

## Helpful websites for federal government positions:

- [www.usajobs.gov](http://www.usajobs.gov) – the official government jobs website, includes Air Force civilian positions
- [www.cpol.army.mil](http://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](http://www.donhr.navy.mil) – the website for Navy and USMC civilian positions. Uses online Resumix system (electronic eye).
- [www.whs.mil](http://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://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.