

# Technician Supervisor's Course

## Sample Critical Elements – The Rater's Responsibilities

- Develop Critical Elements aligned to mission objectives
- Communicate performance expectations to employees and hold them accountable for achieving them
- Make meaningful performance distinctions among employees
  - The primary objective of assigning duties and responsibilities to individual positions is to provide the basis for orderly, efficient, and economical accomplishment of work.
- Factors that should be considered when developing critical elements:
  - The technician's knowledge, skill, or abilities
  - Is the work supervisory or production
  - Higher-level duties may require special skills or training
  - Delegated authority commensurate with assigned responsibilities
  - The distinction between "Duties" and "Responsibilities" is as follows:
    - "Duties" cover the difficulty aspects of work. They are concerned with what is done and how it is done. Duties are statements of job content and reflect tasks assigned to an employee by responsible management authority.
    - "Responsibilities" are less tangible. They concern an individual's accountability. Examples are the responsibility of a supervisor for meeting deadlines and the responsibility of a supply officer for seeing that adequate stocks are maintained.
    - Note: All positions have both duties and responsibilities. Lower-grade positions are usually "long" in duties and "short" in responsibilities, while high-level positions are "short" in duties but "long" in responsibilities.

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### Table Top Exercise

The purpose of the exercise is to review sample critical elements, and based on the above "***factors to be considered when developing critical elements***", make a meaningful distinction between the expected performance levels for each occupational series. Also determine if the critical element best fits an Assistant, Specialist, Supervisor, or Manager.

<b>GS-0201- Human Resources Specialist</b>	<b>GS-0201- Human Resources Specialist</b>	<b>GS-0201- Human Resources Specialist</b>
Effectively develop and revise HR policy guidance and instructions in accordance with prescribed objectives and implementation timeline. Work products may include (fill in functional area examples). Work is reviewed to ensure products are well researched, technically sound, thorough (e.g., considered scenarios), properly staffed, clear, aligned with legislative and regulatory authorities, timeliness, and impact on achieving organizational goals.	Effectively accomplish assigned special projects in accordance with established project objectives, achieve expected results, and meet stated milestones/timeliness. Projects include (fill in functional area examples). Projects are reviewed for accuracy, compliance with applicable legal, regulatory, and policy guidelines, timeliness, and results achieved.	Effectively plan and execute implementation tasks/actions on a continuing basis to achieve timely and successful conversion/implementation of (name the program) within National Guard in accordance with established component timelines. Contributions include actions to develop and field a variety of communication tools to inform the workforce and leadership on (name of program), answer program related questions; briefings, on-site subject matter expert staff support, and leading (Battalion, Wing, Group, Squadron) level work groups. Proactively and timely issue quality implementation guides and resolve problems that contribute to successful implementation of ANG/ARNG (name of program) program.

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<p><b>GS-0303- Administrative Support</b></p> <p>Effectively accomplish office administration responsibilities such as keeping office calendar, administering time and attendance, and screening visitors and phone calls. Complete review of office correspondence assuring formats and packages are in compliance with the ANG/ARNG correspondence manual and other applicable standards (e.g., official memorandums, signature block). Accomplish staff support responsibilities such as managing office suspense's (Tracker System), compiling status reports, and coordinating travel. Work products will be accurate and complete within the timeline established by supervisor. Accomplish work with good judgment (e.g., screening phone calls) and demonstrate professionalism (e.g., tactful and courteous).</p>	<p><b>GS-0303- Administrative Support</b></p> <p>Effectively complete special projects such as coordinating conferences, workshops, in accordance with project objectives and timelines as established by supervisor. Work products (results) will be accurate (e.g., name/number, rank/grade of attendees, all needed information is in the packages), well organized, and timely. Accomplish assigned work in a professional manner such as courteous and tactful. Manage workload in accordance with priorities and suspense's established by supervisor. Respond to all customer inquiries in a timely manner (as established by supervisor).</p>
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<p><b>GS-0343- Management Analyst</b></p> <p>Accomplish independent, collaborative, and cross-functional analyses for assigned programs. Initiate timely action during fiscal cycle to schedule briefings and present recommendations to (XYZ committee), identifying and verifying key resourcing challenges and providing meaningful recommended solutions in accordance with established ANG/ARNG resources strategy</p>	<p><b>GS-0343- Management Analyst</b></p> <p>Complete analysis of civilian manpower program, for all structure and budget sensitive elements of assigned commands, programs, or projects. Independently utilize common-use analytic tools, such as web-based applications, and other analytical software to generate data and analysis within established timelines. Organize and present results/reports in established format to senior analysts for incorporation into strategic ANG/ARNG objectives. As directed and with senior analyst supervision, apply principles of manpower program management to special circumstances that require such evaluation.</p>
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<p><b>GS-0510- Staff Accountant</b></p>	<p><b>GS-0510- Staff Accountant</b></p>
<p>Effectively accomplish accurate and on-time (by employee/customer agreed-upon suspense date), professional accounting work for [fill in organization] requiring the application of accounting principles, theories, concepts and practices to ensure that accounting systems produce accurate results, meet legal requirements, and support the mission of [fill in organization].</p>	<p>Effectively deliver [provide] accurate and timely advice and guidance on an "as needed basis" to headquarters staff and managerial accountants in the field - resolving normal issues/inquiries in 3-4 business days, for more complex situations an initial response should be given in 3-4 business days and updated until resolved. Complete responses to inquiries that require the correct application of accounting principles, theories, concepts and practices to financial processes to produce accurate results and meet legal requirements.</p>

<p><b>GS-0560- Budget Analyst</b></p>	<p><b>GS-0560- Budget Analyst</b></p>
<p>Accomplish resource management support and budget analysis functions on a daily basis or as needed, for the G-3/5/7 staff, in order to keep the G-3/5/7 staff aware of execution that is in accordance with phased obligation plan. Support/analysis is given on the day it was sought for most situations, and within 5-7 days for more complex situations (as determined by supervisor), based on an accurate, timely and thorough analysis in accordance with generally accepted principles and practices.</p>	<p>Assist Senior Analysts with Execution of Budget Priorities (As required) – With significant supervision execute the budgets for assigned areas of responsibility. Prepare, coordinate, submit, and present accurate budget products to senior budget analysts. Work products, communicated orally or written, are evaluated for completeness, clear, accurate and in accordance with established timelines, and guidance.</p>

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<b>GS-0560- Budget Analyst</b>	<b>GS-0560- Budget Analyst</b>
Effectively defend Resource Requirements – With limited supervision accurately manage, analyze, coordinate, justify, and defend budget submissions. Complete justification and respond to various inquiries for assigned programs in a precise and timely manner. Ensure budget details communicated orally or in writing are consistent, accurate, and in accordance with established timelines, guidance, and priorities.	With significant supervision effectively conduct timely trend analysis. Monitor current and prior year execution levels for assigned areas of responsibilities. Monitor and accurately document current and historical program execution using established generally accepted principles and methodologies and accomplish tasks in accordance with assigned timelines.

<b>GS-1712- Training Instructor</b>	<b>GS-1712- Training Instructor</b>
Complete updates and development of course material for the assigned training program in accordance with established standards and timelines, and course material is consistent with applicable manuals and regulations. The course materials include lesson plans, practical exercises, and competency tests. This standard requires that 25% to 30% of all training material must be updated within the performance rating cycle.	On a regular basis, conduct research in responsible discipline to determine possible training applications. New information is distributed to all “in need” of the knowledge when new learnings are discovered, and briefs are presented to leadership and peers on a semi-annual basis (twice during the rating cycle) as a minimum.

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<b>GS-2210- Information Technology</b>	<b>GS-2210- Information Technology</b>
<p>Effectively identify, justify, and defend automation funding requirements, which include capturing, tracking, and reporting costs for automation requirements. Funding requirements should be thoroughly and accurately documented, and available to meet internal and external suspenses for Program Objective Memorandum (POM) submissions, weekly budget status meetings, occasional budget reviews by the Resource Management Office, and adhoc request. Critical thinking should be applied to the analysis of funding impacts and justifications in defense of civilian HR automation funding. Comprehensive impact statements will be developed and provided in time to meet internal and external suspenses.</p>	<p>Accomplish assigned projects in accordance with established project objectives, achieve expected results, and meet stated milestones/timelines. Results must be technically sound (e.g., in compliance with applicable legal and regulatory provisions), accurate (e.g., validated data, cited references), and in accordance with applicable policies, procedures, and guideline.</p>

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<b>GS-0346- Logistics Management</b>	<b>GS-0346- Logistics Management</b>	<b>GS-0346- Logistics Management</b>
<p>Accomplish the review, analysis and evaluation of current or projected logistics programs in accordance with established timelines and applicable laws, regulations, agreements and policies (as it relates to specific program). Coordinate with representatives of the ANG/ARNG, other services, and DoD components in developing, monitoring and evaluating joint logistics programs. Based on these reviews and analysis, complete program enhancements in a timely manner per published guidance.</p>	<p>Complete assigned review of policy and procedural information, identifying problems, and initiates cost-effective alternatives to current policies and programs using current metrics of evaluating cost-effectiveness. Complete documentation and reports on such reviews and cost-savings, and provide recommended solutions within supervisor determined timeline.</p>	<p>As required, effectively leads evaluation/inspection teams and study groups formed to evaluate logistics readiness support to ANG/ARNG units/activities. Based on inspections, review and studies, prepares and submits detailed analyses and/or reports with technical evaluation and recommendations for policy, process, and procedural change (reviewed by supervisor for quality, accuracy, and completion) within supervisor established suspense date.</p>