



Management Analyst

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Program Support Center

Occupational Health Portfolio (FOH)

Summary

This position is located in the Department of Health and Human Services, Program Support Center, headquartered in Rockville, Maryland.

This announcement will close at 11:59 PM, on the day that 150 applications have been received or on the closing date, whichever is first.

[Learn more about this agency](#)

Overview

Accepting applications

🕒 Open 08/03/2026 to 08/12/2026

This job will close when we have received **150 applications** which may be sooner than the closing date. [Learn more](#)

Location

Few vacancies in the following location:

📍 Rockville, MD

Work site options

Telework eligible

Yes — as determined by the agency policy.

Remote job

No

Relocation expenses reimbursed

No

Salary

\$85,447 - \$133,142 per year

Pay scale & grade

GS 11-12

Promotion potential

12

[? Learn more about pay scale and grade](#)

Pay scale and grade determines the salary of the job.

Work schedule

Full-time

Travel Required

25% or less - You may be expected to travel for this position.

Appointment type

Permanent

Occupations and job series

- [0343 Management And Program Analysis](#)

Supervisory status

No

Federal service type

This job is in the Competitive Service

Represented by a union

No

Drug test

No

Security clearance

Other

Position sensitivity and risk

[Moderate Risk \(MR\)](#)

[?](#) Jobs require a [background check](#) and some require a [security clearance](#). The type depends on the job.

Background check type

- [Suitability/Fitness](#)

Financial disclosure required

No

[?](#) Some jobs require [financial disclosure](#) to identify conflicts of interests.

Announcement number

HHS-PSC-DE-26-12994705

Control number

878641400

This job is open to

**The public**

U.S. Citizens, Nationals or those who owe allegiance to the U.S.

**Career transition (CTAP, ICTAP, RPL)**

Federal employees whose job, agency or department was eliminated and are eligible for priority over other applicants.

Clarification from the agency

Open to all U.S. Citizens

Duties

WHAT YOU'LL BE DOING DAY TO DAY

As a Management Analyst, you will:

- Advise on the impact of changes in mission or resources and recommends alternative courses of action and possible solutions for resolving management problems in areas such as systems, manpower utilization, productivity management, workflow, and paperwork management.
- Team with FOH consultants' staff in reviewing, analyzing, developing, and implementing financial and budget related systems that support the operation of FOH functions and a range of client services.
- Prepare procurement requests, evaluate proposals for work, and/or maintain procurement and contracting records.
- Participate in discussions, meetings, conferences and conference calls with agency administrator, senior subject matter and technical personnel, and other federal agency officials to secure and provide information, to investigate facts, to present conclusions, recommendations, and alternatives, to obtain concurrence and develop alternate courses of actions; and to mutually resolve problems.
- Develop recommendations for top program officials and supervisors and strives to have viable recommendations accepted by operating components.

Requirements

Conditions of employment

- U.S. Citizenship required
- Males born after December 31, 1959 must be registered or exempt from Selective Service - <http://www.sss.gov>
- Suitable for federal employment
- Appointment will be subject to the applicant's successful completion of a background security investigation and favorable adjudication. All information concerning qualifications is subject to investigation.
- Documentation that you present for purposes of completing the Department of Homeland Security (DHS) Form I-9 will be verified through the DHS "E-Verify" System.
- All Federal employees are required to have Federal salary payments made by direct deposit to a financial institution of their choice.
- All qualification requirements must be met by the closing date.
- Financial disclosure statement may be required.
- Probationary (or trial) period may be required.

Qualifications

WHAT WE ARE LOOKING FOR

GS-11 Minimum Qualifications: You must have one year of specialized experience to perform successfully the duties of the position. To be creditable, specialized experience must have been equivalent to at least the **GS-09** grade level in the Federal service performing ALL of the following:

- Providing customer service and account management support to internal and external stakeholders by responding to inquiries related to funding, billing, financial transactions, and service delivery.
- Monitoring expenditures, funding balances, and spending trends to identify potential funding shortfalls, billing discrepancies, and funding issues requiring corrective action.
- Preparing financial reports, utilization reports, and account status updates for customers, program managers, and organizational leadership.
- Building and maintaining effective working relationships with customers and stakeholders to ensure timely resolution of issues and quality service delivery.

OR

Have a Ph.D. or equivalent doctoral degree; OR 3 full years of progressively higher-level graduate education leading to such a degree; OR LL.M., if related.

OR

Have a combination of experience and education that meets 100% of the qualification.

GS-12 Minimum Qualifications: You must have one year of specialized experience to perform successfully the duties of the position. To be creditable, specialized experience must have been equivalent to at least the **GS-11** grade level in the Federal service performing ALL of the following:

- Serving as a primary point of contact for customers and organizational stakeholders on complex financial account management matters, funding issues, billing concerns, and service-related inquiries.
- Developing and presenting recommendations regarding funding adjustments, spending strategies, and resource utilization based on customer needs and operational requirements.
- Leading the resolution of complex funding, billing, accounts receivable, and deobligation issues by coordinating with customers, program managers, financial personnel, and leadership officials.
- Managing customer relationships by proactively addressing concerns, communicating financial information, and ensuring a high level of customer satisfaction.

Documenting experience: IN DESCRIBING YOUR EXPERIENCE, PLEASE BE CLEAR AND SPECIFIC. WE WILL NOT MAKE ASSUMPTIONS REGARDING YOUR EXPERIENCE. Qualifications are based on breadth/level of experience. In addition to describing duties performed, applicants must provide the exact dates of each period of employment (from MM/YY to MM/YY) and the number of hours worked per week if part time. As qualification determinations cannot be made when resumes do not include the required information, failure to provide this information may result in disqualification. Applicants are encouraged to use the USAJOBS Resume Builder to develop their federal resume.

Do not copy and paste the duties, specialized experience, or occupational application questionnaire from this announcement into your resume as that will not be considered a demonstration of your qualifications for this position.

In accordance with Office of Personnel Management policy, federal employees are assumed to have gained experience by performing duties and responsibilities appropriate for their official series and grade level as described in their position description. Experience that would not normally be part of the employee's position is creditable, however, when documented by satisfactory evidence, such as a signed memorandum from the employee's supervisor or an SF-50 or SF-52 documenting an official detail or other official assignment. The documentation must indicate whether the duties were performed full time or, if part time, the "percentage of times" the other duties were performed. It is expected that this documentation is included in the employee's official personnel record. In order to receive credit for experience in your resume that is not within the official series and grade level of your official position, you must provide a copy of the appropriate documentation of such experience as indicated above.

Experience refers to paid and unpaid experience, including volunteer work done through national Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; community; student; social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to gain employment. You will receive credit for all qualifying experience, including volunteer experience. If such experience is on a part-time basis, you must provide the average number of hours worked per week as well as the beginning and ending dates of the experience so it can be fully credited.

[OPM Qualification General Policies Website](#)

Education

Foreign Education: If you are using education completed in foreign colleges or universities to meet the qualification requirements, you must show that the education credentials have been evaluated by

a private organization that specializes in interpretation of foreign education programs and such education has been deemed equivalent to that gained in an accredited U.S. education program; or full credit has been given for the courses at a U.S. accredited college or university. For further information, visit: <http://www.ed.gov>.

Additional information

THINGS YOU NEED TO KNOW

Incentives may be authorized; however, this is contingent upon multiple factors, including funds availability. If authorized, certain incentives may require you to sign a service agreement to remain in the Federal government for a period of up to 3 years. Note: This statement does not imply nor guarantee an incentive will be offered and paid. Incentives may include the following: moving expenses, recruitment or relocation incentive; student loan repayment, superior qualifications appointment, creditable service for annual leave for prior non-federal work experience or prior uniformed military service, etc.

Bargaining Unit Position: No

Research position: No

Drug Screening Required: No

Applicants selected for this position will be subject to reasonable suspicion and post-accident drug testing upon hiring.

Veterans' Preference - <https://www.usajobs.gov/Help/working-in-government/unique-hiring-paths/veterans/>

Career Transition Assistance Program/Interagency Career Transition Assistance Program (CTAP/ICTAP):

For information on how to apply as an CTAP/ICTAP eligible see http://opm.gov/rif/employee_guides/career_transition.asp#ictap. To be well-qualified and exercise selection priority for this vacancy, displaced Federal employees must be rated at 85.0 or above on the rating criteria for this position.

Reemployment Priority List (RPL): To receive selection priority for this position, individuals on the RPL must meet the qualification requirements, complete all required assessments and be rated as qualified. RPL candidates are ranked using Category Rating procedures.

Beginning January 1, 2010, agencies must seek prior approval from OPM before they can appoint a current or recent **political appointee** to a competitive or non-political excepted service position at any level under the provisions of title 5, United States Code. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, or Non-career SES employee in the executive branch, you **MUST** disclose that to the Human Resources Office.

Additional selections may be made for similar positions across the Department of Health and Human Services (HHS) within the local commuting area(s) of the location identified in this announcement. By applying, you agree to have your application shared with any interested selecting official(s) at HHS. Clearance of CTAP/ICTAP will be applied for similar positions across HHS.

In accordance with Executive Order 12564 of September 14, 1986, The Department of Health and Human Services (HHS) is A Drug-Free Federal Workplace. The use of illegal drugs, on or off duty, by Federal employees is inconsistent not only with the law-abiding behavior expected of all citizens, but also with the special trust placed in such employees as servants of the public.

For Résumé Tips visit: <https://www.youtube.com/watch?v=8YX7o1PBoFk>

For Application Tips visit: <https://www.youtube.com/watch?v=bqYkibnuiJU>

For additional information about USAJOBS visit the Help Center: <https://www.usajobs.gov/Help/>

For resume writing guidance, please visit the [USAJobs Resource Center](#) or view their [video tutorial](#).

For Most Effective Resumes Tips visit: https://help.usajobs.gov/index.php/Most_Effective_Resumes.

Candidates should be committed to improving the efficiency of the Federal government, passionate about the ideals of our American republic, and committed to upholding the rule of law and the United States Constitution.

Benefits



A career with the U.S. government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding. [Learn more about federal benefits](#).

[Review our benefits](#)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How you will be evaluated

You will be evaluated for this job based on how well you meet the qualifications above.

You will be evaluated based on how well you meet the qualifications listed in this announcement. Evaluation will be based on your application materials (such as your resume and supporting documents), your responses to the application questionnaire, and the results of all required assessments.

Resume Requirement

Your resume must not exceed two (2) pages in length.

Minimum Qualification Question

As part of the application process, you must answer a minimum qualification question addressing

whether you meet the Specialized Experience required for this position, as described in this announcement.

Assessment Process

USA Hire Technical Assessment

You are required to complete a USA Hire technical assessment to evaluate the job-related knowledge, skills, and abilities required for this position.

The USA Hire Assessments includes a cut score based on the minimum level of required proficiency in these critical general competencies. You must meet or exceed the cut score to be considered. You will not be considered for the position if you score below the cut score or fail to complete the assessment.

HR Resume Review

Human Resource (HR) Specialists will review your resume to determine whether you meet the required Specialized Experience.

Applicants who successfully pass the assessment(s) may be referred to the Hiring Manager for consideration.

You must complete all required steps in the process, including submitting an application and resume and participating in the assessments, to be considered for this position.

Category rating procedures will be used to rate and rank candidates. The category assignment is a measure of the degree in which your background matches the competencies required for this position. Qualified candidates will be ranked into one of three categories:

- Best Qualified - Applicants who have experience that is almost identical to those required by the position.
- Well Qualified - Applicants who have experience that is very similar to those required by the position.
- Qualified - Applicants who meet minimum qualification requirements, but do not identify any additional qualifying experience or skill.

Candidates in the highest category will be referred to the hiring agency.

The Category Rating Process does not add veterans' preference points but protects the rights of veterans by placing them ahead of non-preference eligibles within each category. Preference eligibles who meet the minimum qualification requirements and who have a compensable service-connected disability of at least 10 percent must be listed in the highest quality category (except in the case of scientific or professional positions at the GS-9 level or higher).

You will be assessed on the following competencies (knowledge, skills, abilities, and other characteristics):

- Accountability
- Attention to Detail
- Customer Service
- Customer Service
- Decision Making
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty

- Interpersonal Skills
- Interpersonal Skills
- Learning
- Reading Comprehension
- Reasoning
- Self-Management
- Stress Tolerance
- Teamwork

Overstating your qualifications and/or experience in your application materials or application questionnaire may result in your removal from consideration. Cheating on an assessment may also result in your removal from consideration.

To preview the application questionnaire, click the following link:

<https://apply.usastaffing.gov/ViewQuestionnaire/12994705>

Required Documents

Submission of a resume alone IS NOT a complete application. You must provide a complete online Application Package which includes:

- Resume must not exceed two (2) pages and must support responses to the online application. Failure to submit a resume and all required documentation identified in this announcement may result in removal from further consideration. Use of the USAJOBS Resume Builder is encouraged to ensure all required information is included. Resumes must include duties, accomplishments, related skills, and start and end dates (month/day/year) for each position. Full-time employment will be assumed unless otherwise indicated; part-time experience will be prorated. Incomplete information may affect eligibility or rating.
- A complete online application

Other Supporting Documents, as applicable:

- **College transcript**, if qualifying all or in part based on your education.
- Veterans' Preference:
 - Discharged Veterans:
 - 5 point preference: copy of DD Form 214, Certificate of Release or Discharge from the armed forces that supports dates of service and discharge status
 - 10 point preference: Application for 10-Point Veterans Preference (SF-15) and an official document dated 1991 or later, from the Department of Veterans Affairs or from a branch of the Armed Forces, and/or any other associated documentation based on your preference
 - Active Duty Members: Under the VOW (Veterans Opportunity to Work) to Hire Heroes Act of 2011, if claiming 5 point preference, submit written documentation from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions not later than 120 days after the date the certification is submitted with the application package

- RPL Documentation: Candidates must submit all documents required to demonstrate that they meet the qualifications of the position
 - If separated due to Reduction in Force (RIF):
 - Most recent SF-50, or equivalent, that shows position occupied; tenure; grade and step; salary; and full performance level
 - SF-50 showing Separation - RIF. If not available, submit official documentation of Reduction in Force (RIF) separation notice or a proposed removal/separation notice
 - Latest performance rating showing rating score
 - If separated due to Compensable Injury:
 - Most recent SF-50, or equivalent, that shows position occupied; tenure; grade and step; salary; and full performance level
 - SF-50, which shows separation, or SF-50 showing acceptance of position at a lower grade or pay level in lieu of separation
 - Notification from the Office of Workers' Compensation Programs, Department of Labor, that injury compensation benefits have ceased or will cease
 - Latest performance rating and rating of record (if separate documents) showing rating score
- CTAP/ICTAP
 - RIF separation notice, notice of proposed removal for failure to relocate, notice of disability annuity termination, or certification from the National Guard Bureau or Military Department that you are eligible for disability retirement
 - SF-50, showing positions, grade level, and duty location, and/or Agency certification of inability to be placed through RPL, etc
 - Latest performance appraisal including rating
 - Documentation from your agency showing current promotion potential
- Military Spouse Documentation Overseas Military Spouse: Copy of Military sponsor's PCS orders and a valid marriage certificate or other documentation verifying marriage. If applicable, a copy of most recent SF-50
- Certain Military Spouse: For all categories below, a valid marriage certificate or other documentation verifying marriage. Additional supporting documentation requirements differ for each category
 - Spouse of a service member on active duty, you are required to submit a copy of the service member's current orders or a Statement of Service letter. The Statement of Service must be signed by the adjutant, personnel officer, or commander of the service member's unit or higher headquarters, AND the Statement of Service letter must include dates of active-duty service. For current federal employees, submit a copy of the most recent SF-50
 - Spouse of a service member who incurred a 100% disability because of the service member's active duty service, you are required to submit a copy of your spouse's DD-214 and a copy of documentation from the Department of Veteran's Affairs or the Department of Defense indicating the service member has a disability rating of 100% due to a service connected disability
 - Spouse of a service member who was killed while on active duty, submit a copy of the spouse's DD-1300 documenting the service member was killed while on active duty and a statement certifying that you have not remarried

Official documents are not required at this time; copies are sufficient; may be requested upon selection.

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](#).

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

How to Apply

To apply for this position, you must complete the occupational questionnaire and submit the documentation specified in the **Required Documents** section.

Resumes must not exceed two (2) pages in length. Application requirements are clearly stated in this Job Opportunity Announcement. Failure to submit a resume and any other required documentation identified in this announcement will result in removal from further consideration.

We cannot be held responsible for incompatible software, delays in mail service, applicant application errors, etc.

*To begin, click **Apply Online** to create a USAJOBS account or log in to your existing account. Follow the prompts to select your USAJOBS resume and/or other supporting documents and complete the occupational questionnaire.

*Click the **Submit My Answers** button to submit your application package.

***It is your responsibility to ensure your responses and appropriate documentation is submitted prior to the closing date.**

USA Hire Reasonable Accommodation (RA) Requests: If you believe you have a disability (i.e., physical or mental), covered by the Rehabilitation Act of 1973 as amended that would interfere with completing the USA Hire Competency Based Assessments, you will be granted the opportunity to request a RA in your online application. Requests for RA for the USA Hire Competency Based Assessments and appropriate supporting documentation for RA must be received prior to starting the USA Hire Competency Based Assessments. Decisions on requests for RA are made on a case-by-case basis. If you meet the minimum qualifications of the position, after notification of the adjudication of your request, you will receive an email invitation to complete the USA Hire Competency Based Assessments, based on your adjudication decision. You must complete all assessments within 48 hours of receiving the URL to access the USA Hire Competency Based Assessments if you received the link after the close of the announcement. To determine if you need a RA, please review the Procedures for Requesting a Reasonable Accommodation for Online Assessments here: [https://help.usastaffing.gov/Apply/index.php?title=Reasonable Accommodations for USA Hire](https://help.usastaffing.gov/Apply/index.php?title=Reasonable+Accommodations+for+USA+Hire)

ADDITIONAL USA HIRE INSTRUCTIONS:

1. If you are required to complete any USA Hire Assessments, you will be notified after submitting your application. The notification will be provided in your application submission screen and via email. The notification will include your unique assessment access link to the USA Hire system and the completion deadline. Additionally, in USAJOBS you can click "Track this application" to return to your assessment completion notice.
2. Access USA Hire using your unique assessment link. Access is granted through your USAJOBS login credentials.
3. Review all instructions prior to beginning your assessments. You will have the opportunity to request a testing accommodation before beginning the assessments should you have a disability covered under the Rehabilitation Act of 1973 as amended.
4. Set aside at least 3 hours to take the USA Hire Assessments; however, most applicants complete the assessments in less time. If you need to stop the assessments and continue later, you can re-use your unique assessment link.
5. Your responses to the USA Hire Assessments will be reused for one year (in most cases) from the date you complete an assessment. If future applications you submit require completion of the same assessments, your responses will be automatically reused. For more general information, system requirements, reasonable accommodation information, and to request assistance regarding the USA Hire Assessments, review the following resources:
https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_Assessments

To update your application, including supporting documentation: During the announcement open period, return to your USAJOBS account, find your application record, and click Edit my application. This option will no longer be available once the announcement has closed.

To view the announcement status or your application status: Click on this:
<https://help.usajobs.gov/how-to/application/status> Your application status page is where you can view your application status, USA Hire assessment completion status, and review your notifications sent by the hiring agency regarding your application. Your uploaded documents may take several hours to clear the virus scan process.

The complete Application Package must be submitted by 11:59 PM (EST) on 08/12/2026.

Agency contact information



Email

ASKOHR@hhs.gov

Address

Program Support Center
5600 Fishers Lane
Rockville, MD 20857
US

Next steps

When the Department of Health and Human Services (HHS) completes its selections, the remaining list of qualified candidates may be shared with other federal agencies. You will have an opportunity to

opt in if you would like your name, application material, and assessment results shared for consideration of employment with additional agencies. There is no guarantee of further consideration, and you can continue to explore other job opportunity announcements.

Once the online questionnaire is received you will receive an acknowledgement email that your submission was successful. The best qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 45 days of the closing date of this announcement.

You will receive notice via email or by mail, if no email address was provided by you during the application process, once this process is completed (generally 4-6 weeks).

You will be required to submit official documentation prior to appointment. The agency will then verify the information provided on your application (i.e., degree, veterans' preference, disability, etc.).

HHS has a Critical Preparedness and Response Mission: we protect the American people from health threats, research emerging diseases, and mobilize public health programs with domestic and international partners. HHS' 24/7 Secretary's Operations Center (SOC) unites highly trained experts, well established processes, and state-of-the-art technology to coordinate resources and information as HHS responds to emergencies worldwide.

Every HHS employee has a role in supporting public health emergency management, whether through voluntary temporary assignments to emergency responses or sustaining other HHS programs and activities while colleagues respond.

In addition to their everyday work, HHS offers employees the opportunity to contribute their unique skills through voluntary temporary assignments to humanitarian emergencies or Departmental priorities countering new and emerging health, safety, and security threats.

Fair and transparent

The Federal hiring process is set up to be fair and transparent. Please read the following guidance.

[Criminal history inquiries](#)

[Equal Employment Opportunity \(EEO\) Policy](#)

[Financial suitability](#)

[New employee probationary period](#)

[Privacy Act](#)

[Reasonable accommodation policy](#)

[Selective Service](#)

[Signature and false statements](#)

[Social security number request](#)



USAJOBS is a [United States Office of Personnel Management](#) website.