

Helpful websites for federal government positions:

- www.usajobs.gov – the official government jobs website, includes Air Force civilian positions
- www.cpol.army.mil – the website where all Army jobs are posted and where you would apply for an Army position. Uses online Resumix system (electronic eye).
- <http://military.com/careers> – a commercial site that manages resumes and job postings for federal agencies.
- www.donhr.navy.mil – the website for Navy and USMC civilian positions. Uses online Resumix system (electronic eye).
- www.whs.mil – (<https://storm.psd.whs.mil/WHSJobs.html>) Department of Defense civilian jobs are posted here and the resume builder and application is here. Uses online Resumix system (electronic eye).

Other Helpful Resource Websites for federal jobs and KSA writing:

1. www.makingthedifference.org; <http://ourpublicservice.org/OPS/> a federal initiative to assist others in the federal hiring process
2. <http://www.opm.gov/> - is an independent agency of the United States government that manages the civil service of the federal government.
3. <http://www.makingthedifference.org/federaljobs/ksawriting.shtml>
4. <http://ourpublicservice.org/OPS/programs/calltoserve/toolkit/KSAs.pdf>

Many jobs call for KSA (knowledge, skills and abilities) essay answers for specific jobs. Use the link above for assistance in writing KSA's but I have been told that the 7 critical factors for each job include:

- 1) Ability to apply knowledge of rules, regulations, laws, policies, or standards
- 2) Ability to write procedures, training materials, information
- 3) Written communication skills for letters, policy, etc.
- 4) Oral communication skills for one-on-one training, working as a team member, ability to speak in front of a group.
- 5) Ability to apply and interpret – to use your own judgment within the guidelines to solve problems
- 6) Analytical skills- what is the problem, what action did you take, what was the results? CCAR: Context - Challenges – Action- Result. A result that can be quantified in terms of time or dollar savings is best
Context: Describe the specific problem you had to address. What did you have to solve, resolve, respond to, handle, etc?
Challenge: Describe the factors that contributed to a particular challenge such as budget cuts, new legislation, institutional reform, new goals from upper management, etc.
Action: Describe the steps you took to solve the problem. Stay away from the ordinary – be extraordinary in your response!
Result: Describe the outcomes of your actions – use percentages, numbers, grades. What was the difference you made – highlight the best!
- 7) Ability to work as a team member and/or leader

Let's think about an example. **Sample KSA: Ability to conduct complex research**

Say you have been working with a professor to put together a presentation that has to be delivered in 3 days (**context**). The "**challenge**" is that you have limited amount of time and a limited ability to research the topic. Perhaps you interviewed professors and others in your town to collect the needed information. You made a project out of the assignment – you were creative, took initiative (**action**).

Perhaps the professor took your material and product, put a copy on his Web site, used it as the basis for other presentations (**results**). This is an example of how something you did in a course can relate to the abilities that the agency is asking about. In describing this, you can showcase your abilities and the impact of your work.