



National Aeronautics and  
Space Administration  
**NASA Shared Services Center**

*Stennis Space Center, MS*  
*39529-6000*  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Process Work Instruction**

**NSPWI-3300-0002      Revision 10.0**

**Effective Date:      August 19, 2022**

**Expiration Date:    August 19, 2023**

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### **Staffing Services**


**- FOR NSSC INTERNAL USE ONLY -**

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**Responsible Office: Human Resources Services Division**

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**Approved by**  
**Kellie Noel**  
 (affiliate)


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Date

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### Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	May 20, 2019	Basic Release
Revision	2.0	September 16, 2019	<ul style="list-style-type: none"> <li>Changed 4.1.14 the NSSC (CS) HRS issues the certificate and notifies the Local HR POC to NSSC HRS issues the certificate and notifies the Local HR POC.</li> <li>Removed Note: The issuance of the certificate is an inherently governmental process to be performed only by NSSC (CS) HRS and removed (CS) where applicable throughout document.</li> <li>Moved from 6.5 NSSC (CS) HRS Responsibilities: Preparing, issuing, and cancelling (if applicable) the certificate and notifying the Local HR POC to 6.3 NSSC HRS Responsibilities.</li> <li>Removed assignment to NSSC HRA Team Member from 4.1.10 for initial task of request to post JOA.</li> <li>Removed assigning to NSSC HRA Group throughout document as the current process is to assign it to the NSSC HRA Team Member assigned to</li> </ul>

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			<p>the original task on the case.</p> <ul style="list-style-type: none"> <li>Removed the initiation of the FPPS action from the case file audit step in 4.1.26.</li> <li>Added initiate the FPPS action when the request to create the WTTS record is sent.</li> <li>Updated 4.1.27 for NSSC HRA to complete coding of FPPS action and forward to NSSC (CS) HRA for LGAP.</li> <li>Added step 4.1.28: The NSSC (CS) HRA LGAPs and forwards the FPPS personnel action to the NSSC PAP team PROC box for processing. This is for actions that require NSSC (CS) HRA LGAP.</li> <li>Added to all applicable steps for NSSC HRA: Within 3 business days after the effective date of the FPPS action, the NSSC HRA will confirm the FPPS action has been LGAP'd and forwarded to the NSSC PAP team PROC box for processing. Once validated, the ServiceNow case is closed.</li> <li>Added 6.7 NSSC (CS) HRA Responsibilities</li> <li>Removed Appendix A – Service Delivery Guide</li> </ul>

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			<p>Process flowcharts and updated Appendix G to F – NSSC Workflow Documentation process flowcharts</p> <ul style="list-style-type: none"> <li>Added Appendix G – Human Resources Administration (HRA) LGAP Responsibilities Table</li> <li>Added If the FPPS action is on the NSSC (CS) HRA LGAP NOAC table in Appendix G, the FPPS action is forwarded to the NSSC (CS) HRA for LGAP. After LGAP, the NSSC (CS) HRA forwards to the NSSC PAP team PROC box for processing to Process 4 – Request for Personnel Action (RPA)</li> </ul>
Revision	3.0	November 29, 2019	<ul style="list-style-type: none"> <li>Updated effective and expiration dates and version number throughout the document</li> <li>Updated Table of Contents</li> <li>Removed references to Request for Personnel Action (RPA) Submission Guide NSCG-3296-0001 throughout the document</li> <li>Added layer of Team Leads reviewing new cases and assigning the work throughout the document</li> <li>Added input points for the ServiceNow HR Staffing</li> </ul>

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			<p>Functional Detail (FD) throughout the document</p> <ul style="list-style-type: none"> <li>• Changed Delegated Examining certificate audit from Staffing Services Branch Chief to Team Leads and added Pathways</li> <li>• Added Promotions, Reassignments and Change to Lower Grade to Process 3</li> <li>• Noted in Process 3 and 4 that the date the FPPS action is complete is auto populated in the HRA FD and automatically closes the case</li> <li>• Updated Process 4 to Requests for Personnel Actions Not Requiring Qualifications and Eligibility Review</li> <li>• Updated Process 5 to Reconsideration for Delegated Examining and Merit Promotion</li> <li>• Added NSSC fax number and e-mail address to Process 5 for submitting a reconsideration</li> </ul>
Revision	4.0	December 3, 2019	<ul style="list-style-type: none"> <li>• Updated revision, effective and expiration dates throughout the document</li> <li>• Added external Merit Promotion to Process Step 4.1.19</li> </ul>

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			<ul style="list-style-type: none"> <li>Added Conversions to Process Step 4.3.3</li> <li>Added ServiceNow data input requirements to 4.1.5 for the STARS data upload feature to update specific fields automatically</li> <li>Updated Process Step 4.1.11 from HRA to HRS</li> <li>Updated 4.1.23 for HRA to create a task to initiate the FPPS action and place in pending until LGAP confirmation</li> <li>Updated 4.1.25 and 4.2.8 to copy the HRA on the final offer letter</li> </ul>
Revision	5.0	May 14, 2020	<ul style="list-style-type: none"> <li>Updated revision, effective and expiration dates throughout document</li> <li>Changed Human Resources (HR) Point of Contact (POC) to Human Resources Business Partner throughout document</li> <li>Added Pathways to Process 1: Competitive</li> <li>Added process change for HRBP and Hiring Manager to complete and submit the Vacancy Announcement Information Request form and updated 4.1.2 and 4.1.3</li> <li>Updated 4.1.4 with the NSSC HR Specialist Intake (HRS) Team reviews cases</li> </ul>

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			<p>for completeness and discusses strategic hiring options with the HRBP as applicable</p> <ul style="list-style-type: none"> <li>Removed NSSC HRS assigns a ServiceNow task with the Sub-Category of Create JOA and assigns the task to the NSSC Human Resources Administration (HRA) group (HR – Staffing HRA L2) from 4.1.5</li> <li>Moved 4.1.5.c.iii to 4.1.2.g to include if relocation expenses are to be paid in the Vacancy Announcement request</li> <li>Removed the NSSC HRS defines the specialized experience for the minimum qualification and decides the grade levels that will need to be recruited from 4.1.5.d</li> <li>Removed Astronaut Candidate and Senior Executive Service (SES) from vacancy announcement types in 4.1.6</li> <li>Removed HRS assigns task to HRA step to create JOA in STARS from 4.1.6</li> <li>Removed 4.1.7 for review of JOA prior to sending to Hiring Manager</li> </ul>



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			<ul style="list-style-type: none"> <li>• Changed HRA to HRS prepares JOA in 4.1.7</li> <li>• Added sends JOA to HRBP and AO, if applicable using the ServiceNow e-mail template to 4.1.8</li> <li>• Added HRBP and AO, if applicable review JOA to 4.1.9</li> <li>• Removed 4.1.9.a - The NSSC HRS inputs the Vacancy Announcement Open and the Vacancy Announcement Closed dates on the Workflow tab of the ServiceNow FD as this is an automated data flow from STARS</li> <li>• Moved 4.1.9.b to 4.1.10</li> <li>• Removed approval of JOA is secured from Team Lead, updates and resolves ServiceNow task and assigns a new ServiceNow task with the Sub-Category of Post JOA to the NSSC HRA team member that is assigned to the case to post the JOA in NASA STARS from 4.1.10</li> <li>• Added Note: Reference Appendix H: Specialized Team Process Workflow for temporary process steps for Job Analysis/Vacancy Announcement Team to Qualifications/Certificate Team to 4.1.11</li> </ul>

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			<ul style="list-style-type: none"> <li>Added Minimally Qualified to 4.1.11.b.iii</li> <li>Added Pathways (I) or Recent Graduate (R) to 4.1.13</li> <li>Changed 4.1.13.f to a Note since the Issue Certificate date on the Workflow tab of the Staffing FD is automatically populated from NASA STARS</li> <li>Added Note: Reference Appendix H: Specialized Team Process Workflow for temporary process steps for Qualifications/Certificate Team to Job Offer Team to 4.1.13</li> <li>Changed 4.1.13.d from 30 days to 90 calendar days for certificate issue and added Delegated Examining (DE) and Direct Hire (DH) certificates may be extended up to 180 calendar days</li> <li>Added during the audit process, if multiple selections were made, the NSSC HRS clarifies with the hiring manager any selectees that are “alternate” selections and/or those for additional identical positions. For additional identical positions, the NSSC HRS works with the hiring</li> </ul>

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			<p>manager and/or Local HRBP to identify the correct position description information if different from the position description identified in the initial request to 4.1.16</p> <ul style="list-style-type: none"> <li>• Moved 4.1.17 to 4.1.15.c and changed to indicate that the Certificate Returned Date field is automatically populated from NASA STARS</li> <li>• Added Note: Please reference Appendix I for information on Tentative Job Offer Pilot with Center HROs for the following steps 4.1.19 through 4.1.21 to 4.1.18</li> <li>• Added for all non-alternate eligible selections (regardless of JOA type or selectee status as a Center or NASA employee) to 4.1.20</li> <li>• Removed initiate the FPPS action, assign to NSSC HRA team member assigned to create the WTTS record also creates a task to initiate the FPPS action and the task is placed in Pending Other LGAP until confirmation of LGAP from 4.1.21</li> <li>• Removed initiates FPPS action from 4.1.22</li> </ul>

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			<ul style="list-style-type: none"> <li>Added creates a ServiceNow task with the Sub-Category of Initiate FPPS action and assigns it to the NSSC HRA L2 to 4.1.23</li> <li>Removed within 3 business days after the effective date of the FPPS action, the NSSC HRA will confirm the FPPS action been LGAP'd and forwarded to the NSSC PAP Team PROC box for processing from 4.1.26</li> <li>Added confirm the appointment action is in the selectee's eOPF before closing the case to 4.1.28</li> <li>Added after confirming all required information is received to 4.2.2.a</li> <li>Added for all eligible and qualified non-competitive selectees, regardless of the type of Non-Competitive consideration and selectee status as a Center or NASA employee to 4.2.4</li> <li>Added Note: Please reference Appendix I for information on Tentative Job Offer Pilot with Center HROs for the following steps 4.2.5 through 4.2.6 to 4.2.4</li> <li>Removed initiate FPPS action from 4.2.7</li> </ul>

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			<ul style="list-style-type: none"> <li>Added the NSSC HRS creates a task with the Sub-Category of Initiate FPPS Action with the Assignment Group of HR – Staffing HRA L2 to 4.2.8.d</li> <li>Removed within 3 business days after the effective date of the FPPS action, the NSSC HRA will confirm the FPPS action has been LGAP'd and forwarded to the NSSC PAP team PROC box for processing from 4.2.9</li> <li>Added Process 3 – Direct Hire Authority (DHA)</li> <li>Added Pathways Conversions to Process 4</li> <li>Added if the request is deemed incomplete, the NSSC HRS contacts the Local HRBP, if complete, the NSSC HRS assigns the case to 4.4.2</li> <li>Changed 4.4.3 to for all eligible and qualified employees, the NSSC HRS extends a tentative job offer for Conversions; and position changes that change Center or duty location</li> <li>Removed within 3 business days after the effective date of the FPPS action, the NSSC HRA will confirm the FPPS action has been</li> </ul>

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			<p>LGAP'd and forwarded to the NSSC PAP team PROC box for processing from 4.4.5</p> <ul style="list-style-type: none"> <li>Updated Roles and Responsibilities based on changes to the process steps</li> <li>Added 6.6 Roles and Responsibilities for NSSC HRS Team Leads</li> <li>Added Appendices H, I, and J</li> </ul>
Revision	6.0	August 1, 2020	<ul style="list-style-type: none"> <li>Updated effective and expiration dates throughout document</li> <li>Moved the submission of a Vacancy Request to the NSSC to after the Hiring Manager reviews workforce succession and Center staffing acquisition plans in Process 1</li> <li>Added a Consultation Request may be submitted to the NSSC to discuss hiring options to Process 1</li> <li>Added LGAP steps where applicable throughout document</li> <li>Added Intake Team process where applicable throughout document</li> <li>Added Job Offer Team process where applicable throughout document</li> <li>Added Audit Case File for Job Offer Team to close</li> </ul>

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			<p>cases where applicable throughout document</p> <ul style="list-style-type: none"> <li>Added naming conventions for HRA tasks where applicable throughout document</li> <li>Updated NSSC Process Workflows in Appendix F</li> <li>Removed Appendix H – Staffing Services Specialized Team Structure</li> <li>Removed Appendix I – Tentative Job Offer Pilot Process</li> </ul>
Revision	7.0	September 25, 2020	<ul style="list-style-type: none"> <li>Updated version number, effective date, and expiration date throughout the document</li> <li>Added Job Offer/EOD task is assigned to Team Lead throughout document</li> <li>Added the Job Offer/EOD task is placed in a Pending Other status with EOD MM/DD/YYYY as the Other Reason when EOD is established throughout the document</li> </ul>
Revision	8.0	November 2, 2020	<ul style="list-style-type: none"> <li>Updated version number, effective date, and expiration date throughout the document</li> <li>Changed ServiceNow to HRSD throughout the document</li> <li>Changed WTTS and EODS to USA Staffing</li> </ul>

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			<p>Onboarding throughout the document</p> <ul style="list-style-type: none"> <li>• Changed STARS to USA Staffing throughout the document</li> <li>• Added new USA Staffing process steps throughout document</li> <li>• Removed Appendix C – Sending Notifications from NASA STARS</li> <li>• Removed Appendix D – Creating the WTTS Record</li> <li>• Removed Appendix H - Suitability Status Chart</li> <li>• Added Alt Text to Process Workflow Diagrams</li> </ul>
Revision	9.0	June 24, 2021	<ul style="list-style-type: none"> <li>• Updated version number, effective date and expiration date throughout the document</li> <li>• Changed references from ServiceNow to HRSD throughout the document</li> <li>• Changed references from STARS to USA Staffing throughout the document</li> <li>• Removed references to WTTS throughout the document</li> <li>• Changed references from EODS to USA Staffing Onboarding throughout the document</li> <li>• Added note for handling additional selections</li> </ul>



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			<ul style="list-style-type: none"> <li>Added reference to the JOT Job Aid on SSB SharePoint</li> <li>Added reference to the USA Staffing Job Aid for Onboarding Non-Comp and External Hires, and the USA Staffing Job Aid for Internal Selections on SSB SharePoint</li> <li>Added reference to the NASA Job Evaluation Tool (JET) on the SSB SharePoint</li> <li>Added new process of assigning onboarding tasks in USA Staffing to the NSSC In-Processing Team Lead</li> <li>Added new steps for the Job Offer Team in USA Staffing and HRSD</li> <li>Added Appendix E – Multiple Selections / Rotational Opportunities</li> </ul>
Revision	10.0	August 19, 2022	<ul style="list-style-type: none"> <li>Updated the version number and effective and expiration dates throughout the document</li> <li>Added process and workflow diagram for Additional Selection</li> <li>Added Note about uploading the full PD to USA Staffing</li> <li>Updated references to ServiceNow to HRSD</li> </ul>

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			<ul style="list-style-type: none"> <li>Updated references to NSSC Staffing Services Branch to NSSC Staffing &amp; Classification Services Branch</li> <li>Updated references from <a href="https://nssc.groups.nasa.gov/sd/hr/ssb/SitePages/Home.aspx">https://nssc.groups.nasa.gov/sd/hr/ssb/SitePages/Home.aspx</a> for NSSC Staffing Services resources to NSSC Staffing &amp; Classification Services SharePoint</li> <li>Added note that HRSD cases can only be placed in a Suspended status prior to sending to USA Staffing</li> </ul>

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## 1.0 Purpose

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing staffing services for the Agency. The NSSC will provide staffing services in accordance with applicable Federal and NASA regulations to provide stakeholders with timely, accurate, and comprehensive services. The primary responsibility of staffing is advising management in identifying, attracting, and retaining a high-quality and diverse workforce capable of accomplishing the organization's mission and facilitating various processes to acquire talent. The work involves performing job analysis, recruiting, evaluating and supporting hiring managers in selecting candidates. Proper staffing ensures that the Agency upholds the Merit System Principles. Authority to perform staffing work is issued by the Office of Personnel Management (OPM) and is exercised by the NASA Office of the Chief Human Capital Officer (OCHCO).

This work instruction provides the detailed steps for the Staffing Services processes. The services described in this guide are performed by Civil Servant (CS) and Service Provider (SP) personnel.

## 2.0 Authority

Appointments made by agencies are subject to civil service laws and regulations. The regulatory guidance for hiring job applicants under the competitive examining and hiring process is to ensure fair and open competition, recruit from all segments of society, and selection on the basis of the applicant's competencies/knowledge, skills, and abilities (Title 5, Chapter 1, Subchapter B, Part 332 of the Code of Federal Regulations (5 CFR Part 332) Recruitment and Selection through Competitive Examination). The competitive service consists of all civil service positions in the executive branch of the Federal Government with some exceptions. The exceptions are defined in section 2102 of title 5, United States Code (5 U.S.C. 2102).

Appointments in the Excepted Service are civil service appointments within the Federal Government that do not confer competitive status. There are a number of ways to be appointed into the excepted service such as appointed under an authority defined by the U.S. Office of Personnel Management (OPM) as excepted or being appointed to a position defined by OPM as excepted (5 U.S.C. 2103 and parts 213 and 302 of 5 CFR).

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### 3.0 Applicable Documents and References

The following references were used in the preparation of this Process Work Instruction (PWI):

- a. 5 United States Code (U.S.C.), Government Organization and Employees.
- b. 5 CFR, Administrative Personnel.
- c. 29 CFR, Labor.
- d. [Executive Order 13473, To Authorize Certain Noncompetitive Appointments in the Civil Service for Spouses of Certain Members of the Armed Forces:](#)

Location:

Visit the National Archives Federal Register Executive Orders Web page at: <https://www.federalregister.gov/presidential-documents/executive-orders>.

Click the **2008** link.

Click the EO 13473 document title link.

This EO provides a noncompetitive appointment authority for military spouses.

- e. Delegated Examining Operations Handbook (also referred to as OPM DEOH).
  - Location:
    - Visit the OPM Policy page at: <https://www.opm.gov/policy-data-oversight/>.
    - Click the **Hiring Information** drop-down menu, then select the **Competitive Hiring** option.
    - Click the **Delegated Examining Operations Handbook** link.
  - Document Highlights: This handbook assists agencies with delegated examining authority by providing guidance, options, and operating procedures.

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k. GS Qualification Standards.

- Location:

Visit the OPM Policy page at: <https://www.opm.gov/policy-data-oversight/>.

Click the **Classification & Qualifications** drop-down menu, then select the **General Schedule Qualification Standards** option.

- Page Highlights: This page contains several tabs with general information, revised and new qualification standards, and occupational series.

l. OPM Hiring Information on Direct Hire Authority Web Page.

- Location:

Visit the OPM Policy page at: <https://www.opm.gov/policy-data-oversight/>.

Click the **Hiring Information** drop-down menu, then select the **Direct Hire Authority** option.

Click the **Government-wide Authority** tab.

- Page Highlights: This page provides information on direct-hire authorities available to Government agencies.

m. OPM Guide to Processing Personnel Actions.

- Location:

Visit the OPM Data, Analysis & Documentation Personnel Documentation Web page at: <https://www.opm.gov/policy-data-oversight/data-analysis-documentation/personnel-documentation/>.

Click the **Processing Personnel Actions** tab.

- Document Highlights: This guide contains information on how to prepare personnel actions.

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n. OPM Guide to the Senior Executive Service.

- Location:

Visit the OPM Senior Executive Service page at

<https://www.opm.gov/policy-data-oversight/senior-executive-service/>.

Click the **Guide to SES** link.

- Document Highlights: This document provides general information about key features of the Senior Executive Service.

o. [OPM Hiring Information for Competitive Hiring Web page](https://www.opm.gov/policy-data-oversight/hiring-information/competitive-hiring/) at <https://www.opm.gov/policy-data-oversight/hiring-information/competitive-hiring/>.

p. [OPM Veterans Services Vet Guide Web page](#):

- Location:

Visit the OPM Policy page at: <https://www.opm.gov/policy-data-oversight/>.

Click the **Veterans Services** drop-down menu, then select the **Vet Guide for HR Professionals** option.

- Page Highlights: This page provides information Veterans' Preference.

q. NPD 3010.1, Strategic Workforce Planning.

r. NPD 3213.1, Excepted Service Appointments.

s. NPR 1441.1, NASA Records Management Program Requirements.

t. NPR 3100.1 Management of the Senior Executive Service (SES).

u. NPR 3300.1, Employment, Appointment Authorities, and Details.

v. NPR 3319.1, Management of Scientific or Professional (ST) and other Senior Level (SL) Positions.

w. NPR 3330.1, NASA Career Transition Assistance Plan.

x. NPR 3335.1, Merit Promotion and Placement.

y. NPR 3435.1, NASA Performance Management System for the Senior Executive Service.

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z. NPR 3530.1, NASA Pay and Compensation Policy.

aa. NASA Delegated Examining Agreement.

bb. NASA Aerospace Technology (AST) Qualification and Rating Requirements Desk Guide.

cc. NASA Desk Guide on NASA Excepted (NEX) Employment (Processing and Benefits).

ee. NASA Desk Guide on the NASA Flexibility Act of 2004.

- Location:

Visit the Human Resources Portal HR References page at:  
<https://hr.nasa.gov/hr-references>.

In the **NASA Desk Guides** portlet, click the **NASA Flexibility Act of 2004** link.

ff. **NASA HR Portal** at <https://hr.nasa.gov/>.

gg. [NASA Information for 10 Point Preference Eligibles Web page](https://applyonline.nasa.gov/veterans.jsp) at  
<https://applyonline.nasa.gov/veterans.jsp>.

hh. NASA's Pathways Programs Desk Guide.



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## 4.0 Process

### 4.1 Competitive including Pathways and Direct Hire

The Hiring Manager (HM) identifies a need for a hire.

- a. The HM submits a HR Service Request to **Fill a Vacant Position** in the **HR Employee Services in the Human Resources Service Delivery (HRSD) system**.

The Servicing Human Resources Office (SHRO) receives the request to **Fill a Vacant Position** in the **HR Employee Services in HRSD**.

- b. The SHRO reviews the request and the Position Description (PD) to determine if it is valid, accurate, and contains the correct risk level designation.
- c. The SHRO checks the bargaining unit for any collective bargaining requirements.
- d. The SHRO confirms Workforce Planning has approved the hiring decision.

The NSSC HR Intake Specialist reviews the request and assigns the Human Resources Service Delivery (HRSD) Fill a Vacant Position (parent case) and the Disposition Request (child case) to a NSSC HR Staffing Specialist assigned to the Vacancy Announcement to Audit of Selection Team (VAST) or Pathways (PW).

Important Note: If it is an Additional Selection, the NSSC Staffing Specialist places the parent case status in "Suspend" and does not send to USAS until an Additional Selection is made in USAS and is ready to be worked by the assigned Staffing Specialist.

Note: Please see HRSD Job Aid - Fill a Vacant Position for more details on the [Staffing and Classification Services Branch SharePoint](#).

The assigned NSSC Staffing Specialist dispositions the request and completes the staffing consultation with the Hiring Manager and/or SHRO if needed, updates the

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Staffing Consultation tab of the Intake Form, and sends the case to USAS. The Disposition Request activity is automatically closed in HRSD.

Important: HRSD cases can only be placed in a suspend status before sending the case to USA Staffing.

Note: The USAS Job Aid for VAST USAS Job Aid for Onboarding Non-Competitive and External Hires, and the USAS Job Aid for Internal Selections are available in the [Staffing and Classification Services Branch SharePoint](#).

The NSSC Staffing Specialist conducts the Job Analysis and creates the Job Evaluation in the Job Evaluation Tool (JET).

Note: The NASA Job Evaluation Tool (JET) Job Aid is available on the [Staffing and Classification Services Branch SharePoint](#).

The NSSC Staffing Specialist uploads the Job Evaluation documentation from JET to USAS and the full PD.

On the Requests tab in USAS, search for the HRSD parent case number and click on the Request Number.

Important Note: Progress left to right following the tabs in USAS to move to another tab.

On the Request Information tab, complete all information from the Staffing Consultation tab in the HRSD parent case. The Request Personnel Action Date in USAS is left blank. The system will generate the date after the request is approved.

Note: The Hiring Need Validation Date should be the same date the Staffing Consultation occurred and recorded as Need/Approach Confirmed in HRSD.

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The NSSC Staffing Specialist selects the appropriate Request Tags, as applicable to the hiring authority and adds additional Position Description(s) (PD), if applicable.

Important Note: The NSSC Staffing Specialist is required to upload the entire PD to USA Staffing to include all PDs used for advertisement and Full Performance Level (FPL).

The NSSC Staffing Specialist reviews Position Settings and edits any fields in accordance with the HRSD parent case Staffing Consultation information and saves.

On the Location Information tab, confirm the information is updated from the HRSD parent case. If not, the NSSC Staffing Specialist enters the missing data from the HRSD parent case, PD, and the Staffing Consultation, as needed.

The NSSC Staffing Specialist enters the number of vacancies or “Many”/“Few” in the Total Vacancies field.

The NSSC Staffing Specialist adds the location and saves.

Note: To add a location, begin typing the location name, GSA location code, or the zip code in the Find Location field. Once the correct location is displayed, click Add Location. To delete a location, check the box next to the row to delete. A delete button will display at the bottom of the page.

Important Note: If there is more than one location, the NSSC Staffing Specialist should consult with the Hiring Manager about how the vacancy(s) will be announced. Vacancies are filled per the Vacancy Announcement or the location. If the vacancy(s) is to be filled by the location, select “Location” from the drop down and then select the number of vacancies per each location.

On the Staffing Approach tab, the NSSC Staffing Specialist completes the following steps:

- a. Vacancy Type: Case Exam

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- b. Office: (i.e., NASA Staffing, NASA Pathways, etc.)
- c. Announcement Type: Enter the one type of announcement agreed upon with the Hiring Manager
  - i. Public (United States (U.S.) Citizens and Non-Citizens): Open to outside applicants under competitive examining procedures
  - ii. Status (Federal/Veteran/Other Eligible): Open to candidates who are current or former Federal employees or other people who are entitled to apply under the Agency's Merit Promotion Plan
  - iii. Internal Merit Promotion (Center/Agency): Open to candidates who are current Agency employees or other applicants who are entitled to apply under an Agency's Merit Promotion Plan
- d. Workflow: Enter NASA 80-day

Important Note: The Rating Combination is the series and grade(s) for this request. All grades should be checked that were requested by the Hiring Manager. Once the request is approved in USAS, the series and grade combinations cannot be altered.

The NSSC Staffing Specialist uploads case documentation by clicking on Documents.

Note: Documents added to the request prior to approval are automatically added to the Vacancy created.

The NSSC Staffing Specialist saves and reviews all information and documents prior to approving the request. Once approved, USAS will combine the Request Information, Location Information, and Staffing Approach data to create the Vacancy record.

In the Vacancy Created section on the Request Information tab, the NSSC Staffing Specialist clicks on the Vacancy Number to access the Vacancy section.

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Note: The Case File tab displayed contains the summary information for the vacancy. As you continue to work the Vacancy, the Case File tab will automatically update.

On the Task Overview tab in USAS, the NSSC Staffing Specialist updates the Owner of the Quality Review tasks to the NSSC HR VAST Team Lead (TL) and saves.

The NSSC HR VAST TL or Peer Reviewers complete the Quality Review for VAST.

On the Position Information tab, the NSSC Staffing Specialist changes the USA Jobs Title preferably to the title on the PD, verifies the information on the tab is accurate and saves.

On the Eligibilities tab, the NSSC Staffing Specialist designates eligibilities to which applicants may be considered during the referral process. The NSSC Staffing Specialist selects Assign Bundle, selects the Bundle that corresponds to the announcement type being worked, and saves.

Important Note: Once the job announcement is released, no changes are permitted to the Eligibilities tab. The NSSC Staffing Specialist must ensure all items on the tab are accurate before releasing to USA Jobs.

On the Supporting Documents tab, the NSSC Staffing Specialist reviews the information carefully to ensure accuracy and adjusts as needed:

- a. Resume is always marked as Required
- b. Transcripts are marked Required if there is a positive education requirement
- c. When using USA Hire as part of the application package, Reasonable Accommodation Documentation is marked as Accepted
- d. Check the box next to New Hire Viewable for all documents marked Accepted

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Definition: **Accepted** documents allow applicants to submit their documentation. **Required** documents are document types that apply to all applicants. If a vacancy has a document type marked as Required, USA Jobs will not allow the applicant to submit their application until at least one document is designated under that document type.

Note: If Hiring Manager Viewable is checked, the document is made viewable to the Hiring Manager when the certificate is sent to them.

On the Settings tab, the items are defaulted based on NASA configurations or by the most common setting. When using USA Hire as part of the application package, the NSSC Staffing Specialist selects Application Confirmation Message from the dropdown menu: NASA USA Hire Acknowledgement and unchecks Display Online Application Confirmation Message.

After preparing the Vacancy information, the NSSC Staffing Specialist completes the Assessment Package by going to the Case File or the Tasks Due on the Welcome tab or Assessment Package – Assessment Plan tab in USAS and selects the appropriate Template.

Note: The Assessment Package Templates were developed to cover all grade levels. Assessment Plans can include the Minimum Qualifications (MQ) assessment, the Assessment Questionnaire (AQ), and the USA Hire assessment.

The NSSC Staffing Specialist copies the Assessment Package Template and clicks on the Minimum Qualifications Assessment.

On the Assessment Questionnaire tab, the NSSC Staffing Specialist removes items pertaining to minimum qualifications for grades that are not being posted by checking and deleting the items.

The NSSC Staffing Specialist adjusts the specialized experience according to the JET evaluation document uploaded to the Case File, reviews, and saves.

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On the Screen-Out Criteria page of the MQ Assessment tab, the NSSC Staffing Specialist removes the grades not being posted and closes the Assessment MQ tab.

On the Competencies tab, the NSSC Staffing Specialist reviews the competencies to ensure all match the JET evaluation documentation and saves.

Note: The final Assessment Questionnaire can only have 4-8 total competencies, 2-4 items per competency, and a maximum of 30 total items.

On the Assessment Package Settings tab, the NSSC Staffing Specialist verifies the assigned categories/settings are based on the position.

On the Test Plan tab, the NSSC Staffing Specialist tests the Assessments. Once the assessment outcomes are satisfied, the NSSC Staffing Specialist adds additional assessments from the results of the Job Evaluation and Assessment Plan from JET. This list may include USA Hire, Interview, and/or Panel Review.

To add additional assessments, the NSSC Staffing Specialist returns to the Assessment Package tab.

Important Note: When using the USA Hire Assessment, only up to three (3) grades of the same position can be posted at one time.

On the Assessment Package tab, the NSSC Staffing Specialist selects the Checklist tab to correct any errors displayed.

The NSSC Staffing Specialist completes the Announcement Information on the Announcement tab.

On the Announcement Location tab, if the location was entered in the Request, it will automatically populate. The NSSC Staffing Specialist can add or delete locations on this tab.

If there are more than one location, the NSSC Staffing Specialist sets the number of vacancies per location or per announcement.

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Important Note: The Announcement Questionnaire tab is where the non-assessment items are added that will display in the online questionnaire. This information should be verified to ensure the sections displayed are necessary for the announcement and contain the appropriate instructions and responses.

It is important to verify the Eligibilities displayed as these will impact how the certificate is created and issued.

On the Announcement Text tab, the NSSC Staffing Specialist selects or ensures the template corresponds to the position and assessment method. Fields on this tab with an edit icon may be edited here. Otherwise, they will be edited in original location of input.

Once the Announcement is complete, it can be previewed using the Preview Announcement Text button. Then, the NSSC Staffing Specialist opens the Task Overview, marks Complete Announcement Tab as complete, saves and closes the Task Overview.

The NSSC Staffing Specialist completes the Reviews tab when the Announcement is ready for the Hiring Manager to review.

The NSSC Staffing Specialist verifies the Hiring Manager is listed as the Review Name and adds HRBP as a follower as needed on the Review Assignment tab. The NSSC Staffing Specialist clicks Send Review.

The NSSC Staffing Specialist receives an e-mail notification when the Hiring Manager completes the review. In addition, an alert will appear in USAS.

The NSSC Staffing Specialist accesses the Task Overview and updates the Receive Job Opportunity Announcement (JOA) Review to a complete status. This will trigger the Quality Review (QR) task of the Announcement and Assessments to the NSSC HR VAST TL or Peer Reviewer.

The NSSC HR VAST TL or Peer Reviewer conducts the QR and marks the task complete in the Task Overview.



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The NSSC Staffing Specialist releases the Announcement to USA Jobs.

Note: Once the release process is complete, the Release section will display the USA Jobs Control Number, date and time the announcement was released, an Update to USA Jobs button, and a Remove from USA Jobs button.

Important Note: Once an announcement is released to USA Jobs, the system will lock many of the tabs in USAS, so no additional changes can be made. It is important to ensure the announcement is exact before releasing it to USA Jobs. When an announcement is released and not open in USA Jobs, there are minor text edits allowed. When edits are made, the Update to USA Jobs button under the Release section must be triggered.

Once Applicants start applying, the NSSC Staffing Specialist will see this displayed in the Case File section and an Applicant Overview tab will appear.

After the Announcement closes, the NSSC Staffing Specialist reviews the applicants and creates the Applicant Stored List to preserve applicant information before adjudicating.

The NSSC Staffing Specialist creates an Applicant Working List for performing qualifications/adjudication, sharing, and making notes.

The NSSC Staffing Specialist creates an additional list, which will later become the certificate. There may be more than one list for additional grades, locations, etc.

On the Saved Lists tab, the NSSC Staffing Specialist opens the Applicant Working List:

- a. Reviews the applicants, documents, and completes Rating and Assessment tabs
- b. Adjudicates Veterans' preference and eligibility
- c. Reviews qualifications

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- d. Makes notes about the applicant's qualifications and any other information pertinent to the record. Sufficient explanation must be provided for those found not qualified or eligible.
- e. Marks as reviewed and flags any applicants for the TL or Peer Reviewer for the Quality Review task.

Note: Be sure to notate the reason why an applicant is flagged and once the issue is resolved, remove the flag.

The NSSC Staffing Specialist refreshes the list to update the list to reflect all work performed during the applicant review and saves.

Once the review is complete, the NSSC Staffing Specialist issues the certificate by going to the Saved Lists tab.

On the Certificates tab, the NSSC Staffing Specialist selects the certificate to issue.

On the Certification Information tab, the NSSC Staffing Specialist verifies the information and adjusts the Certificate Display Preferences to confirm the information that will be visible to the Hiring Manager, adds instructions, and saves.

The NSSC Staffing Specialist updates the task Issue Certificate as complete in the Task Overview and saves.

The NSSC HR VAST TL or Peer Reviewer conducts the QR of the certificate and marks the task complete in the Task Overview. This will activate the Send Certificate task for the NSSC Staffing Specialist.

The NSSC Staffing Specialist sends the certificate(s) to the Hiring Manager.

On the Reviews tab, the NSSC Staffing Specialist selects Create Review – Applicant List and enters the information for all certificates being sent to the Hiring Manager, verifies the information is accurate and saves.

On the Review Assignments tab, the NSSC Staffing Specialist ensures the Assignment for the Hiring Manager is set to Make Selection Decisions, Return Individual Selections and Return to HR, verifies the documents are visible to the Hiring Manager, adds the HRBP as a follower if applicable, limiting their Assignment to View Only and setting their Return to HR as not checked, saves and sends Review.

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The NSSC Staffing Specialist notifies applicants of referral and results.

The Hiring Manager makes a selection and the NSSC Staffing Specialist audits the certificate.

On the Certificates tab, the NSSC Staffing Specialist opens the returned certificate to be audited to confirm the selection made is within rules and regulations and ensures each applicant has an Audit Code and Return Status Code.

The NSSC Staffing Specialist accesses the Email templates in the HRSD Case, selects the Audit to Selection Transition Quick Message, adds the applicable information and sends the message through HRSD to the contacts advising them the selections have been submitted for a final review. Once approved, the selection will be passed to the NSSC HR Job Offer Team (JOT) to manage the onboarding process.

Note: Each selected applicant must be associated with the HRSD Case Number during the audit.

Once the certificate is audited, the NSSC HR TL or Peer Reviewer receives a task to conduct a quality review.

On the Onboarding tab, the NSSC JOT Staffing Specialist assigns the Process Owner, which will be the NSSC HR In-Processing Caseworker Team Lead unless otherwise directed.

Note: Once all applicants on a certificate have an Audit Code and Return Status, USA Staffing will display a pop-up message to confirm the Audit is complete. When complete, the Audit Complete box will display as checked. In order to change an audit code, the box must be un-checked. Once the change is complete, the Audit Complete check box must be checked again.

The NSSC HR JOT TL receives a task and assigns case to HR Specialist on JOT.

The NSSC HR JOT Specialist contacts the candidate, extends a tentative job offer verbally, sends a written tentative job offer to the selectee via USA Staffing, and manages the new hire process.

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Note: When the tentative job offer response is received, the Receive Tentative Offer Response task is marked complete. If the candidate rejects the offer, the process ends, and the certificate is audited for this applicant.

If the candidate informs the NSSC JOT Specialist they want to negotiate the offer, negotiations workflow is added in USA Staffing, and a letter template is sent via USA Staffing informing them of the steps to take and documents to send.

NSSC JOT Specialist informs the Hiring Manager of the candidate's intent to negotiate.

The SHRO works with the Hiring Manager on completing the NASA Form (NF) 1875.

NSSC JOT Specialist receives and verifies the NF 1875. The new offer is provided in the final offer letter via USA Staffing.

Important Note: When the Selectee completes their Optional Form (OF) 306 Declaration for Federal Employment, the NSSC HR Suitability Adjudication Team will have a task in USA Staffing to review and approve the OF 306. When the OF 306 is approved, the NSSC HR Drug Testing team will receive a case to proceed with the pre-employment drug test, if applicable.

When the OF 306 is approved and the drug testing results are received, if applicable, the NSSC HR JOT Specialist proceeds with the final job offer.

Important Note: When the final job offer is accepted, the NSSC HR In-Processing Team receives a HRSD case to begin the onboarding process.

Once the final job offer acceptance is received, the NSSC HR VAST Specialist sends the remaining Final Disposition Notices.

The NSSC Personnel Action Request (PAR) Team L2 Assignment Group receives a task in HRSD with the Federal Personnel Payroll System (FPPS) form attached, to complete the personnel action.

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The NSSC HR JOT Specialist verifies the new hire arrived for their first day of duty and complete the task in USA Staffing. This will automatically close the HRSD case.

The NSSC HR JOT Specialist assigns the USA Staffing case to the NSSC HR In-Processing Team Lead as the Process Owner for onboarding.

## 4.2 Additional Selection Request

The Hiring Manager (HM) selects an additional selection.

The NSSC HR Intake Specialist reviews the request to confirm the request is for the position that the Additional Selection is being made, document in the Description field of the parent HRSD case "Additional Selection for HRC# <Original Fill a Vacant Position parent case> and assign the case to the NSSC HR VAST Specialist managing the case. Once the selection is audited it's assigned to the NSSC HR JOT Team Lead for distribution.

The NSSC HR JOT Specialist completes the following steps:

- a. Contacts the Center to request additional information if needed for the selection (i.e., resume, transcripts, SF 50, etc.).
- b. Determines if the candidate is eligible for the appointing authority based on the documentation provided.
- c. Determines if Interagency Career Transition Assistance Program (ICTAP) clearance is required.
- d. If ICTAP clearance is required:
  - iv. Reviews certificates within nine (9) months for applicability.
  - v. If a certificate applies, places a note in the HRSD case and assigns the case to a NSSC HR JOT Specialist.
  - vi. If there is no applicable certificate in which to clear ICTAP:
    1. Assigns the HRSD case to the VAST Intake Team Lead to advertise for clearance
    2. The NSSC HR VAST Team Lead:

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a. Assigns the HRSD Case to a NSSC HR VAST Specialist to work the announcement as a priority.

i. The NSSC HR VAST Specialist:

1. Works with the Center HRBP and Hiring Manager to advertise the announcement
2. Utilize the same HRSD case to create the announcement
3. When ICTAP is cleared, informs the Center HRBP and Hiring Manager to submit a new request for a non-competitive recruitment. This new request will be picked up by the NSSC JOT Team Lead for assignment.

The NSSC VAST HR Specialist dispositions the request and completes the staffing consultation with the Hiring Manager and/or SHRO if needed, updates the Staffing Consultation tab of the Intake Form, and sends the case to USAS. The Disposition Request activity is automatically closed in HRSD.

Note: When Additional Selection is selected in the dropdown on the Staffer Consultation tab, the HRSD parent case will automatically close all life cycle events associated with a vacancy announcement and move to the Onboarding life cycle event.

On the Requests tab in USAS, search for the HRSD parent case number and open the Request Number. The NSSC HR JOT Specialist adds the selectee as an Onboard New Hire Request Type.

The NSSC HR JOT Specialist receives a task, contacts the candidate, extends a tentative job offer verbally, sends a written tentative job offer to the selectee via USA Staffing, and manages the new hire process.

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Note: When the tentative job offer response is received, the Receive Tentative Offer Response task is marked complete. If the candidate rejects the offer, the process ends, and the certificate is audited for this applicant.

If the candidate informs the NSSC HR JOT Specialist they want to negotiate the offer, the negotiations workflow is added, and a letter template is sent via USA Staffing informing them of the steps to take and documents to send.

NSSC JOT Specialist informs the Hiring Manager of the candidate's intent to negotiate.

The SHRO works with the Hiring Manager on completing the NASA Form (NF) 1875.

NSSC JOT Specialist receives and verifies the NF 1875. The new offer is provided in the final offer letter via USA Staffing.

Important Note: When the Selectee completes their Optional Form (OF) 306 Declaration for Federal Employment, the NSSC HR Suitability Adjudication Team will have a task in USA Staffing to review and approve the OF 306. When the OF 306 is approved, the NSSC HR Drug Testing team will receive a case to proceed with the pre-employment drug test, if applicable.

When the OF 306 is approved and the drug testing results are received, if applicable, the NSSC HR JOT Specialist proceeds with the final job offer.

Important Note: When the final job offer is accepted, the NSSC HR In-Processing Team receives a HRSD case to begin the onboarding process and the NSSC HR Financial Disclosure Team receives HRSD case to initiate the financial disclosure process.

The NSSC PAR Team L2 Assignment Group receives a task in HRSD to complete the personnel action in FPPS.

The NSSC HR JOT Specialist verifies new hire arrived for their first day of duty and completes the task in USA Staffing. This will automatically close the HRSD case. The

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NSSC HR JOT Specialist assigns the USA Staffing case to the In-Processing Team Lead,

### 4.3 Non-Competitive

The Hiring Manager (HM) identifies a need for a hire and submits a HR Service Request to **Fill a Vacant Position** in the **Employee Service Center**.

The Servicing Human Resources Office (SHRO) receives the request to **Fill a Vacant Position** in the **Employee Service Center**.

- a. The SHRO reviews the request and the Position Description (PD) to determine if it is valid, accurate, and contains the correct risk level designation.
- b. The SHRO checks the bargaining unit for any collective bargaining requirements.
- c. The SHRO confirms Workforce Planning has approved the hiring decision.

The NSSC HR Intake Specialist reviews the request and notifies the NSSC HR JOT Team Lead for distribution.

The NSSC HR JOT Specialist completes the following steps:

- a. Determines if the candidate is eligible for the appointing authority based on the documentation provided.
- b. Determines if Interagency Career Transition Assistance Program (ICTAP) clearance is required.
- c. If ICTAP clearance is required:
  - vii. The NSSC HR JOT Team Lead reviews certificates within nine (9) months for applicability.
  - viii. If a certificate applies, places a note in the HRSD case and assigns the case to a NSSC HR JOT Specialist.
  - ix. If there is no applicable certificate in which to clear ICTAP:



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1. Assigns the HRSD case to the NSSC HR VAST TL to advertise for clearance.
2. The NSSC HR VAST TL:
  - a. Assigns the HRSD Case to a NSSC HR VAST Specialist to work the announcement as a priority.
    - i. The NSSC HR VAST Specialist:
      1. Works with the Center HRBP and HM to advertise the announcement
      2. Utilize the same HRSD case to create the announcement
      3. When ICTAP is cleared, informs the Center HRBP and Hiring Manager to submit a new request for a non-competitive recruitment. This new request will be picked up by the NSSC JOT TL for assignment.

The NSSC HR JOT Specialist dispositions the request and completes the staffing consultation with the Hiring Manager and/or SHRO if needed, updates the Staffing Consultation tab of the Intake Form, and sends the case to USAS. The Disposition Request activity is automatically closed in HRSD.

Note: When Non-Comp Hire is selected in the dropdown on the Staffer Consultation tab, the HRSD parent case will automatically close all life cycle events associated with a vacancy announcement and move to the Onboarding life cycle event.

On the Requests tab in USAS, search for the HRSD parent case number and open the Request Number. The NSSC HR JOT Specialist adds the selectee as an Onboard New Hire Request Type.

The NSSC HR JOT Specialist receives a task, contacts the candidate, extends a tentative job offer verbally, sends a written tentative job offer to the selectee via USA Staffing, and manages the new hire process.

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Note: When the tentative job offer response is received, the Receive Tentative Offer Response task is marked complete. If the candidate rejects the offer, the process ends, and the certificate is audited for this applicant.

If the candidate informs the NSSC HR JOT Specialist they want to negotiate the offer, the negotiation workflow is added, and a letter template is sent via USA Staffing informing them of the steps to take and documents to send.

NSSC HR JOT Specialist informs the HM of the candidate's intent to negotiate.

The SHRO works with the HM on completing the NF 1875.

NSSC HR JOT Specialist receives and verifies the NF 1875. The new offer is provided in the final offer letter via USA Staffing.

Important Note: When the Selectee completes their Optional Form (OF) 306 Declaration for Federal Employment, the NSSC HR Suitability Adjudication Team will have a task in USA Staffing to review and approve the OF 306. When the OF 306 is approved, the NSSC HR Drug Testing team will receive a case to proceed with the pre-employment drug test, if applicable.

When the OF 306 is approved and the drug testing results are received, if applicable, the NSSC HR JOT Specialist proceeds with the final job offer.

Important Note: When the final job offer is accepted, the NSSC HR In-Processing Team receives a HRSD case to begin the onboarding process and the NSSC HR Financial Disclosure Team receives HRSD case to initiate the financial disclosure process.

The NSSC Personnel Processing L2 Assignment Group receives a task in HRSD and a FPPS form is attached to complete the personnel action in Federal Personnel Payroll System (FPPS).

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The NSSC HR JOT Specialist completes the verifies new hire arrived for their first day of duty and completes the task in USA Staffing. This will automatically close the HRSD case. The NSSC HR JOT assigns the USA Staffing case to the In-Processing Team Lead.

#### **4.3 Conversion, Promotion, Reassignment, Pathways Conversion, Temporary Promotion, Position Change, Detail, and Change to Lower Grade**

- a. The SHRO identifies the need to request a personnel action for an employee for Conversion, Promotion, Reassignment, Pathways Conversion, or Change to Lower Grade and submits a ServiceNow request to the NSSC.
- b. The NSSC HR Qualifications Review Team (QRT) Specialist reviews the request for completeness. If the request is deemed incomplete, the NSSC HR QRT Specialist contacts the Local HRBP. If complete, the NSSC HR QRT Specialist determines if a qualifications review is required. If no qualifications are required, the case is reassigned to the HRSD Personnel Processing L2 assignment group. The work notes should inform the Personnel Action Request (PAR) Team that the action does not require an eligibility and qualifications review and the personnel action is ready to be initiated, coded, and processed.
  - a. The NSSC HR QRT Specialist inputs the Complete Package received date on the Workflow tab.
  - b. The NSSC HR QRT Specialist reviews eligibility and qualifications for the employee and inputs the Qualifications Review date on the Workflow tab.
  - c. If the employee is not eligible and/or qualified, the NSSC HR QRT Specialist will discuss a hiring path with the Local HRBP.
- c. For all eligible and qualified employees, the NSSC HR JOT Specialist extends a tentative job offer for Conversions; and position changes that change Center or duty location. If applicable, the NSSC HR QRT Specialist creates a task and assigns it to the NSSC HR JOT TL.

Important Note: PAR cases close automatically when the FPPS personnel action is completed.

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The NSSC HR JOT Specialist notifies the Local HRBP after the employee's acceptance and assigns a HRSD task to Initiate FPPS Action to the NSSC PAR Team. Include in the task:

- a. Short Description: FPPS <Last Name of the Selectee> <Type of Action (i.e., Promotion)
- b. Description: MM/DD/YYYY (This is the effective date of the action.)

#### 4.4 Reconsideration for Delegated Examining and Merit Promotion

- d. The Applicant who questions a rating decision is provided with the process to submit a request to the NSSC for reconsideration.
  - a. The request must be in writing and received within fifteen (15) calendar days of their notification of non-referral.

Note: The request may be mailed, e-mailed, or faxed to the NSSC.

- b. The request must include the vacancy announcement number and justification of why the applicant should be reconsidered for the position.

The NSSC HRS not involved in the original rating decision is assigned the case, reviews the reconsideration request, provides the explanation for non-selection to the applicant, and updates the record, if changed.

The applicant may request a second-level appeal directly to the NSSC Staffing Services Lead.

- a. If applicant was improperly excluded and selection has not been made, certificate is amended to add applicant.
- b. If applicant was improperly excluded and selection has been made, applicant will be entitled to priority consideration for the next available similar vacancy.
- c. The NSSC Staffing Services Lead notifies the applicant of the final determination.

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The NSSC HRS or NSSC Staffing Services Lead, as applicable, updates the case work notes and closes the case.

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## 5.0 Objective

To provide staffing services in accordance with the applicable Federal and NASA regulations to NASA with timely, accurate, and comprehensive support and to advise management in identifying, attracting, and retaining a high-quality and diverse workforce capable of accomplishing the organization's mission and facilitating various processes to acquire talent.

## 6.0 Roles and Responsibilities

### 6.1 Hiring Manager Responsibilities

- a. The Hiring Manager is responsible for the following:
  - a. Identifying the need to fill a vacant position and submitting request in the Employee Service Center.
  - b. Collaborating with the SHRO on the hiring method to include the search plan, skills, PD, and collective bargaining requirements.
  - c. Collaborating with Workforce Planning and obtaining approval on the hiring decision.
  - d. Collaborating with the Staffing Specialist in job analysis and assessments.
  - e. Reviewing and approving the JOA.
  - f. Interviewing and selecting the applicant(s).
  - g. Approving hiring paths for non-competitive positions.

### 6.2 Servicing HR Offices

- a. The SHRO is responsible for the following:
  - a. Collaborating with the Hiring Manager on the hiring method to include the search plan, skills, PD, and collective bargaining requirements.
  - b. Collaborating with Workforce Planning and obtaining approval on the hiring decision.

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- c. Approving the “Fill a Vacant Position” request in the Employee Service Center.
- d. Identifying employee’s tentative eligibility for conversion.

### 6.3 NSSC HR Intake Specialist

- a. The NSSC HR Intake Specialist is responsible for the following:
  - a. Reviewing and assigning the Fill a Vacant Position requests for Staffer Consultation.
  - b. Conducting quality reviews.

### 6.4 NSSC HR Specialist

- a. The NSSC HR Specialists on the VAST, Pathways, Qualifications Review, and JOT teams are responsible for the following:
- b. Conducting a Staffing Consultation with the Hiring Manager.
- c. Updating the Staffing Consultation tab in HRSD and sending the request to USA Staffing.
- d. Completing the Job Analysis and Assessment Package.
- e. Opening the vacancy announcement.
- f. Conducting qualifications and eligibility reviews of applicants and conversions.
- g. Issuing certificates.
- h. Auditing selections.
- i. Providing tentative job offers.
- j. Validating pre-employment requirements are met.
- k. Providing final job offers.
- l. Auditing case files.
- m. Reviewing reconsideration requests and providing explanations to applicants.

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- n. Responding to inquiries.

## 6.5 NSSC HRA Responsibilities

The NSSC HRA is responsible for the following:

- a. Triaging, assigning and/or responding to inquiries.
- b. Organizing supporting documentation for selections.
- c. Completing assigned tasks in USA Staffing for Internal Selections
- d. Updating Knowledge Articles

## 7.0 Records

Historical records and files prior to the NSSC Staffing Services transition will be maintained at the respective Center for the lifecycle of the record.

All staffing documents and supporting file documentation will be 100% electronic and stored in NASA's staffing tool, NSSC's TechDoc repository, and HRSD. The NSSC uses TechDoc as the software solution for the NSSC Electronic Library (NEL) and serves as the repository for the NSSC's electronic records. TechDoc incorporates records management features and capabilities such as retention, disposition, security/privacy protection, and reporting.

Staffing record retention requirements are set forth in the following:

- a. National Archives and Records Administration (NARA) General Records Schedule 1, Item 7.
- b. NASA Procedural Requirements (NPR) 1441.1, NASA Records Management Program Requirements.
- c. NASA Records Retention Schedules (NRRS) 1441.1, NASA Records Retention Schedules (AFS 3300/12). The Competitive Placement Plan Files, retention schedule is: Destroy when 2 years old.

Any records sent to the NSSC will be maintained in accordance with the following:

- a. NPR 1441.1, NASA Records Management Program Requirements.
- b. NASA Policy Directive (NPD) 1440.6, NASA Records Management.



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c. NASA Interim Directive (NID) 1600.55, Sensitive but Unclassified (SBU) Controlled Information.

d. Office of Personnel Management (OPM) requirements.

## **8.0 Cancellation/Supersession of Previous Documents**

This document supersedes NSPWI-3300-0002, NSSC Staffing Services Process Work Instruction, Revision 9.0.

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## Appendix A – Acronym List

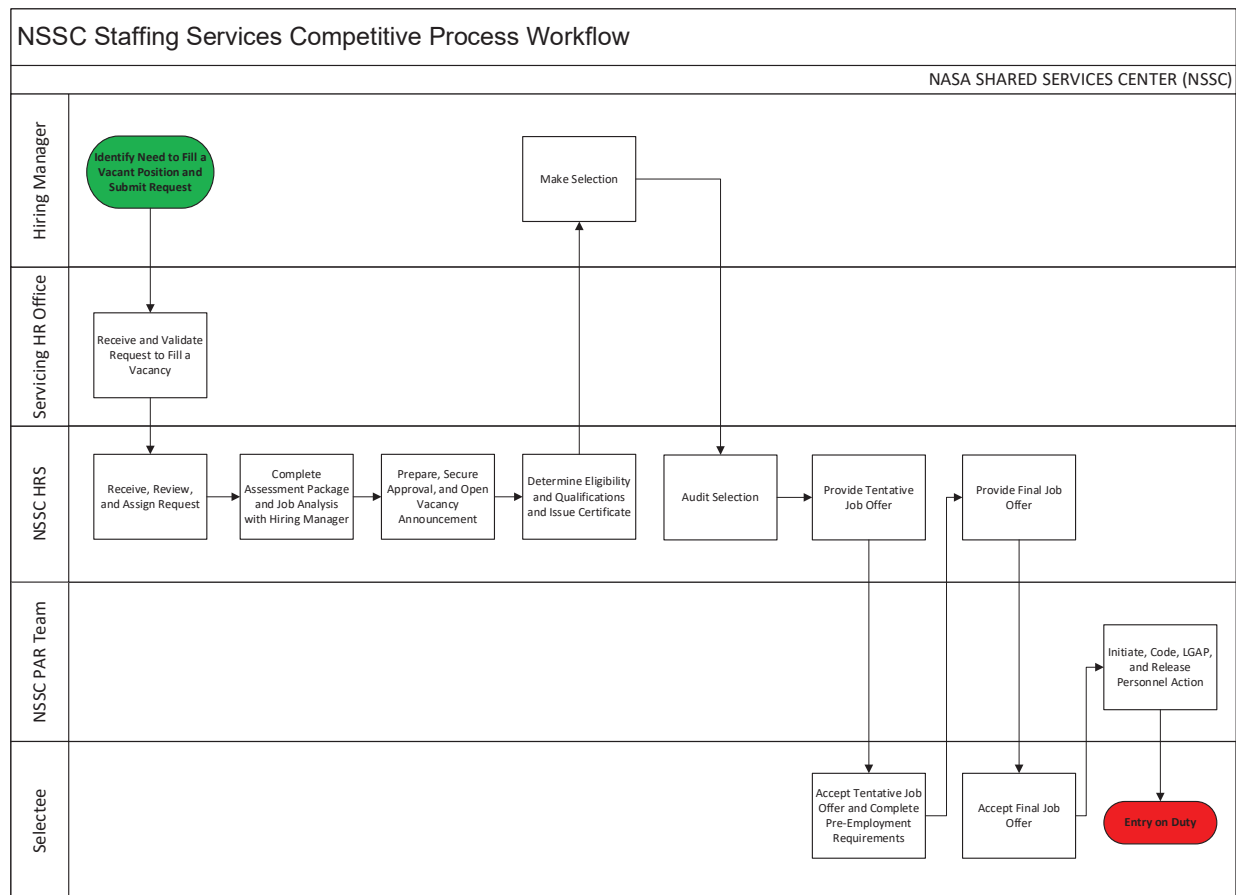
Acronym	Meaning
CS	Civil Servants
EOD	Entrance on Duty
ePDS	Electronic Position Description System
FPPS	Federal Personnel/Payroll System
HM	Hiring Manager
HR	Human Resources
HRA	Human Resources Administration
HRS	Human Resources Specialist
JOT	Job Offer Team
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NEL	NSSC Electronic Library
NF	NASA Form
NID	NASA Interim Directive
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer

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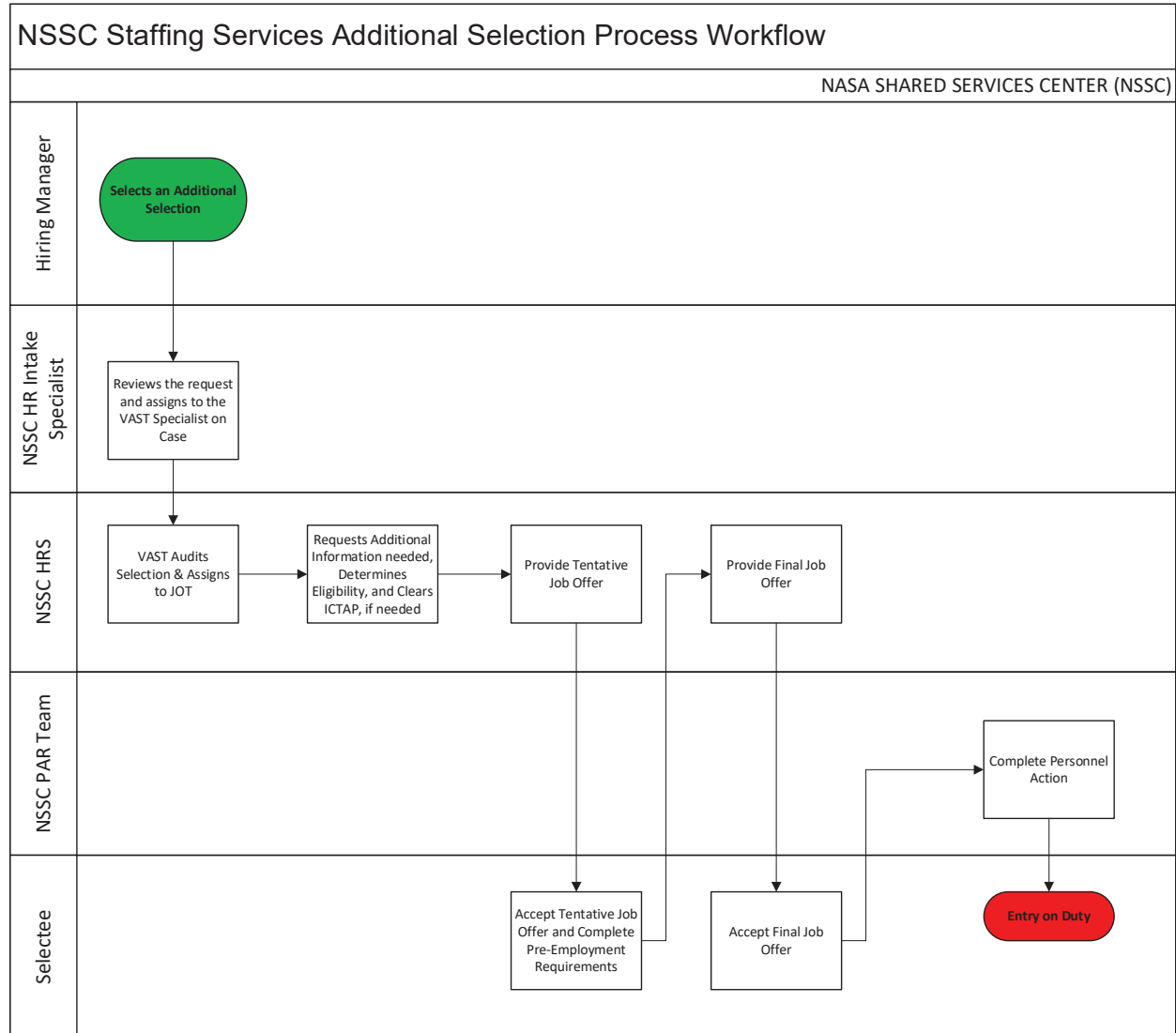
Acronym	Meaning
OPM	Office of Personnel Management
PAR	Personnel Action Request
PD	Position Description
POC	Point of Contact
SBU	Sensitive But Unclassified
SHRO	Servicing Human Resources Office
SP	Service Provider
VA	Vacancy Announcement
VAST	Vacancy Announcement to Audit Selection Team

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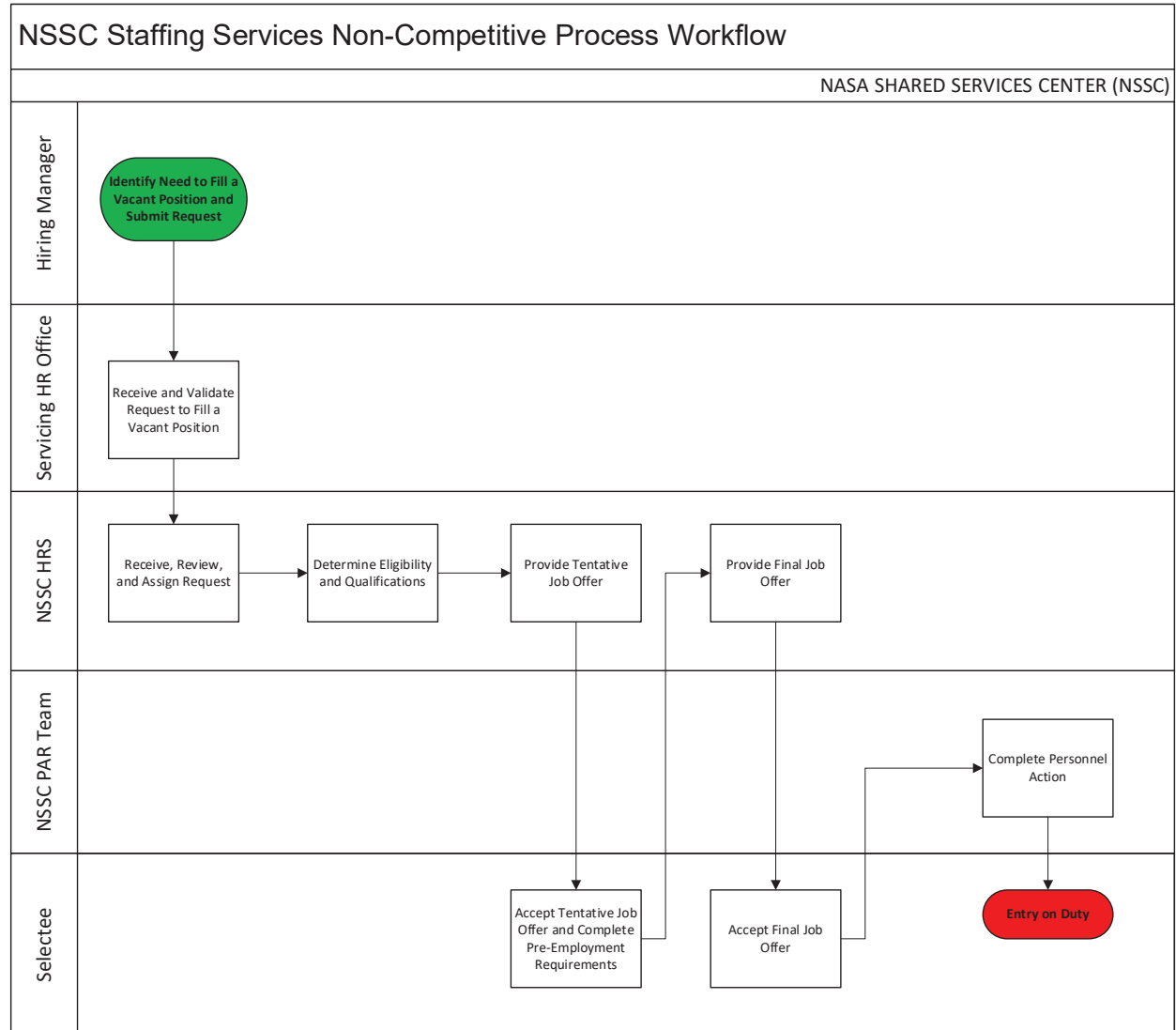
## Appendix B – NSSC Process Workflow Documentation



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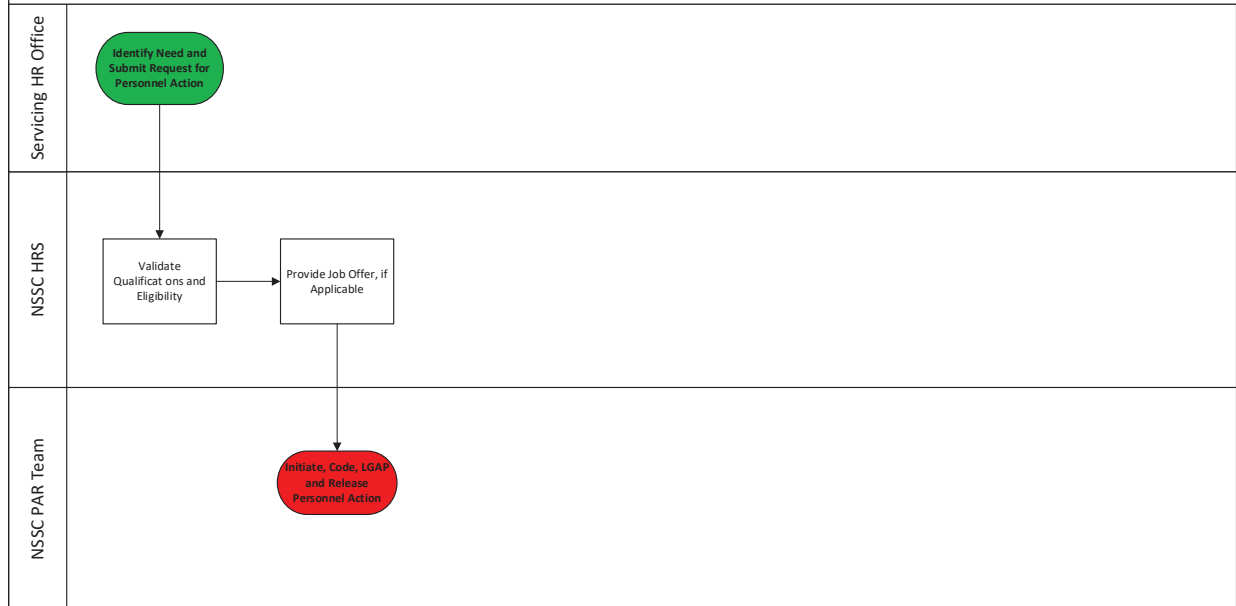
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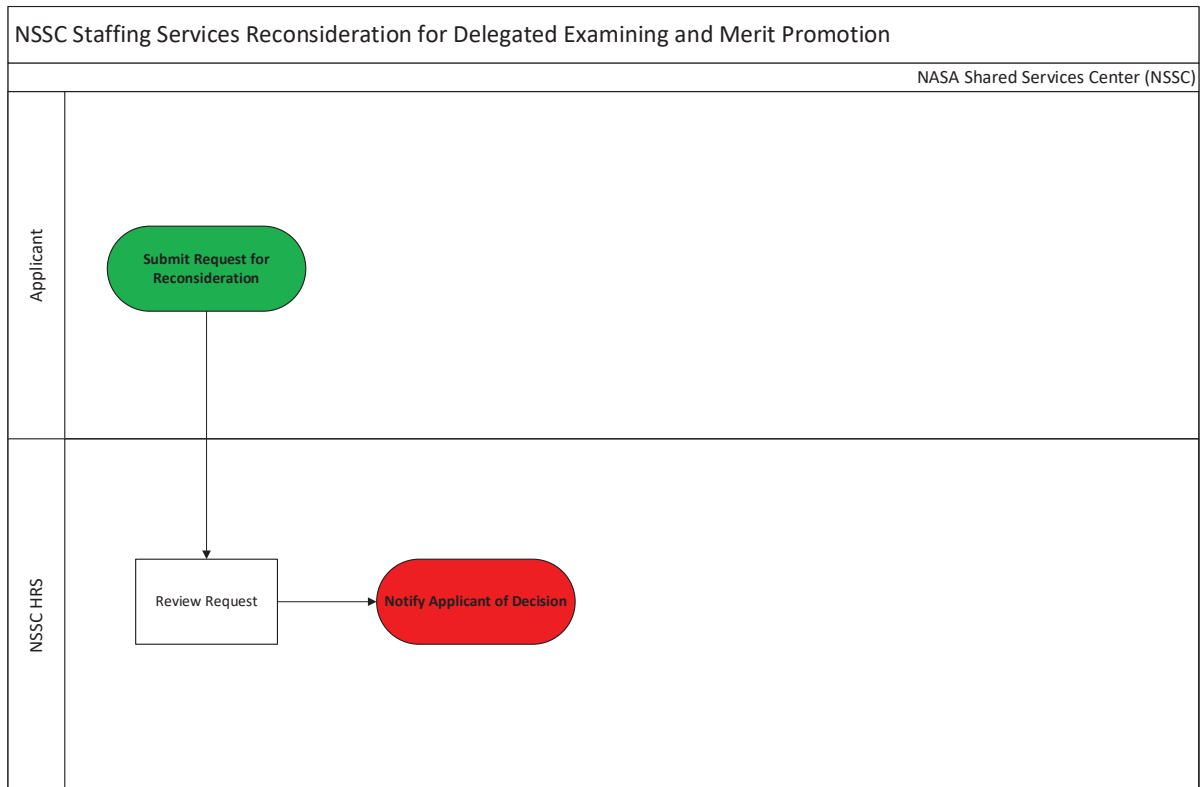
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NSSC Request for Personnel Action (RPA) Requiring Qualification and Eligibility Review Process Workflow

NASA SHARED SERVICES CENTER (NSSC)



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## Appendix C – Multiple Selections / Rotational Opportunities

### VAST:

- During the VAST consultation/job analysis, Staffing Specialist determines requirements/requests of the position(s) requiring multiple selections.
  - If the goal is to EOD all selectees on a targeted date (e.g., 3 selections for a promotion requesting the same effective date), or stagger dates based on rotational opportunities (e.g., temporary promotion opportunity using rotation for 2-year time frame), the Specialist advises the Hiring Manager to wait to return the certificate until all selections are made. This helps to best manage the targeted EOD for the cohort program and/or multiple selections.
  - Returning the certificate with all selections at once will not be required, but highly recommended.*
- VAST Specialist will add a note to the Parent case in HRSD to include the VIN# and Center indicating the Hiring Manager requests all selectees EOD on the same day, or preference of selectee's rotation.
- After the certificate is returned, the Specialist sends Lead, JOT an email with the VIN#/Center indicating multiple selections made with the request of the Hiring Manager and targeted date(s).

### JOT:

#### Same Effective Date:

- Lead, JOT assigns selections to JOT Specialist noting the request to make all selections effective on same day.

#### Rotational Selections:

- Lead, JOT updates Tasks dates for each rotation

#### Tasks:

- Complete Questionnaires: Position, Employer (EOD -45 days)
- Send Tentative Offer
- Lead, JOT assigns offer to JOT Specialist
- JOT Specialist verbally reaches out to all selectees to notify them of selection and process of rotation (possible wait time of 6 months)

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- JOT Specialist follows up with in writing using the template in USAS, *Internal NASA Rotational Temp Prom Selection Confirmation*
- Based on the due date the JOT Specialist will be notified via their USAS tasks, prior to selectee's rotation date, to complete the USAS process