method listed above, as the government is moving away from the method listed here.) If you cannot gain access to the internet, the job database is available through this telephone number, which includes the current available Department of Agriculture jobs. All of the job information including contact information is available. This is an interactive voice response system. You simply respond to the questions as you are prompted.

The following job descriptions and qualifications are the standard descriptions and qualifications. The same job title may have slightly different descriptions from one area to another. For more job details, please visit the government's main employment web site, " www.usajobs.gov ". The sample test questions and answers included in this section, was provided by the Federal Employment office of the U.S. Government. You must be 18 years of age or older and a U.S. Citizen.

Administrative Support Clerk

Job Description:

Performs work related to determining pay, maintaining payroll records, and completing related reports pertaining to civilian employees of the Federal Government. Uses an automated payroll system in which data is coded, verified and submitted to the agency payroll processing center.

Contract Specialist

Job Description:

Uses a variety of contract types, such as performance based, fixed price, purchase orders, cost-reimbursement, cost-plus-fee (including fixed fee, incentive fee, and award fee), as well as grants, and other transactions to obtain items and/or services. Monitors outstanding contracts to ensure satisfactory progress, to assure compliance with the terms and conditions of the contract, and to identify problems that threaten contractor performance. Obtains products and services using negotiation techniques. Negotiates contracts including modifications and the terms and costs of contract changes. Reviews procurement submissions for adequacy and completeness, and resolves any problems prior to initiation of contractual action.

Cook (& Supervisor)

Job Description:

Prepares and cooks a variety of regular or special diet foods and meals. Cooks meats, poultry, fish, shellfish, vegetables, makes soups, gravies, sauces, desserts, and other foods. Handles and stores food in a sanitary manner. Maintains inventory of food items. Maintains the proper temperature for all foods during holding, transport, reheating, and serving. Uses standard recipes and menus.

Measures, and mixes ingredients, regulates cooking temperatures, and adds seasoning to food. Operates a variety of kitchen equipment. Rotates stock to maintain freshness and prevent spoilage. Orders, receives, and checks food items using established guidelines.

Customer Service Representative

Job Description:

This position performs duties related to visitor security and safety, fee collection, and general information assistance. Performs office work requiring the use of software applications and computer equipment. Prepares reports, correspondence, technical documents, graphs/charts, forms, and other office support documents. Answers questions and gives out information to the public on the transactions processed or mission oriented business of an agency program, including benefits, services, privileges, or obligations. Processes incoming or outgoing mail, including specialty mail such as special delivery, airmail, and registered mail.

Food Inspector

Job Description:

This position protects the public health. Inspectors are the largest category of employees with over 7,500 employees nationwide. Food Inspectors ensure that the product is fit for human consumption in compliance with laws governing the wholesomeness and purity of meat and poultry products. As a Food Inspector you will be providing a critical first line of defense by ensuring that regulated meat, poultry and egg product establishments produce safe products by using appropriate inspection methods in privately owned meat or poultry processing plants.

Forestry Technician (Various)

Job Description:

There are several different types of Forestry Technicians. Generally these positions receive and process information, and dispatch personnel, equipment, aircraft, and supplies for suppressing wildland fires. Maintains fire suppression data, such as weather information or locations of fire suppression resources, in computer databases. Maintains fire records and fire stats as reported to dispatch office. Receives and transmits information critical to fire management via radios, telephones, and computer terminals. Performs a variety of technical work in support of a wilderness management program. Performs a variety of technical work in support of the recreation program. Performs a variety of technical work in support of a wilderness management program. Performs work in fuels management, wildland fire prevention (pre-suppression), and fire suppression such as collecting and compiling resource data for long and medium range planning, treatment, and reporting of natural and created fuel hazard management program; executing fuel treatment plans, and hazard reduction plans; recording fuel treatment activity for required reports and final project completion; and working with timber sales and the Contracting Officer's Representative on thinning contracts in laying out fuel breaks, fuel reduction corridors, and other fuel treatments.

Grants and Agreements Specialist

Job Description:

Serves as a go between or advisor for grant management programs and funding issues, providing advice and assistance regarding grant agreement application processes and policies, as well as agency policies and procedures.
Evaluates applications before being given out, including the analysis of applications received in response to particular programs and Request for Application (RFA) requirements. Reviews and develops reports and correspondence in support of grant/agreement management and analysis of grant/agreement applications. Prepares approvals, correspondence, and other documentation for approved

grants. Coordinates activities related to arrangements for funding. Answers questions from those who are given the grants.

Public Affairs Specialist

Job Description:

Performs work related to public affairs program activities, such as coordinating news and information media interviews, developing communication plans, coordinating agency information programs, evaluating agency public affairs programs, etc. Contributes to publications and reports. Selects and organizes materials written by others for publication, report, or analysis. Evaluates impacts and effectiveness of public affairs programs. Coordinates visits of VIPs to agency facilities and events. Establishes and maintains relationships with the general public, the news and information media, key officials, industry representatives, and community groups in order to communicate and give out program information which results in an understanding of the agency's mission and activities.

Secretary

Job Description:

Coordinates the administrative and clerical work for the organization. Maintains a calendar for the supervisor, scheduling appointments, meetings, and conferences. Obtains office supplies and services. Processes outgoing and incoming materials such as mail, reports, correspondence and other forms of written communication. The following are some of the duties to be performed: composes letters and reports, reviews correspondence for accuracy and completeness, prepares public

presentation outlines, and develops standard or form letters and replies to questions. Receives phone calls and visitors and refers them to an appropriate individual. Interacts with members of the staff, organization, and individuals outside of the agency ranging from other government agencies to the general public.

Social Services Assistant

Job Description:

Provides practical information, instruction, guidance, or counsel and advice to members of a group residential facility. Works with individual students to assist them in meeting career goals through the use of a personal career plan. Works with staff members to provide personalized learning opportunities for students that emphasize job skills. Provides positive feedback by recognizing positive behavior and student achievements. Provides a full range of counsel and advice on positive social skills or educational and career development goals, such as discussing educational areas of concern and assisting students to form a plan of action to address areas that need improvement.

Soil Conservationist

Job Description:

Although the duties vary by location, this position generally advises on, administers, coordinates and performs work in a coordinated program of water, soil and resource

conservation in an effort to bring about the proper land use and to improve the quality of the environment.

Support Services Specialist

Job Description:

Performs work related to determining pay, maintaining payroll records, and completing related reports pertaining to civilian employees of the Government. Uses an automated payroll system in which data is coded, verified and submitted to the agency payroll processing center. Plans, directs, and coordinates a variety of office service programs that principally support office functions, those functions without which the operations of an organization or services to the public would be impaired or stopped. Such services functions may include communications, obtaining of administrative supplies and equipment, printing, reproduction, property management, space management, records management, mail service, facilities and equipment maintenance, and transportation.

The following are sample questions and answers for general Department of Agriculture employment. For more details on specific positions, please visit the government's main employment web site, " www.usajobs.gov ". By using the government's employment web site and following the steps outlined at the beginning of this section, you will have the opportunity to see and apply for the Department of Agriculture job openings. Remember, most positions can be applied for online. Most importantly, once you have submitted your resume on the site through resume

builder, you can log on to the site through resume builder and upload your resume to as many job openings as you desire. You do NOT need to fill out a resume for each and every job opening. As long as you have saved your resume, you can simply log

on and upload your resume to as many jobs as you desire. We strongly encourage you to use this great feature to easily apply for as many job openings as you desire.

The first set of questions usually asks about your general education level and work experiences. Make certain that you give as much detail as possible in regards to both.

1. I have a 4 year degree (or will complete degree requirements within 6 months.)

Yes No

I have some education beyond high school in the following fields:
(simply answer with your education level beyond high school if applicable.)

2. For me deciding whether or not I have to inform my supervisor of work related issues is:

A. Easy
B. Slightly Difficult
C. Difficult
D. Very Difficult

3. I'll often make brief notes to help me recall details later.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

4. Among my coworkers I'm known as a 'detail-oriented person" – someone who makes sure even the small things get done right.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

5. I always take on new assignments.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

6. I prefer to work by myself rather than in a group with other people.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

7. I would prefer a job where I have to decide what tasks should be done first.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

8. My coworkers would say that I'm good at solving problems.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

9. My most recent supervisor would say that when I make a decision, I follow up to see how things turned out.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

10. My supervisors would say that I make a greater effort than most employees in learning new work methods when changes are introduced.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

11. My coworkers would say that, when I make a decision, I accept responsibility for its results.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

12. People that I have worked with would say that I am good with numbers.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

13. My supervisors would say that I make the effort to learn more about my job.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

14. People often ask me to help them write messages or letters.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

15. My past supervisors would say that I attend to small details that others may overlook when completing assignments.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

16. I am willing to do the same task over and over.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

17. People that I work with would say that I am very flexible and can easily adapt to change.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

18. How important is it to you to have a clean job, where you don't get dirty?

A. Very Unimportant
B. Fairly Unimportant
C. Fairly Important
D. Very Important

19. How important is it to you to have a job where you don't have to take on a lot of responsibility?

A. Very Unimportant
B. Fairly Unimportant
C. Fairly Important
D. Very Important

20. How important is it to you to have a job where you have a good chance of getting promotions?

A. Very Unimportant
B. Fairly Unimportant
C. Fairly Important
D. Very Important

21. How many high school math courses have you passed?

A. None
B. 1
C. 2
D. 3
E. 4 or more

22. Would your choice of an ideal job be one which:

A. Allowed a great amount of interaction with other people
B. Would require working with a small group
C. Would allow you to work by yourself
D. Would allow you to work closely with one other person

23. Check one:

A. I enjoy working under pressure
B. I usually prefer not to work under pressure
C. I am willing to work under pressure

24. In your previous jobs, which best describes your experience?

A. Supervised three or more
B. Supervised one or two
C. Worked under supervision but did not supervise others
D. Worked independently with no supervision but did not supervise others
E. Have not had previous jobs

25. I can remember directions or instructions without writing them down.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

26. For me, understanding and applying instructions given orally is:

A. Easy
B. Slightly Difficult
C. Difficult
D. Very Difficult

27. People I have worked with would say that I am good at writing reports.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

28. I can think of specific cases where I have been able to calm down others who were irate or angry about something.

A. I do not agree with this statement at all.
B. I agree with this statement to some extent.
C. I agree with this statement quite a bit.
D. I agree with this statement to a great extent.
E. I totally agree with this statement.

Section 6

Homeland Security Employment

The Homeland Security Department operates in many locations nationwide. This department is fairly new and is one of the fastest growing departments (in terms of new employees) of the United States government. The Homeland Security Department was founded in March of 2003 under the Homeland Security Act. This department currently has over 180,000 employees nationwide. The department's overall mission is to preserve and protect America. When most people hear the words "Homeland Security", they think of border patrol agents. In reality, the Homeland Security department is much more than that. The following list is just some of the divisions that make up the Homeland Security department.

Transportation Security Administration - This division protects the nation's transportation systems for the movement of people and commerce. This would include roadways, airports and air travel.

Federal Emergency Management Association (FEMA) - This division prepares the nation for hazards, manages federal response and recovery efforts following any national incident.

United States Immigration and Customs Enforcement (ICE) - This division is the largest investigative arm of the Homeland Security department and it is responsible for identifying and solving issues in the nation's border, economic, transportation and infrastructure.

United States Citizenship and Immigration Services - This division is responsible for administration of immigration and naturalization services.

United States Secret Service - This division protects the President and other high level officials and investigates counterfeiting & other crimes

United States Coast Guard - This division protects the public, the environment and other U.S. economic interests.

United States Customs and Border Protection (CBP) - This division is responsible for protecting the nation's borders and to prevent terrorism and illegal trade and travel

How to Apply for Employment

The Homeland Security Department currently has one of the largest numbers of job openings of any government department. We are going to provide you with two different ways of applying for Homeland Security job openings, internet and by phone. We will briefly describe each one here and then go into detail on how to use each one in the following paragraphs. The internet is the BEST way to see and apply for job openings, simply due to the large amount of information and features that are available. The government is moving away from using the telephone method and there are far more features available by using the internet to apply. The United States government's main employment internet web site is "www.usajobs.gov ". This web site is NOT a private corporation web site, the site is owned and operated by the U.S. Government. The U.S. Government currently has over 6,000 job openings nationwide and ALL of them are listed on this web site. Unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage. If you don't have a computer with internet access, you can also visit your local library and use their computers with internet access. We encourage you to take advantage of this resource that the federal government is providing to you. The second way is to call the U.S. government's job hotline. This will NOT give you as many features as using the internet web site, so we strongly encourage you to use the internet method instead. If you do not have internet access or access to a computer with internet access, you can access the job database by calling (478) 757-3000 or TDD (478) 744-2299 from anywhere in the United States.

Internet web site, "www.usajobs.gov": There is a large amount of information available on this web site and it is very easy to use. The site gives you the ability to search current job openings in your area for the Homeland Security Department and every other agency in your area that currently has vacancies. It has up to date, searchable vacancy listings, and an interactive online resume builder where you can create, edit, save, and print resumes for faxing, mailing or emailing. You can even set up certain job criteria and be sent job postings daily, via email! Most positions can even be applied for online, right at your computer. We highly recommend using this web site simply because of all the features it has to offer.

By using the government's employment web site and following the steps outlined here, you will have the opportunity to see and apply for the Homeland Security job openings. Most positions can be applied for online. Most importantly, you can submit your resume on the web site through resume builder. Once you have submitted your resume, you can log on to the site through resume builder and upload your resume to as many job openings as you desire. In most cases, you do NOT need to fill out a resume for each and every job opening. As long as you have saved your resume to the web site, you can simply log on and upload your resume to as many jobs as you desire. This allows you to apply, very easily, to a large number of job openings in a short amount of time. In addition, because this web site is used by all government agencies to fill their job openings, if you post your resume to the site through resume builder, ALL government agencies will be able to see your resume and you may be called and interviewed for job openings you didn't even know existed. We strongly encourage you to use this great feature to easily apply for as many government job openings as you desire.

There are TWO internet methods to see and apply for jobs with the Homeland Security Department on this web site. To see and apply for ALL job openings, you MUST use both the "FIRST" and "SECOND" internet methods EXACTLY as listed below.

The “FIRST” internet method is as follows. Go to the U.S. Government’s employment web site, “www.usajobs.gov “. (If you haven’t already created an account on this website, please refer to Section 4 and follow the instructions laid out in that Section.) Once you have created an account, it’s time to search and apply for job openings. Either from the web site’s main home page or your “my account” page, simply click on the phrase labeled “Advanced Search”. Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled “Location Search”. Then click on the phrase labeled “Show Additional Location Search Options”. In the box labeled “State/Territory/Region” scroll down inside this box and click on your state (if you live in an area close to the border of another state you should also do a separate search for that state as well). For this example, we will use “Alabama”. In this example described below, you will need to simply substitute your state name for wherever “Alabama” is referred to. After you have clicked on your state, a list of cities will then appear in the box to the right labeled “Then Locale(s)”. To make certain that you see ALL job openings for your area, we strongly suggest that you do NOT click on a specific city. We have found that this feature does NOT always work as the web site intended, in doing so, you may not see job openings that do exist for your area. Instead, click on the phrase “All Alabama”. After you have clicked on “All Alabama”, then click on the button labeled “Add” just to the right of the “Then Locale(s)” box. “All Alabama” should now appear in the box.

Now go down to the section labeled “Department and Agency”. Then click on the phrase labeled “Show Additional Department and Agency Search Options”. In the box labeled “Choose Department” click on “Department of Homeland Security”. Next, in the box labeled “Then refine your agency choice” click on “All Department of Homeland Security” (we suggest that you do NOT click on a specific sub agency). Once “All Department of Homeland Security” is highlighted, click on the button to the right labeled “Add”. Finally, click on the button labeled “Search Jobs” at the bottom of the page. You will then see a list of all the Department of Homeland Security job openings for your state. The “Location” line, listed just below each job opening’s basic description, will indicate the exact city or town for that particular job opening. There may be many pages of job openings, make sure that you look at ALL of the pages. To apply for any of these job openings, simply

click on the job title. You will then see a full description of the job. To apply for this position, simply click on the “How to Apply” tab at the top of the screen and follow the instructions.

IMPORTANT INFORMATION - For some positions, the Homeland Security Department may have multiple hiring locations for one type of job opening. In this case they will simply create one job posting on the site and list the hiring location as “Multiple Locations”. DO NOT SKIP OVER these job openings, you may be missing out on a job opening opportunity. When you see a job opening that has “Multiple Locations” listed as the hiring location, click on the phrase “Multiple Locations”. A drop down list will then appear listing all of the exact hiring cities and/or towns for that particular job opening. To apply for these positions, click on the job title. You will then see a full description of the job. Click on the “How to Apply” tab at the top of the screen and follow the instructions to apply. Remember, you can apply for as many positions as you desire, there is NO limit.

The “SECOND” internet method is as follows. For some positions, there are so many job openings across the country that the Department of Homeland Security will simply make one job posting on the site and list the hiring location as “Throughout the Nation” or “Nationwide”. When a government agency has MANY vacancies all across the country, instead of listing the same job over and over in each state, they may post the job one time on the web site with a hiring location of “Throughout the Nation” or “Nationwide”. You can see these types of job openings by doing the following. (If you attempt a job search by clicking on your state as the hiring location, these job openings may not show up. In order to see these types of job openings, follow the steps listed here.) Go to the U.S. Government’s employment web site, “www.usajobs.gov “. Once this page appears, do NOT type anything on this page, instead, click on the phrase labeled “Advanced Search”. Once this page appears, do NOT type anything in the boxes on this page. Go down to the section labeled “Department and Agency”. Then click on the phrase labeled “Show Additional Department and Agency Search Options”. In the box labeled “Choose Department” scroll through the list of agencies and click on the “Department of Homeland Security”. Next, in the box labeled “Then refine your

agency choice" click on "All Department of Homeland Security" (we suggest that you do NOT click on a specific sub agency). Once "All Department of Homeland Security" is highlighted, click on the button to the right labeled "Add". Finally, click on the button labeled "Search Jobs" at the bottom of the page. You will then see a list of all the job openings for the Department of Homeland Security. There may be MANY pages of job openings, go through each page and look for job openings that have "Throughout the Nation" or "Nationwide" as the hiring "Location". To apply for any of these job openings, simply click on the job title. You will then see a full description of the job. To apply for this position, simply click on the "How to Apply" tab at the top of the screen and follow the instructions.

To see and apply for all OTHER government job openings on this web site, please read Sections 4 & 5 and follow the instructions. This web site is updated **EVERY DAY**, there are new job openings added and even created every day. Remember, this web site is owned and operated by the U.S. government, so the information is very current and reliable. Also, remember this web site currently has over 6,000 job openings nationwide for the U.S. Government and all of its departments. There are many types of job openings, some require no skills or experience. If you are a job seeker, we strongly encourage you to use this employment resource that the federal government has provided to you. The web site is a wealth of information for any job seeker, unfortunately, most people either don't know that this web site is available or how they can fully use the site to their employment advantage.

Automated Telephone System (478) 757-3000: (We strongly encourage you to use the internet method listed above, as the government is moving away from the method listed here.) If you cannot gain access to the internet, the job database is available through this telephone number, which includes the current available Homeland Security jobs. All of the job information including contact information is available. This is an interactive voice response system. You simply respond to the questions as you are prompted.

The following job descriptions and qualifications are the standard descriptions and qualifications. The same job title may have slightly different descriptions from one area to another. For more job details, please visit the government's main employment web site, " www.usajobs.gov ". The sample test questions and answers included in this section, was provided by the Federal Employment office of the U.S. Government. IMPORTANT REQUIREMENTS FOR HOMELAND SECURITY EMPLOYMENT: You must be 18 years of age or older, a U.S. Citizen and most positions require that you also be a United States resident.

Automotive Mechanic

Job Description:

This position requires general automotive mechanic duties. Such as diagnosing mechanical and operating difficulties of vehicles. You must also be able to adjust ant tune engines, clean fuel systems and radiators. In addition, you must know how to repair and replace automotive electrical equipment such as generators, starters, ignition systems, distributors and wiring. Other automotive maintenance and repair duties are also performed by this position.

Border Patrol Agent

Job Description:

This position supports the mission of guarding the nation's borders. This position involves detection, prevention, and apprehension of undocumented aliens and smugglers of aliens at or near the land border. Some of the other major activities are farm and ranch checks, traffic check, traffic observation, city patrol and intelligence gathering..

Clerk

Job Description:

Clerks process and maintain the records and written materials which represent the transactions and business of the office. They may be required to screen, review and verify documents, search and complete information and provide a central source of information for the activities of that office.

Contract Specialist

Job Description:

A contract specialist solicits, evaluates, negotiates, administers and terminates contracts for the procurement of supplies and services to the department. This position works with others in the department on analyzing potential equipment needs and works with vendors to secure the proper equipment

contracts. This position also monitors outstanding contracts to make certain that the vendors are providing the equipment per the contract negotiations.

Federal Air Marshal

Job Description:

This position is responsible for ensuring safe air travel. Air Marshals work with other agency law enforcement officials to arrest individuals that are committing any offense against the United States. This work includes surveillance, detection interrogations, background checks, report writing conducting searches and seizures and preparing and obtaining complaints. You may be asked to testify in any trial that may result from illegal activity.

Inventory Management Specialist

Job Description:

This position manages the inventory of Homeland Security property in that particular area. This would include binoculars, badges, and other property. This position also develops or recommends new or revised inventory directives and implements instructions for area wide use. Orders all office supplies, equipment, furniture, and other accountable property. Manages the automated inventory management system and tracks all equipment received, transferred, repaired or Plans for and determines current and future supply requirements to meet the area's needs.

Law Enforcement Communications Assistant

Job Description:

This position provides information to aid officers in detaining, apprehending and deporting aliens from the United States. As such you will search, locate and transmit to field agents information and corresponding facts such as drivers' license, criminal records, vehicle registration, immigration status, etc. This position also makes daily inspections of equipment to ensure it is in working order.

Mission Support Assistant

Job Description:

This position provides assistance in one or more of the administrative support areas (records and files management, human resources, logistics and procurement, finance and budget, etc.). Duties include maintaining tracking systems of transactions, coordinating requests for services from users and completing necessary forms, procuring routine equipment and services and maintaining office files and records.

Mission Support Specialist

Job Description:

This position coordinates and performs a wide variety of administrative and management services essential to the operations of the office. This person serves as an advisor to management on assigned administrative matters. In addition, conducts or participates in the evaluation of administrative programs, systems and methods and identifies ways to improve the efficiency and effectiveness of these services. You will also represent the office in dealings with the vendors and organizations within the agency.

Secretary

.Job Description:

A secretary serves as a manager, and in this capacity, performs a wide variety of clerical, secretarial and administrative duties in support of the work handled by the office. You will receive phone calls, keep the calendar appointments, receive and read incoming correspondence, type replies to routine correspondence, and types material covering all phases of the work of the manager.

Transportation Security Officer (Airport Screener)

Job Description:

This position works at airports providing security and protection of air travelers, airports and aircraft. As a TSO, you may be required to perform passenger screening, baggage screening or both. You are expected to perform all of these duties in a courteous and professional manner. Screening includes persons, property and cargo. This position also controls entry and exit points within the airport.

Sector Enforcement Specialist

Job Description:

This position supports the enforcement operations of the agency and other agencies of the Homeland Security department. Specifically, this person monitors the operation of communication links, develops background data and researches local and national data base information for the purpose of identifying and developing applicable tactical and operational data. Additionally, this person provides emergency assistance to law enforcement personnel and monitors the operation of various pieces of equipment.

The Homeland Security Department prefers that you use the application process that is tied to the job announcement on their web site ("usajobs.gov"). Once you have clicked on a job title and brought up the detailed job information, you can complete the application process by clicking on the "How to Apply" tab. During the application process for employment, you will be asked a series of questions. After answering these questions, you will be given a score and that score will determine your employment. The following is a SAMPLE of the questions and answers.

1. Which of the following statements best describes your experience and/or education?

A. I have at least one year of experience with performing miscellaneous clerk or clerical work

B. I have at least one year of specialized experience such as gathering data for routine reports, maintaining office files and records, typing office documents and reviewing forms and other documents.

C. I have successfully completed a full four-year course of study above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite.

D. I have a combination of education and experience that may qualify me for employment.

Narrative:

If you choose A or B in the previous question, provide additional information that supports your claim. If you chose response A, indicate the dates, etc. that support your claim. If you chose response B or D, provide one or two examples that demonstrate your work history. You may also be asked to give a name and phone number of a previous employer for verification purposes.

2. Indicate the extent of your experience in dealing with stressful situations.

A. As part of my regular job duties, I have dealt with occasional periods of mild stress.

B. As part of my regular job duties, I have dealt with occasional periods of moderate stress (for example, handling heavy workloads, meeting tight deadlines).

C. As part of my regular job duties, I have dealt frequently with highly stressful situations (for example, rapidly changing priorities, dealing face to face with hostile or violent individuals)

D. I have had no training or experience in dealing with stressful situations.

Narrative:

You will be asked to give examples of past experiences in dealing with stressful situations.

3. Some positions may require typing skills. If they do, the ability to type at least 40 words per minute is the minimum requirement. You can self-certify by submitting a statement that you can type this many words per minute.

4. Do you possess a knowledge of general office automation software, practices, and procedures?

A. Yes

B. No

Narrative: If you answered yes, you will be asked to provide brief examples of your accomplishments that demonstrate this experience.

5. For most positions, there is a residency requirement for applicants not currently employed by the Homeland Security department. During the three years prior to applying for this position, did you live in the United States or work for the U.S. government overseas or in a military capacity? Can you say yes to any of these?

A. Yes

B. No

6. If you are a Federal employee, is your most recent performance rating equivalent to a “pass”, “satisfactory” or better?

A. Yes

B. No

C. I am a Federal employee, but have not received a performance rating

D. Does not apply, I am not a Federal employee

7. Select the choice, which best describes your ability to communicate orally with various levels of employees and management in order to obtain and provide information.

A. I have greeted visitors, ore relayed messages, or answered and redirected phone calls.

B. I have questioned, interviewed, or conferred with others to obtain or verify information or participated in debate or speech programs.

C. I have given short presentations at briefings and meetings or acted as a liaison with other departments

D. None of the above

8. Have you ever checked or corrected correspondence or reports for grammar, spelling and punctuation?

A. Yes

B. No

9. Have you completed forms without assistance, and copied information from one source to another?

A. Yes

B. No

10. Have you prepared meeting notes and/or drafted responses to requests for information?

A. Yes

B. No

11. Have you given briefings on the status of projects either orally or written?

A. Yes

B. No

12. Select the statement, which best describes how you have typically performed your work.

A. I have maintained a to-do list and completed small scale projects with little supervision.

B. I have set priorities among several assignments, juggled them, and completed them on time.

C. I have asked my supervisor how soon a task needed to be completed and asked for help as necessary.

D. I have completed long term projects on time after setting my own priorities

13. Have you written memos, letters and form letters?

A. Yes

B. No

14. Have you processed or recorded information which contained numbers?

A. Yes

B. No

15. Have you assisted others in a team environment in order to complete a project?

A. Yes

B. No

16. Are you capable of ordering routine supplies and services?

A. Yes

B. No

17. Have you assisted others in locating and selecting the proper administrative procedure or technical instruction or manual for others to perform their work?

A. Yes

B. No

18. Have you proposed solutions and made recommendations on the basis of information presented to you?

A. Yes

B. No

19. Select the choice which best describes the extent of your experience in responding to new information, changing conditions, or unexpected obstacles.

A. I have adapted to minor or temporary changes affecting my own assignments or work schedule by rescheduling work or refocusing my efforts.

B. I have rearranged some priorities and rescheduled a significant amount of work to accommodate changes in resources or goals

C. I have rearranged virtually all work priorities and schedules to accommodate sudden major changes, problems, or setbacks

D. I have had no training or experience in adapting to change

20. Indicate the extent to which you have interacted with individuals within and outside of your organization

A. I have had routine, limited interaction with individuals within and outside of my organization

B. I have interacted with others within and outside of my organization to resolve day to day issues and to ensure the completion of group projects.

C. I have worked on projects that have involved moderately complex interaction with team members or external customers.

D. I have worked on projects that have involved extensive interaction with team members or external customers in complex situations.

E. I have had no training or experience in dealing with other individuals

Section 7

Reference Information

If you are looking for specific information on any particular federal subject, the following listing should be of interest to you. There are many and varied amounts of data on a wide assortment of ideas, as this listing shows. Please be aware that this section discusses agencies in general and shows you how to learn more about these agencies. To see and apply for job openings with these agencies, please refer to the government's main employment resource:

www.usajobs.gov

Aviation Careers: The FAA has an education program that provides career guidance for those interested in an aviation career. Aviation safety information, aviation education resource materials, and a computerized clearinghouse of aviation and space information can be obtained by contacting:

Aviation Education Officer
Federal Aviation Administration
US Department of Transportation
800 Independence Avenue SW
Washington, DC 20591
www.faa.gov

Civil Service Exams: There is a free pamphlet called Federal Examination Announcements which is available from any of the Federal Job Information Centers listed earlier in this booklet or you can contact:

Federal Job Information Center
General Information
Office of Personnel Management

1900 E Street NW Room 1416
Washington, DC 20425
www.opm.gov

Environmental Protection Agency Job Hotline: This National Recruitment number enables potential employees to contact the EPA for the latest update of current positions and specific applications requirements. The phone line operates Monday to Friday, from 8:30 AM to 4:30 AM Eastern Standard Time. The hotline number is 1–800–338–1350. The EPA can be found at:

Environmental Protection Agency
Recruitment
401 M Street, NW
Washington, DC 20460
www.epa.gov

Executive Development Center: The Federal Executive Institute is an interagency executive center responding to the training needs of federal executives, scheduling courses that are designed to improve executive skills in areas of leadership and management. Contact:

Federal Executive Institute
Office of Personnel Management
1301 Emmet Street
Charlottesville, VA 22901
www.opm.gov

Executive Management Training: The Washington Management Institute can also provide executive training for federal positions. Contact:

Washington Management Institute
PO Box 988
Washington, DC 20415

Ex–Railroad Workers Placement Service: A free job placement service, for experienced railroad workers who have lost their jobs, is available to those claiming unemployment benefits. Contact:

Unemployment and Sickness Insurance
Railroad Retirement Board
844 Rust Street
Chicago, IL 60611
www.rrb.gov

FED Fact Pamphlets: There are a variety of booklets that explain various subjects having to do with federal employment. Single copies of these are free. The pamphlets include:

_ Incentive Awards Program
_ Political Activity of Federal Employees
_ The Federal Retirement System
_ Financial Protection for Federal Employees
_ The Federal Merit Promotion Policy
_ The Federal Wage System
_ Maternity Leave
_ Employee Appeals from Actions
_ The Displaced Employee Program
_ Federal Labor Relations
_ Pay Under the General Schedule
_ Cost of Living Allowance for Federal Employees
_ Intergovernmental Mobility Programs
_ How Your GS Job is Classified
_ Merit System Principles and Prohibited Personnel Practices

Contact the Office of Public Affairs, Office of Personnel Management, 1900 E Street NW, Room 5F12, Washington, DC 20415 www.opm.gov

Forest Ranger Jobs: For career information as a forest ranger, contact:

Forest Service, US Department Of Agriculture
Recruitment, PO Box 2417
Washington, DC 20013
www.fs.fed.us

Health Benefits: Everything you wanted to know about the Federal Employees Health Benefit Program (FEHBP). There are numerous free pamphlets regarding these benefits. Contact:

Retirement and Insurance Programs
Office of Personnel Management
1900 E Street, NW Room 3415
Washington, DC 20415
www.opm.gov

Health Professions in US Public Health Corps: Find out about staffing needs and requirements for the US health care system for employment in almost any area of the country. Contact:

Office of Data Analyses and Management
Bureau of Health Professions
5600 Fishers Lane, Room 8–43
Rockville, MD 20857
www.bhpr.hrsa.gov

Labor–Management Relations: Here you can obtain information and assistance with regard to unions, agencies and appropriate governmental policy. Contact:

Employee Labor and Agency Relations
Personnel Systems and Oversight Group
Office of Personnel Management
1900 E Street NW Room 7412

Washington, DC 20415
www.opm.gov

Labor Practices in Federal Service: Data on unfair labor practices and specific decisions made in the past are available. Contact:

Public Information Office
Federal Labor Relations Authority (FLRA)
500 C Street SW
Washington, DC 20424
www.flra.gov

Merit Systems Protection Board: This group oversees and protects against abuse of Federal employees by agency management and assures that employment decisions are made in accordance with the merit system principles. Contact:

Office of Public Affairs
1120 Vermont Avenue, NW Room 400
Washington, DC 20419
www.usdoj.gov/opa

Pay and Benefit Inquiries: For questions about federal holidays, salary, life and health insurance, sick leave, retirement and vacations, contact:

Office of retirement and Insurance Policy
Office of Personnel Management
1900 E Street, NW Room 4330
Washington, DC 20415
www.opm.gov

Postal Service Employment: For information concerning postal worker, postal inspector and executive positions within this branch of the federal government, contact:

Employee Relations Department
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20044
www.usps.com/employment

Standards for Federal Employment: Data on the standards used to evaluate employment requirements for most governmental occupations. Contact:

Office of Classifications
Standards Development Staff
Career Entry and Employee Development Group
Office of Personnel Management
19 E Street NW Room 6515
Washington, DC 20415
www.opm.gov

Summer Job Announcements: Information on summer employment opportunities. Contact:

Federal Job Information Center
General Information
Office Of Personnel Management
1900 E Street NW Room 1416
Washington, DC 20415
www.opm.gov

Postal Jobs Source

Proof of Guarantee

If you have not received Postal Service or other Government Employment AFTER 60 days you will receive a refund by following these steps:

Step 1. If during the 60 day period you applied for employment and were deemed ineligible (or didn't pass the exam), you MUST furnish us with an official copy of the statement of ineligibility.

Step 2. **OR** You were deemed eligible for employment, but were not hired during the 60 day period.

Step 3. **OR** After 60 days, you were not hired for any other reason.

Step 4. This completed form MUST be returned to qualify for the refund.

To receive a refund, you MUST furnish us with the following required documentation:

Name:

Address:

City, State, ZIP:

Phone Number:

Please provide records of your method of payment: Credit card / debit card purchase: a copy of the credit card / debit card billing statement that shows the charges.

Job openings change on a daily basis. If there are currently no job openings available in your area (defined as within 30 miles of your zip code), you can return this form for an original purchase price refund by providing the documentation listed above. Or, since new job openings are posted every day, you may continue looking and applying and if you are not hired after 60 days, you can return this form and documentation listed above and receive the original purchase price refund plus our guarantee amount.

Note: **This guarantee does not provide for a refund if, for any reason, you decide not to pursue a career with the Postal Service or other Government agencies. To qualify for a refund, you must follow the steps listed above and provide all of the above mentioned documentation with this guarantee form.**

Labor Services

833 SW Lemans Lane #220

Lees Summit, MO 64082