

PROFESSIONAL SPECIALIST INTERNSHIP LEADING TO PSYCHOLOGIST POSITION

The United States Postal Service is pleased to announce the following excellent and challenging internship opportunity for highly motivated and innovative individuals to work in our Selection, Evaluation, and Recognition (SER) office in WASHINGTON, DC.

MAJOR DUTIES:

Working with and under the direction of more senior psychologists, the intern will begin a two-year process of adding depth and breadth to his/her understanding of industrial psychological research, becoming familiar with processes and procedures followed in conducting such research in a large, complex organization. The intern will enhance his/her analytical capabilities by analyzing available testing or other personnel data, researching literature related to new or revised testing and measurement procedures, developing standardized procedures for conducting both qualitative and quantitative research, and obtaining more strategic in-depth understanding of SER and the Postal Service. After the second year of successful training, the intern will be outplaced noncompetitively to the EAS-21, Psychologist position.

ASSIGNMENTS MAY INCLUDE (but not necessarily be limited to):

- Conduct research, including developing the study plan, creating supporting materials and protocols, collecting and analyzing data, and reporting the results.
- Participate in the development, review, validation, and implementation of examinations, selection programs, and evaluation systems that measure knowledge, skills, and abilities of employees and job applicants.
- Review job duties and responsibilities for the determination of qualification requirements.
- Provide administrative and data analytic support in preparing for and conducting large scale research efforts relating to employee attitudes and organizational climate.
- Conduct statistical analyses of psychometric and other organizational data.
- Provide support to the review and updating of selection and evaluation instructional material, automated systems, and handbooks.
- Provide job related information, assistance to employees, and written documentation of research conducted.

Successful candidates must demonstrate through a combination of education, training, and experience the following requirements:

REQUIREMENTS:

1. Knowledge of applied industrial/organizational psychology.
2. Knowledge of statistics and statistical analysis packages (e.g., SPSS, SAS).
3. Knowledge of research design and methodology.
4. Knowledge of job analysis methods and techniques.
5. Knowledge of test development procedures and measurement techniques.
6. Knowledge of various approaches to evaluating employee performance.
7. Ability to communicate orally to participate in meetings and make presentations.
8. Ability to communicate in writing to prepare technical reports and informal communications.
9. **EDUCATION REQUIREMENT:** A graduate degree in Industrial/Organizational Psychology (or related area of study).

Qualified applicants must successfully pass a pre-employment drug screening to meet the U. S. Postal Service's requirement to be drug free. Applicants must also be a U. S. citizen or have permanent resident alien status.

The starting salary range will be \$ 43,891 - \$ 69,945. Salary will be based on previous experience, salary history, and current postal pay policies. We offer excellent benefits including health and life insurance, retirement plan, savings/investment plan with employer contribution, flexible spending account, flextime scheduling of core work hours, annual and sick leave. For additional information, contact:

U.S. POSTAL SERVICE
SELECTION, EVALUATION, AND RECOGNITION
ATTN: Martha E. Hennen, Ph.D.
475 L'ENFANT PLAZA, SW
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To view/response to the actual announcement, once published, visit <http://www.usps.com/employment>.

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Overview of the Professional Specialist Internship – Psychologist 19/21/23 Program
Selection, Evaluation, and Recognition (SER)
Draft January 16, 2008

The position will be two-tiered, beginning at an EAS-19 level for one year. With successful completion of the first phase of training, the intern will progress noncompetitively to an EAS-21. After the second year of successful training, the intern will be outplaced noncompetitively to the EAS-23, Psychologist.

Development Plans:

Target position description and established qualification standard.

The target position is Psychologist, EAS-23.

Functional Purpose:

Oversees and conducts the more complex projects for the development and evaluation of examinations, selection programs and evaluation systems that measure knowledge, skills, and abilities of current employees and job applicants; conducts analyses of ongoing personnel programs to assess impact on the organization; and conducts organizational research and develops programs and systems to enhance organizational effectiveness.

REQUIREMENTS:

1. Knowledge of applied industrial/organizational psychology.
2. Knowledge of statistics and statistical analysis packages (e.g., SAS).
3. Knowledge of all aspects of aptitude and achievement test development, including job analysis and validation methodologies.
4. Knowledge of survey research techniques and practices.
5. Knowledge of professional standards related to personnel selection and evaluation, including the Uniform Guidelines on Employee Selection Procedures, at a level sufficient to serve as an expert witness in legal proceedings.
6. Knowledge of various approaches to evaluating employee performance.
7. Ability to communicate in writing to prepare instructional materials and technical and nontechnical reports and briefing papers.
8. Ability to communicate orally to make presentations, conduct group and individual interviews, and provide technical advice on selection programs, policies, and procedures.
9. Ability to coordinate research projects, including planning, organizing, and coordinating the activities of customers, lower level psychologists, and research participants.
10. EDUCATION REQUIREMENT: A graduate degree in Industrial/Organizational Psychology (or related area of study).

Qualification Standard for Entry

PSI, EAS-19 – Leading to outplacement Psychologist

REQUIREMENTS:

1. Knowledge of applied industrial/organizational psychology.
2. Knowledge of research design, methodology, statistics and statistical analysis packages (e.g., SPSS, SAS).
3. Knowledge of job analysis methods and techniques.
4. Knowledge of test development procedures and measurement techniques.

5. Ability to communicate orally to participate in meetings and make presentations.
6. Ability to communicate in writing to prepare technical reports and informal communications.
7. **EDUCATION REQUIREMENT:** A graduate degree in Industrial/Organizational Psychology (or related area of study).

The intern will begin a two-year process of adding depth and breadth to his/her understanding of industrial psychological research, becoming familiar with processes and procedures followed in conducting such research in a large, complex organization. The intern will enhance his/her analytical capabilities by analyzing available testing or other personnel data, researching literature related to new or revised testing and measurement procedures, developing standardized procedures for conducting both qualitative and quantitative research, and obtaining more strategic in-depth understanding of SER and the Postal Service.

Description for PSI Level 19 (First year intern level)

Functional Purpose:

Participates in project work related to the development and evaluation of examinations, selection programs, and evaluation systems that measure knowledge, skills, and abilities of current employees and job applicants; conducts analyses of data from ongoing personnel programs; conducts organizational research and develops programs and systems to enhance organizational effectiveness.

REQUIREMENTS for EAS Level 19 (Developmental):

1. Knowledge of USPS examination/selection programs and related data.
2. Ability to research issues related to personnel selection and measurement techniques.
3. Ability to analyze jobs for purposes of defining selection criteria, developing measurement instruments and providing validity evidence.
4. Ability to manipulate large scale data sets using standard statistical packages and database management tools.
5. Ability to perform statistical analysis of testing or other personnel data.
6. Ability to communicate orally and in writing sufficient to prepare project documentation and reports for internal and external customers.

Duties and Responsibilities:

1. Analyze positions for which selection methods are to be developed.
2. Follow an established test plan to outline and create test items.
3. Assist hiring managers in the review of job duties and responsibilities for the determination of qualification requirements.
4. Develop materials supporting research in the administration of experimental batteries of tests and collection of validation evidence, including appropriate communications/directions, sampling procedures, and research protocols.
5. Provide administrative and data analytic support in preparing for and conducting large scale research efforts relating to employee attitudes and organizational climate.
6. Select, apply and interpret statistical indices appropriate to the analysis of psychometric and other organizational data.
7. Provide support to the review and updating of selection and evaluation instructional material, automated systems, and handbooks.
8. Provide job related information, assistance to employees, and written documentation of research conducted.

Level 19 Training and Developmental Assignments

- *Contribute to the quality of selection decisions into EAS professional/technical jobs.* The intern will develop functional knowledge and experience with the creation and

documentation of knowledge, skill and ability requirements for professional and technical positions. This assignment shall include working with personnel from organizational design and with subject matter experts to define job related requirements in accord with the SER model.

- *Contribute to the administration of USPS exams under the auspices of the Rehabilitation Act of 1973.* Under the initial direction of the Manager, Employment Programs and/or other more senior psychologist staff, the intern shall draft responses to requests for testing accommodation on a variety of exams administered by the Postal Service.
- *Develop project planning and organizational skills.* The intern will work under the direction of the Manager, Employment Programs to develop a project work plan for the conduct of a defined research project such as the revision to existing exam series or collection of job analysis data related to a new exam development effort.
- *Develop organizational research experience and skill.* The intern will develop all supporting material required for the collection of research data or the implementation of a new or revised testing program. These materials shall include appropriate communications, directions for conducting an exam, a research protocol, other research data collection forms (either electronic or paper-based). This objective shall be achieved under the general direction of a more senior level psychologist.
- *Enhance survey research, statistical analysis and data management skills.* The intern will work under the direction of a more senior psychologist or the relevant SER program lead to provide new and innovative analysis techniques to organizational personnel data from the Voice of the Employee Survey, the National Performance Assessment and/or Performance Evaluation System, and from data regarding a newly implemented examination program.
- *Develop technical writing skills.* The intern will draft technical documentation related to the development or revision of an existing or revised examination. This technical documentation may be related to a research project previously conducted by SER. Such technical documentation must meet the requirements of the *Uniform Guidelines on Employee Selection Procedures*.
- *Develop technical analysis skills in review of automated systems for maintaining and reporting on examinations or other personnel related data.* The intern will participate in a strategic review of proposed plans for the development/revision of automated tools used in extracting and analyzing historic examinations data. The intern will be responsible for suggesting one functional improvement to current procedure, overseeing the development and review of new or revised automated functionality, and gathering input as to implemented change.
- *Develop knowledge related to wider application of I/O psychology, relevant employment laws, regulations, and policies.* The intern will enhance knowledge by attending at least one professional seminar or one national conference relevant to I/O Psychology, employment law, or conduct of organizational research (e.g., annual conference for the Society for Industrial and Organizational Psychology or similar).

The Manager, Employment Programs, SER project or program lead, and higher level SER Psychologists will be responsible for tracking intern progress.

Level 19 Intern Performance Goals

At the end of the twelve month period, the intern will be evaluated on the following:

- The intern will become independently proficient at the establishment of new or revised qualifications for a professional or technical position for the Postal Service.
- The intern will respond appropriately to requests for reasonable accommodation based upon analysis of the evidence for disability under the Rehabilitation Act, evaluation of the impact of such disability (if any) on exam performance, and suggested guidance on the implementation of this accommodation.

- The intern will develop and follow a plan for the conduct of a simple to moderately complex research effort, including overseeing and/or developing appropriate data collection tools, communications and research protocols.
- The intern will develop and carry out an appropriate research data analysis plan for the analysis of one or more complex organizational databases capturing personnel related data including VOE data, NPA data and testing data for one or more in place or revised exams.
- The intern will provide a complete draft of technical documentation related to the research involved in the development or revision of an examination program. This technical documentation will be reviewed either by the Manager, Employment Program OR by a more senior level psychologist.
- The intern will perform a functional review of one modified or updated automated process. This functional review will include review of plans for revised or new functionality added to the TAPS or a related system such as SAP, monitoring contractors responsible for system development, and review of implemented product capability.

If the intern completes these performance goals successfully in the 12-month training period, he/she will be promoted noncompetitively to a level EAS-21. If goals are not met during this period, the training at level EAS-19 may be extended an additional six months. If, after this extension period, the intern's performance goals are still not met, the intern may be terminated from the PSI program.

Qualification Standard for Intermediate Entry Grade Level PSI 21

Functional Purpose:

Participates in projects and performs technical staff work in support of the design and analysis, development, implementation, and evaluation of national human resources programs and policy. Conducts research, analysis and studies in support of the development and modification of human resources policy.

REQUIREMENTS for EAS Level 21 (Developmental):

1. Knowledge of all aspects of aptitude and achievement test development and implementation, including the use of automated tools, the conduct of job analysis and validation methodologies.
2. Knowledge of survey research techniques and practices.
3. Knowledge of professional standards related to personnel selection and evaluation, including the Uniform Guidelines on Employee Selection Procedures.
4. Knowledge of various approaches to evaluating employee performance.
5. Ability to communicate in writing to prepare technical documentation reports, and briefing papers.
6. Ability to communicate orally to make presentations and provide technical advice on complex issues related to selection programs, policies, and procedures.

The intern at this level will demonstrate deeper knowledge of USPS selection, evaluation, and recognition programs, policies, procedures, laws and regulations and of the conduct of organizational research. This knowledge will be important in understanding current processes to make recommendation for improving systems and research processes. The intern will be able to develop and monitor project plans related to the research required to support the development and implementation of new or improved processes or procedure, especially changes to examination content.

Duties and Responsibilities:

1. Analyze positions for which selection methods are to be developed.
2. Develop test plans and outline and create aptitude and achievement items, and write qualification standards.

3. Guide subject area specialists in developing specialized knowledge and aptitude items; train and direct specialists in item writing activities.
4. Develop experimental batteries of tests, select representative populations or installations to be tested, and develop criteria for and conduct validation studies.
5. Determine procedures to be used in administering and scoring examinations and in the gathering of statistics related to examinations.
6. Provide administrative and data analytic support in preparing for and conducting large scale research efforts relating to employee attitudes and organizational climate.
7. Select, apply and interpret statistical indices appropriate to the analysis of psychometric and other organizational data.
8. Provide assistance to subject matter experts during job analysis development.
9. Provide support to the review and updating of selection and evaluation instructional material, automated systems, and handbooks.
10. Provide job related information and assistance to employees as required.

Level 20 Training and Development Assignments

- *Continued responsibility for qualification standards and reasonable accommodation.* The intern will independently draft responses to requests for testing accommodation and work with relevant organizational contacts to define qualification standards in accord with the established SER model.
- *Develop project planning and organizational skills.* The intern will independently develop a project work plan for the conduct of a complex or broad scope research project such as the job analysis or validation effort for a new exam development effort.
- *Develop organizational research experience and skill.* The intern will be the primary contact between the organizational client and SER on one or more research projects. This assignment will include coordinating project meetings, conducting qualitative data collection sessions, compiling research results and providing client feedback.
- *Develop functional experience in administration of a large scale data collection effort.* The intern will work with an SER project lead to coordinate the administration of a large scale data collection effort related to either the VOE survey or to Pay for Performance annual performance feedback.
- *Enhance statistical analysis and data management skills.* The intern will identify and independently provide new and innovative analysis techniques to organizational personnel data such as that from the Voice of the Employee Survey, the National Performance Assessment and/or Performance Evaluation System, and/or from data regarding a newly implemented examination program.
- *Develop technical analysis skills in review of automated systems for maintaining and reporting on examinations data.* The intern will oversee the development of functional improvements to automated tools used in capturing and reporting on examinations data. The intern will be responsible for overseeing from suggestion to implementation one or more functional improvements to current automated tools, overseeing the development and review of new or revised functionality, and gathering input as to implemented change.
- *Enhance written communication skills.* The intern will provide full technical documentation for the research conducted under his/her direction.
- *Develop communication, teamwork, and project management skills.* The intern will be detailed to work with a related team in Employee Development or Corporate Personnel Management to work on the implementation of a revised training evaluation or intern development program definition or administration. The intern will be responsible for specific project deliverables under the direction of the relevant team lead in CPM or ED.
- *Continue learning wider application of I/O psychology, relevant employment laws, regulations, and policies.* The intern will further enhance knowledge by attending at least two professional seminars or one national conference relevant to I/O Psychology, employment law, or conduct of organizational research (e.g., annual conference for the Society for Industrial and Organizational Psychology or similar).

Level 21 Intern Performance Goals

At the end of the twelve month period, the intern will be evaluated on the following:

- The intern will become independently proficient at the coordination and client interface for a moderately complex research project related to exams development or revision.
- The intern will develop and follow a plan for the conduct of a moderately complex research effort, including overseeing and/or developing appropriate data collection tools, communications and research protocols as well as coordinating research activity of other psychologists or SER personnel as applicable.
- The intern will develop and independently carry out an appropriate research data analysis plan for the analysis of one or more complex organizational databases capturing personnel related data.
- The intern will provide a full report on the technical documentation of a research related project meeting the requirements of the *Uniform Guidelines on Employee Selection Procedures*.
- The intern will perform a functional review of one modified or updated automated process. This functional review will include review of plans for revised or new functionality added to the TAPS or a related system such as SAP, monitoring contractors responsible for system development, and review of implemented product capability.

If the intern completes these performance goals successfully in the 12-month training period, he/she will be promoted noncompetitively to a level EAS-23, Psychologist. If goals are not met during this period, the training at level EAS-21 may be extended an additional six months. If, after this extension period, the intern's performance goals are still not met, the intern may be terminated from the PSI program.