

October 19, 2018

MEMORANDUM

From: LT Nick Devorak

To: All Eligible Employees in USNA

Subj: NOTIFICATION OF USE OF MANAGEMENT IDENTIFICATION OF CANDIDATE

1. This is to advise that I intend to fill the position described below through Management Identification of Candidate (MIOC). If you wish to be considered for this vacancy, submit a resume and a one-page statement addressing the Knowledge, Skills, and Abilities (KSAs) outlined below and send to me, LT Nicholas Devorak, at devorak@usna.edu by close of business 02 November 2018 - Title/Series/Grade: Educational Technician (CGO Specialist), GS-1702-06/07

Full performance level: GS-07

Introduction:

The Office of Admissions is a Cost Center at the U.S. Naval Academy; the Dean of Admissions reports directly to the Superintendent (University President). The USNA, Office of Admissions, is responsible for:

The class selection of 1200 midshipmen from an average of over 16,000 applicants annually, marketing and outreach to potential applicants, coordination with Blue & Gold Officers; Science, Technology, Engineering, and Math (STEM) programs, and competitive recruitment of high-potential students from national high schools, colleges, and the Naval Services.

The position is located at the front desk of the Office of Admissions cost center, United States Naval Academy. The incumbent is responsible for counseling and providing advice and information regarding the Admissions process as well as marketing the various programs hosted by the office to the general public, potential candidates, and applicants in a timely manner. Incumbent will receive and manage a high volume of inquiries, through emails and phone calls, from daily visitors and must be able to multitask and prioritize accordingly. Effective communication is a must as some customers may be uncooperative and difficult to work with and incumbent is responsible for maintaining professionalism when responding to all types of situations.

KSAs:

a. Independently manage and answer a multiline telephone system while utilizing multiple sources of customer service (telephones, emails, in-person, briefs, etc.) while retrieving requested information and prioritizing responses. Ensure feedback is timely and accurate from

databases and office personnel where required. This may require liaising with outside officials, candidates and others to validate information, in candidate records.

b. Possess the knowledge and understanding of the USNA Admissions processes, policies, candidate cycle, and Outreach Programs to market all aspects of the USNA Office of Admissions to potential candidates.

c. Possess expert knowledge and experience in using computer tools such as Excel, Microsoft Word, Google Business Applications, and Database systems to retrieve and communicate feedback to support admissions operations and goals.

d. Possess detailed knowledge of college industry trends and provide recommendations to higher authority based on trends observed.

2. Selection will be made from among the best qualified candidates. A copy of the position description may be obtained from LT Nick Devorak, Office of Admissions, located on the 2nd Deck of the Arnel Leftwich Building (Visitors Center).

N. DEVORAK
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