

SAMPLE YAR; LEVEL III ADMIN SPEC/PROF POSITION

1. PROBLEMS, PROGRAM ISSUES, PERSONNEL ACTIONS (Describe complex, sensitive, or controversial problems you resolved. Include work that established higher policy or precedent or other effective results, e.g., high rate of customer satisfaction, savings of time/money, increased productivity or methods to improve services. Describe degree of coordination of work and actions resulting in positive work relations with others.)

WORK COMPLEXITY

Spent most of my time advising on methods of dealing with performance or behavior problems, office conflicts, and employee complaints to include a majority of time on cases that were highly complex or highly sensitive, such as:

- Investigation of sexual harassment allegations by two employees concerning branch head's behavior; case involved representation by attorney.
- Scientist's bizarre/threatening behavior; Unacceptable performance by 3 S&E's; and mismanagement and falsification by a GM-14 supervisor; 2 of these cases involved complainant representation by attorney.
- Removal case complicated by alcoholism; 3 others complicated by potential disability accommodation; 2 of these involved complainant representation by attorneys.
- Unfair labor practice charge by NRL union.

RESULTS/EFFECTIVENESS

As evidenced by case outcomes and customer survey, case handling was exceptionally effective, facilitating a substantial savings of management's time/money, substantial increase in productivity, and high customer satisfaction as follows:

- 25 ended in alternative dispute resolution, including the informal or 1st/2nd-step resolution of 13 grievances.
- 7 problem employees left their positions voluntarily.
- Written feedback received on nearly all assignments (50 assessments). Performance was consistently assessed at the highest level in all categories and nearly always included highly complimentary comments from customers including 2 ADORs, 5 division heads, 10 branch heads, and 2 bargaining officials.

Case work led to effective marketing of ER services and better relationships with others within and outside the HRO as follows:

- Through high quality service and customer satisfaction, built a reputation that continually brings work to our Branch.

- Continued to foster positive relations with Counsel staff, resulting in high cooperation on ER issues.
- Maintained excellent relationship with other HRO personnel; 3 branches sought my advice on employee problems.
- Cultivated excellent relationship with stewards of my assigned union; this was invaluable in processing 11 grievances, none of which escalated past division head.

2. MAJOR/HIGH VISIBILITY NEW PROGRAM OR POLICY IMPLEMENTATION (Describe accomplishments on implementing policies/procedures, responses to proposed higher-level regulations, efforts in ascertaining needs and response to those needs in the form of directives, SOPs, etc.)

WORK COMPLEXITY

Carried out the following special projects:

- Took the initiative to plan and coordinate "partnership" training for union/management officials involved with all 3 unions.
- Planned and provided "workplace violence" training to all supervisors at all NRL sites.
- Drafted ER guide containing SOPs for emergency handling of cases presenting a threat to workforce safety. Includes guidance, applicable directives, and sample memos that can be downloaded from home page and modified by NRL officials.

RESULTS/EFFECTIVENESS

- Partnership training was a tremendous success and brought about much improved relations with labor and management officials. Workplace violence training was well received, as indicated by numerous complimentary comments, including comments by the CO.