

# Paralegal Specialist (Washington, DC)

U.S. DEPARTMENT OF JUSTICE  
CIVIL RIGHTS DIVISION  
EMPLOYMENT LITIGATION SECTION

FEDERAL CAREER INTERN PROGRAM OPPORTUNITY  
PARALEGAL SPECIALIST POSITIONS

CLOSING DATE FOR APPLICATIONS: December 10, 2009

ANNOUNCEMENT NUMBER: 09-FCIP-003

The U.S. Department of Justice, Civil Rights Division is seeking one or more individuals with strong analytical and written and verbal communication skills to serve as paralegal specialists in the Employment Litigation Section of the Division, located in Washington, D.C.

The Civil Rights Division is primarily responsible for enforcing federal statutes and executive orders that prohibit, among other things, unlawful discrimination in voting, education, employment, housing, police services, public accommodations and facilities, and federally funded and conducted programs. The Employment Litigation Section (ELS), one of the components of the Division, enforces federal statutes that prohibit employment discrimination. These statutes include Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000e, et seq., which the ELS enforces as to state and local government employers, and the Uniformed Services Employment and Reemployment Rights Act of 1994, 38 U.S.C. 4301, et seq., which the ELS enforces as to private, state and local government employers.

Paralegal specialists work closely with Attorneys, Civil Rights Analysts and other staff to fulfill the Division's mission. The duties of the paralegal specialists sought by this announcement will focus primarily on responding to a steady flow of letters and telephone inquiries from citizens regarding a variety of civil rights-related issues. For written inquiries, the paralegal specialists review the inquiries to determine the relevant issues and draft letters to citizens responding to their questions and/or providing the requested information. For telephone inquiries, the paralegal specialists will answer calls from citizens, ask questions to determine the relevant issues and answer the questions and/or provide the requested information. Duties may also include assisting with requests for information under the Freedom of Information Act (FOIA); working with the Interactive Case Management (ICM) system to track the status of cases pending in ELS; conducting legal and factual research; interviewing potential

witnesses; reviewing and analyzing substantive information and materials, such as statistical information and transcripts of trial or deposition testimony, and communicating that analysis – both verbally and in writing (through memoranda, letters and other documents); organizing and maintaining files; and utilizing computer databases to conduct research. Some travel may be required.

These paralegal specialist positions are entry-level career development positions for two-year excepted service appointments through the Federal Career Intern Program (FCIP), and may lead to conversion to permanent appointment for individuals who perform satisfactorily during that two-year period. These positions are at the GS-7 (\$41,210) level. Incumbents will participate in a training and development program.

## MINIMUM QUALIFICATIONS

For the GS-7 grade level: 1 full year of graduate level education OR a bachelor's degree with superior academic achievement OR one year of specialized experience performing duties related to these positions. Superior academic achievement means (1) standing in the upper third of your college class or major subdivision, (2) a grade point average of 3.0 on a 4.0 scale, or (3) election to membership in one of the national scholastic honor societies (other than freshman honor societies) that meets the requirements of the Association of College Honor Societies. Strong analytical, written and verbal communication, and organizational skills are preferred. Research skills are desirable.

These positions are open to all qualified individuals, including current federal employees. U.S. citizenship is required, and employment is conditioned upon successful completion of a drug test and background investigation.

The Civil Rights Division is an equal opportunity / reasonable accommodation employer. All hiring is based on merit; consistent with applicable federal law and Department of Justice policies, discrimination based on race, color, national origin, gender, age, political affiliation (including using ideological affiliation as a proxy for determining political affiliation), disability, marital status, sexual orientation, status as a parent, membership or non-membership in an employee organization, or personal favoritism is strictly prohibited.

The Division provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and hiring process, please note that in your application or otherwise notify the agency; determinations on requests for reasonable accommodations will be made on a case-by-case basis.

**APPLICATION PROCESS** - Please read all information in this section carefully to ensure proper application procedures are followed.

There are 3 parts of the application process for this position:

- 1) Resume
- 2) Transcript (showing an overall GPA of 3.0 or higher; an unofficial copy is acceptable at this time)
- 3) ACWA occupational questionnaire

Applicants who are eligible for veterans' preference should include that information in their application materials and submit a DD-214 or other supporting documentation of eligibility. To be entitled to preference, a veteran must have been discharged under honorable conditions which is documented on Member Copy 4 of the DD214. If the appropriate copy of the DD214 is not submitted and the discharge status is not confirmed, the candidate may not receive credit for their claimed active duty military

service.

Applicants should submit a resume (be sure to include your GPA on your resume), brief writing sample and transcript (an unofficial copy will be accepted, if applicable) by e-mail to [crd.vacancies@usdoj.gov](mailto:crd.vacancies@usdoj.gov) or by fax to 202-514-6603 no later than 11:59 PM EST on December 10, 2009. Please state 09-FCIP-003 Paralegal Specialist in the subject line.

Applicants must also complete the ACWA occupational questionnaire to receive consideration for this position. Please complete the occupational questionnaire at the following website:

- <https://applicationmanager.gov/>

After establishing your user ID and password, insert "WA300623" in the "Vacancy Identification Number" box that appears on the left hand side of the screen titled "Create a New Application for This Job" and click the "Submit" button. Note: When you have completed the Online Occupational Questionnaire, click the "Finish" button. Please read carefully the "Application Tips" section below prior to completing the online questionnaire.

If you cannot apply online:

1. The Assessment Questionnaire is located at the end of this posting,
2. Print this 1203FX form to provide your response to the assessment questionnaire <http://www.opm.gov/forms/pdfimage/opm1203fx.pdf> and
3. Fax the completed 1203FX form along with any supporting documents to 1-478-757-3144. Your 1203FX will serve as a cover page for your fax transmission.

Feed all documents into your fax machine top first so that we receive them right-side up. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.

The Online Occupational Questionnaire must be completed and submitted by 11:59 pm EST on Thursday, December 10, 2009.

Application Tips:

The Administrative Careers with America (ACWA) questionnaire is a multiple-choice occupational questionnaire required for many entry-level positions in the federal government. This questionnaire is a vital part of your application as it is used to gain more information about you and your job related competencies and abilities. How you complete the questionnaire will affect the assessment of your application and whether you are selected for an interview.

The questionnaire begins with several administrative and demographic questions. Next, there are approximately 85 occupational questions to evaluate your educational background and relevant "work experiences."

Applicants often make the mistake of taking a very limited view of what "work experience" means. Work experience is not just paid employment in a formal work environment. Working at McDonald's in high school, operating your own dog-walking, babysitting or house sitting service, answering phones or filing for two weeks, or being on a planning committee for a club fund-raising event is relevant experience - so long as it has elements of the kind of skill the question is measuring.

Work experience includes ALL EXPERIENCES. If you are graduating from college, work experience can be gained through student organizations or activities, classroom projects, sports teams, volunteer work, internships - paid or unpaid, work-study/financial aid jobs, regular paid employment, military service, or any other experiences/activities that provide opportunities to utilize interpersonal, organizational, planning, thinking, writing, speaking, learning, creativity, and customer service skills.

For example, as a recent graduate you may not have a formal workplace where you had the specific experience the question is asking about, but perhaps you applied that same skill in a different situation. Your "workplace" may be your campus/class/dorm, etc., and this is the context from which you should base your answers.

Once you have completed your questionnaire, we will review your application and select the top applicants to be interviewed via phone or in person. These applicants will be asked to submit a list of three references.

If you have any questions regarding this posting, please contact Delicia Taylor or Ebony Brock on 202-514-3934.

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Instructions for completing the paper Assessment Questionnaire:

If you are applying to this announcement by completing the OPM 1203-FX form, you will need to print this document and refer to it as you answer the questions. You may omit any optional information; however, you must provide responses to all required questions. Be sure to double check your application before submission.

Social Security Number

Enter your Social Security Number in the space indicated. Providing your Social Security Number is voluntary, however we cannot process your application without it.

Vacancy Identification Number

The Vacancy Identification Number is: WA300623

1. Title of Job

PARALEGAL SPECIALIST

2. Biographic Data

All biographic information is required, except for your telephone number and the contact time.

3. E-Mail Address

4. Work Information

If you are applying by the OPM Form 1203-FX leave this section blank.

5. Employment Availability

6. Citizenship

Are you a citizen of the United States?

7. Background Information

If you are applying by the OPM Form 1203-FX leave this section blank.

8. Other Information

9. Languages

If you are applying by the OPM Form 1203-FX leave this section blank.

10. Lowest Grade

Enter the lowest grade level (07) you will accept.

07

11. Miscellaneous Information

If you are applying by the OPM Form 1203-FX leave this section blank.

12. Special Knowledge

If you are applying by the OPM Form 1203-FX leave this section blank.

13. Test Location

If you are applying by the OPM Form 1203-FX leave this section blank.

14. Veteran Preference Claim

15. Dates of Active Duty - Military Service

These dates are required if you have claimed Veterans' Preference unless you have claimed derived Preference (i.e., widows, spouse, etc.)

Please use this format: (mm/dd/yyyy)

16. Availability Date

If you are applying by the OPM Form 1203-FX leave this section blank.

17. Service Computation Date

If you are applying by the OPM Form 1203-FX leave this section blank.

## 18. Other Date Information

If you are applying by the OPM Form 1203-FX leave this section blank.

## 19. Job Preference

If you are applying by the OPM Form 1203-FX leave this section blank.

## 20. Occupational Specialties

Select/enter at least one occupational specialty. The specialty code for this position is:

001 Paralegal Specialist

## 21. Geographic Availability

Select/enter at least one geographic location in which you are interested and will accept employment. The location code for this position is:

0003 WASHINGTON, DC

## 22. Transition Assistance Plan

In this section indicate if you are a surplus or displaced Federal employee requesting special priority consideration under the Career Transition Assistance Plan (CTAP) or the Interagency Career Transition Assistance Plan (ICTAP).

Note: To receive consideration for CTAP or ICTAP, you must submit the necessary supporting documentation. Refer to the vacancy announcement for additional information and instructions.

## 23. Job Related Experience

If you are applying by the OPM Form 1203-FX leave this section blank.

## 24. Personal Background Information

### APPLICANT RACE AND NATIONAL ORIGIN

The United States District Court for the District of Columbia, in a decree approved in a lawsuit entitled *Luevano v. Lachance*, Civil Action no. 79-0271, has ordered that Federal Government agencies provide data on the race and national origin of applicants for certain Federal occupations. The position for which you are applying is in one of those occupations. The collection of this information is authorized for use by the Office of Personnel Management only for the purposes of complying with the requirements of the *Luevano v. Lachance* Decree. The data you supply will be used for statistical analysis pursuant to the requirements of the lawsuit, and will not be shared with employing agencies. You are requested to complete the following, however, submission of this information is voluntary. Your failure to do so will have no effect on the processing of your application for Federal employment.

The categories (items 1-6) below provide descriptions of race and national origins. Select the category with which you identify yourself. If you are of mixed race and/or national origin, select the category with which you most closely identify yourself. Please select only one by shading in the circle next to the

number corresponding to the category.

## PRIMARY GEOGRAPHIC ZONE

Select the Zone (items 7-15) which includes your first choice for location of employment. This designation is for statistical use only and will not affect your actual consideration for employment. Your geographic area of consideration will be determined by your entries in Section 21, GEOGRAPHIC AVAILABILITY. Please select only one or darken the appropriate circle next to the number corresponding to your selection.

01 American Indian or Alaskan Native - A person having origins in any of the original peoples of North America, and who maintains cultural identification through community recognition or tribal affiliation.

02 Asian or Pacific Islander - A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. For example, this area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.

03 Black, not of Hispanic origin - A person having origins in any of the black racial groups of Africa. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.

04 Hispanic - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins. This does not include persons of Portuguese culture or origin.

05 White, not of Hispanic origin - A person having origins in any of the original peoples of Europe, North America, or the Middle East. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.

06 A person not included in another category.

07 ATLANTA ZONE includes Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, and Virginia

08 CHICAGO ZONE includes Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, West Virginia, and Wisconsin

09 DALLAS ZONE includes Arizona, Arkansas, Colorado, Louisiana, Montana, New Mexico, Oklahoma, Texas, Utah, and Wyoming

10 PHILADELPHIA ZONE includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont

11 SAN FRANCISCO ZONE includes California, Idaho, Nevada, Oregon, and Washington

12 ALASKA ZONE includes the State of Alaska

13 CARIBBEAN ZONE includes Puerto Rico and the Virgin Islands

14 HAWAII ZONE includes the State of Hawaii and Pacific overseas area

15 WASHINGTON, DC ZONE - Washington, DC metro area (Charles, Montgomery, and Prince George Counties in MD, Arlington, Fairfax, Prince William, King George, Stafford, and Loudoun Counties and Falls Church, Alexandria, and Fairfax cities in VA) and Atlantic overseas area (African, European, Middle Eastern, Central and South American countries)

Occupational/Assessment Questions:

OCCUPATIONAL QUESTIONS - Mark only 1 response for each question.

## EDUCATIONAL BACKGROUND AND WORK EXPERIENCE

This section asks you to describe your educational background, your work, and other experiences in specific factors which relate to job performance. ALL QUESTIONS MUST BE ANSWERED. Record your answers in Section 25.

1. From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform GS-5, Paralegal Specialist work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.

A. I have completed a 4-year course of study leading to a bachelor's degree or I possess a bachelor's degree.

B. I have completed education beyond the bachelor's degree, e.g., graduate study, master's degree, LL.B., J.D., LL.M., Ph.D.

C. I have one year of experience assisting in preparing, analyzing, and processing legal documents for adequacy and conformance with applicable laws; preparing reports, exhibits, and memoranda to be used in litigating cases or answering legal questions; and performing legal and factual research using computer databases.

D. I have one year of work experience that primarily involved maintaining files, routing telephone calls, typing, and tracking leave and attendance.

E. I have three years of general experience, 1 year of which is equivalent to at least a GS-4 in the Federal government that demonstrated the ability to analyze problems to identify significant factors, gather pertinent data, and recognize solutions; plan and organize work; and communicate effectively orally and in writing.

F. I have at least 3 years of post-high school education as described in 'A' above and at least 3 months of experience as described in 'C'.

G. I have less than 4 years of post-high school education or a bachelor's degree and less than the experience described in 'E,' but I have a combination of education and the type of experience described in 'E.' (Refer to the instructions on how to combine education and experience.)

H. My education and/or experience are not reflected in any of the above statements.

2. From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform GS-7, Paralegal Specialist work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.

A. I have a bachelor's degree and superior academic achievement. (Refer to the vacancy announcement for information on the Superior Academic Achievement provision.)

B. I have one full year of graduate level study, or possess a Master's or higher degree, e.g., LL.B, J.D., LL.M., Ph.D, in law or a legal field that provided the knowledge, skills, and abilities to do the work of the position. (Refer to the vacancy announcement for instructions on how to determine 1 academic year of graduate level study.)

C. I have one year of specialized work experience equivalent to at least the GS-5 grade level in the Federal service assisting in preparing, analyzing, and processing legal documents for adequacy and conformance with applicable laws; preparing reports, exhibits, and memoranda to be used in litigating cases or answering legal questions; and performing legal and factual research using computer databases.

D. I have one year of work experience that primarily involves typing, filing, maintaining or verifying records.

E. I have less than the full amount of graduate education described in 'B' and less than the amount of experience described in 'C', but I have a combination of the type of graduate education described in 'B' and the kind of experience described in 'C' totaling 100%. (Refer to the vacancy announcement for instructions on how to combine education and experience.)

F. My education and/or experience are not reflected in any of the above statements.

3. Please fill in 'A' for this question.

A. This is the correct response.

4. Please fill in 'A' for this question.

A. This is the correct response.

5. Please fill in 'A' for this question.

A. This is the correct response.

The following questions ask you to describe your educational background, your work, and other experiences in specific areas which relate to successful job performance.

You are to choose one answer to each question from among the alternatives presented. Then, record your answers in Section 25 on OPM Form 1203-FX beginning at Item 6. Do not mark more than one answer for each question. Multiple answers will not be counted. Do not omit answers unless instructed to do so. Other omissions may decrease your score.

1. During high school (grades 9 - 12), I made the semester honor roll:

- A. never
- B. once or twice
- C. three or four times
- D. five or six times
- E. seven or eight times

2. The high school grade I most often received was:

- A. A
- B. B
- C. C
- D. D or lower
- E. I do not remember

IF YOU DID NOT ATTEND COLLEGE, PLEASE SKIP TO ITEM 4.

3. The college grade I most often received was:

- A. A

- B. B
- C. C
- D. D or lower
- E. I do not remember

4. In the past three years the number of different paying jobs I have held for more than two weeks is:

- A. 7 or more
- B. 5 - 6
- C. 3 - 4
- D. 1 - 2
- E. none

5. I have been employed in work similar to that of the job covered by this examination:

- A. never employed in a similar job
- B. less than 1 year
- C. 1 - 2 years
- D. 3 - 4 years
- E. over 5 years

6. In the past three years, my primary work experience has been in:

- A. professional or administrative occupations
- B. clerical or sales occupations
- C. service occupations
- D. trades or labor occupations
- E. not employed in the past three years

7. On my present or most recent job, my supervisor rated me as:

- A. outstanding
- B. above average
- C. average
- D. below average
- E. not employed or received no rating

8. In the past three years the number of jobs I have been fired from is:

- A. 5 or more
- B. 3 to 4
- C. 2
- D. 1
- E. none

9. The number of civic or social organizations (which have regular meetings and a defined membership) that I belong to is:

- A. none
- B. 1
- C. 2 or 3
- D. 4 to 6
- E. 7 or more

10. In organizations to which I belong, my participation is best described as:

- A. do not belong to any organizations
- B. not very active
- C. a regular member but not an office holder
- D. have held at least one important office
- E. have held several important offices

11. My previous supervisors (or teachers if not previously employed) would most likely describe my basic math skills as:

- A. superior
- B. above average
- C. average
- D. below average
- E. do not know

## ACCOMPLISHMENTS

The questions in this part relate to fundamental competencies, such as problem solving, that are required for the job for which you are applying.

Please answer each question 'A' for YES or 'B' for NO.

Keep in mind the following:

1) Some questions refer to 'work' experience. Unless otherwise stated, this includes experience you have gained through:

- \* School,
- \* Volunteer work,
- \* Military service,
- \* Paid employment,
- \* Hobbies, or
- \* Professional, charitable, religious, community, social, or other organizations.

2) Some questions include examples to help show the broad range of accomplishments and experience applicants might have. Read the entire question using the examples as a guide, but do not base your answers solely on the examples.

3) Some questions ask you if you received a grade of B or above in your schoolwork. On an A, B, C, D, F scale, a grade of B or above is considered an above average grade. If you were graded on a different scale, use the equivalent of a B or above on the type of scale on which you were graded.

Answer all questions to the best of your ability. Your responses are subject to verification through background checks, job interviews, and any other information obtained during the application process. Untruthful responses or any attempt to conceal information can result in your removal from a Federal job and in you being barred from seeking Federal employment in the future.

A- YES

B- NO

12. Have you successfully done work that involved writing technical or legal reports, or translating technical or other complex material into language that was more easily understood?

13. Have you successfully done work that regularly involved discussing sensitive information with others, or interviewing or surveying people, either in person or by telephone, to gather information they were reluctant to give?

14. Have you successfully reviewed and evaluated forms, applications, documents, or other information, not including contract proposals or bids, to make determinations (for example, to determine approval or denial of loans, eligibility for claims, etc.)?

15. Have you successfully completed a large-scale project (lasting several months or longer) on or ahead of schedule with minimal supervision?

16. Have you received formal recognition for providing good service to customers or clients (for example, received an award, a letter of commendation, an excellent performance appraisal rating, etc.)?

17. Have you identified and solved a problem with a procedure, product, or service that benefited the organization (for example, saved the organization time or money, increased sales, reduced errors, etc.)?

18. Have you received formal recognition for your ability to work well with others (for example, received a letter of recommendation or appreciation, an excellent performance appraisal rating, etc.)?

19. Do you regularly monitor your progress toward achieving your career goals (for example, by initiating discussions about your career goals with your supervisor, employee counselor, mentor, etc.)?

20. Have you successfully done work that regularly involved interacting with customers, clients, co-workers, or supervisors who were especially difficult to get along with?

21. Have you successfully done work where your supervisor regularly relied on you to make decisions while he or she was in meetings or out of the office?

22. Have you successfully completed a complex research project that included collecting and analyzing information, and reporting conclusions or recommendations?

23. Have you successfully done work that regularly involved informally providing oral explanations of technical information or other complex information, such as regulations, policies, or procedures?

24. Have you successfully done work that regularly involved making decisions about disclosure of sensitive or confidential information?

25. Have you been requested to take on additional responsibilities because of your ability to manage your own work effectively?

26. Have you successfully done work that involved making personnel decisions (for example, who to hire, promote, or discipline) or deciding how to allocate equipment, materials, staff, etc.?

27. Have you successfully done work that only occasionally involved helping others work out their problems (for example, worked as a resident advisor in a dorm, camp counselor, etc.)?

28. Have you often been asked to proofread or edit the writing of others for content, punctuation, spelling, and grammar?
29. In high school, did you have an overall grade point average of 3.0 or higher on a 4.0 scale, belong to an honor society, or graduate with honors?
30. Have you successfully planned activities for nonwork groups (for example, athletic teams, professional associations, religious groups, etc.)?
31. Have you worked on a team that produced measurable improvements (for example, an increase in production, quality, customer satisfaction, or a decrease in costs, number of injuries, complaints, etc.)?
32. Have you broken a sales record or a similar record, regularly exceeded quotas or similar productivity standards, or received formal recognition for doing work that surpassed what was expected (for example, received a certificate of appreciation, bonus, etc.)?
33. Have you successfully done work that regularly involved deciding how to handle disorderly people or situations?
34. Have you successfully done work that regularly required you to lead or facilitate briefings, meetings, or conferences, or formally present technical or other complex information to others?
35. Do you have a professional license or certificate issued by a state or other official or professional licensing board indicating your mastery of a specialized body of knowledge (for example, cosmetology, real estate, certified public accounting, etc.)?
36. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your customer service skills?
37. Have you received favorable feedback about your interpersonal skills when serving as a leader, instructor, or supervisor for academic, religious, community, sports, leisure, or work activities?
38. Have you successfully coordinated work, school, and/or family responsibilities under especially difficult circumstances (for example, you and your spouse worked full time while raising young children, you went to school full time and worked more than 20 hours per week, you worked full time while caring for an elderly parent, etc.)?
39. Have you successfully done work that regularly involved interacting with people, other than your co-workers, from a foreign country or from different ethnic or cultural backgrounds?
40. Have you received formal recognition for solving a work-related problem (for example, received an award, a letter of commendation, etc.)?
41. Have you successfully done work where you played a key role in keeping morale up, fostering team spirit or cooperation, or making a group more productive (for example, worked as a coach, supervisor, campaign manager, etc.)?
42. Have you successfully done work that often required you to accommodate last minute requests from customers or clients or to provide quality service in situations where timeliness is critical (for example, worked as a courier or travel agent, worked in newspaper publishing, etc.)?

43. Have you successfully done work that regularly involved relaying messages to co-workers, or providing information or giving simple instructions to customers or the public, either in person or by telephone (for example, worked as a receptionist, dispatcher, etc.)?
44. Have you successfully worked closely with a client over an extended period of time to complete a project or resolve a problem?
45. Have you successfully done work that regularly involved answering questions, gathering nonsensitive information, or providing assistance to others, either in person or by telephone?
46. Have you received favorable feedback about your ability to provide oral instructions or on-the-job training to others, or about your ability to instruct or coach others in athletic, leisure, or community activities?
47. Have you designed or developed something, on your own initiative, to help you or other employees better complete assignments (for example, designed a training manual)?
48. Have you successfully done work that regularly required you to determine resource requirements or monitor the use of resources (for example, staff, space, equipment, supplies, materials, etc.)?
49. Have you received formal recognition (for example, received an award, letter of commendation, etc.) or been given certain assignments because of your ability to work well in a group?
50. Have you successfully done work that regularly involved answering questions, demonstrating a product or service, or providing assistance to customers, clients, or the public?
51. Have you successfully done work that regularly involved conducting quality checks or following up with customers or clients to ensure satisfaction with a product or service?
52. Have you successfully planned or monitored a large-scale project or program that involved several steps that were carried out over an extended period of time?
53. Have you successfully done work that regularly involved determining appropriate products or services for customers or clients?
54. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your self-management skills (for example, time management, goal setting, career development, etc.)?
55. Have you successfully planned an event such as a conference, fund-raiser, etc.?
56. Have you successfully done work that regularly involved verifying the accuracy of information or the relevance of information to a problem or a situation (for example, investigative work)?
57. Have you received formal recognition for your written work (for example, received an award, letter of commendation, excellent performance appraisal rating, etc.)?
58. Have you received favorable feedback for oral presentations you have given to management or other officials, or to the public (for example, for speaking at religious services, performing in theatrical productions, etc.)?

59. Have you successfully done work that frequently required you to present nontechnical information at briefings, meetings, conferences, or hearings?
60. Have you successfully learned a hobby or leisure activity requiring extensive study or use of complex directions (for example, constructing stereo or computer systems, making stained glass objects, etc.)?
61. Have you successfully done work in a setting where the fast pace required employees to assist each other to ensure that quality service or products were provided (for example, worked on an assembly line, in a fast-food restaurant, etc.)?
62. Have you successfully done work that required you to live with others 24 hours a day while working with them toward a common goal (for example, completed a tour of duty on a submarine, worked on a wilderness trail-building team or scientific expedition, etc.)?
63. Have you served on a decision-making board or committee (for example, student governing board, planning board, homeowners' association board, etc.)?
64. Have you devised a strategy to overcome a major setback that successfully enabled you to complete a project on time or within budget?
65. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for 10 or more people?
66. Have you learned a hobby or leisure activity well enough that others have paid you to do it?
67. Have you suggested or made changes to products or procedures that resulted in better meeting customer needs?
68. Have you successfully dealt with a disruption to regular operations in a way that allowed for completion of the work or continuation of a noncritical service?
69. Have you successfully done work that regularly involved interacting or coordinating with people outside of your immediate work group (for example, people from other offices, departments, organizations, etc.)?
70. Have you successfully done work that regularly involved planning, prioritizing, and monitoring your own work?
71. Have you successfully written reports that presented facts, findings, logical conclusions, and persuasive arguments (for example, wrote a thesis, briefing papers, policy papers, complex research papers, etc.)?
72. Have you written procedures or instructions that others have followed successfully (for example, instruction manuals, survey instructions, training materials, etc.)?
73. Have you done work that involved writing brochures, press releases, or speeches?
74. Have you successfully done work that regularly involved composing letters or writing reports containing several short paragraphs, such as investigation reports, accident reports, performance

evaluations, etc.?

75. Have you successfully done work that involved deciding which supplies, equipment, or merchandise to purchase for a group or organization?

76. Have you successfully completed a highly structured, formal training program, not including an apprenticeship for a trade or craft, that required you to learn a complex body of information (for example, training for jobs in insurance, law enforcement, real estate, etc.)?

77. Have you effectively served on a problem-solving, planning, or goal-setting committee or team?

78. Have you successfully completed a long-term project outside of work where you were solely responsible for doing the work (for example, completed a thesis, wrote a book that was published, prepared a horse for competition that won a ribbon, restored an antique car, etc.)?

79. Have you successfully done work that only occasionally required you to present information at briefings, meetings, conferences, or hearings?

80. Have you learned a hobby or leisure activity well enough that you have been asked to do it for others on a voluntary basis?

81. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your teamwork skills?

82. Have you participated in training classes, workshops, or seminars outside of school that improved your performance at work?