COMMUNITY MANAGER PLAYBOOK

A Practical Guide for All Open Opportunities Community Managers, Ambassadors and Champions

Open Opportunities

CONTENTS

ABOUT OPEN OPPORTUNITIES

History

Open Opportunities began in 2013 within the General Services Administration (GSA) Technology Transform Service (TTS). As the program grew, GSA leadership determined the platform would be better placed within OPM as GSA's mission did not include professional development. In late 2017 the Open Opportunities platform was migrated to USAJOBS and is experiencing tremendous growth and success.

Platform

Open Opportunities is a skills-based, government-wide collaboration, professional development and networking platform. The goal of Open Opportunities is to create a culture of excellence by implementing a new model of a mobile, agile, innovative and skilled federal workforce that is based on team collaboration and responsiveness to mission demands, rather than being unnecessarily limited by organizational silos.

What is a community?

In the context of Open Opportunities, "Community" is defined as a group of people with shared interests, values, behaviors, and artifacts. Existing communities include:

Career Fields

Typically led by a volunteer(s) to promote governmentwide experiential learning opportunities in a specific career field.

Examples:

- Federal Acquisitions
- [Data Savvy Workforce](#)
- Cyber

Formal Learning and Development

Typically run by departments and agencies to foster experiential learning across the organization.

Examples:

- [DOI Career Connection](#)
- [NOAA's L•A•N•T•E•R•N](#)
- Nuclear Regulatory Commission
- [DHS Joint Duty Program](#)

"Event" Communities

Ad-hoc communities stood up for a specific event to recruit federal employees for "surge" activities.

Example:

- COVID-19 Surge Support

"Reserve Corps" Communities

These proactive communities recruit interested federal employees in the event a need arises for their participation. It generates a "list" of potential candidates for future needs.

Program Office Communities

These communities are centered around fostering a growth mindset within an office/practice area to enhance the employee experience and mature the organization.

Examples:

- [Mentoring Community](#)

Affinity Communities

These communities are centered around networking and information sharing.

Examples:

- [Community Manager & Ambassador Community](#)

A working community provides its members with effective tools, references, communication platforms, and a solid framework to fulfill the needs of the government in the most efficient way with the best results. Active community members help each other make well-informed decisions, share knowledge, and develop best practices they can use every day.

Community roles and responsibilities

Community Managers

All Open Opportunities communities have one or more individuals who act as Community Managers to help build, grow, and manage their community. They are the voice of the community, and they work with members to help them find value in participating in the community. The Community Manager must balance implementing program activities with strategic responsibilities, such as planning and reporting.

Community Managers are trusted members of their communities and are responsible for determining approaches to strategy, leadership, culture, and content. They are responsible for managing success, adapting policies, and promoting the tools for accomplishing the community's mission and goals.

Community Managers have full visibility into the system and are responsible for reviewing/publishing new opportunities. Additionally, they have access to an administrative dashboard with key visualizations that illustrate usage trends to drive decisions about outreach efforts. Community Managers can also assign additional managers from within the community to share the administrative burden and work together as a team.

Ambassadors

To advance the mission of the Open Opportunities community, community managers often turn to ambassador These engaged users advocate for the community by driving conversions, building brand awareness, and facilitating connections among members. Ambassadors help community managers build success and growth by promoting Open Opportunities.

Ambassadors are self-starters who enjoy using their communication and interpersonal skills to network, promote, lead, innovate, and assist others in the use of Open Opportunities. Ambassadors are resilient, creative thinkers who develop content, listen to the community for feedback, and market Open Opportunities within their organizations.

Champions

Champions are managers and executives who have a strong interest in the success of Open Opportunities. He or she will push for program adoption and will evangelize the program throughout the organization.

When seeking champions for Open Opportunities, look for managers and executives who have a strong vested interest in the success of the program. Champions don't need to be involved in day-to-day activities of Open Opportunities, but they can help provide support and engagement to ensure success and long-term commitment.

Community Manager key responsibilities

As a new community manager, you are joining other leaders and innovators across the federal government who are connecting and developing the federal workforce through knowledge sharing. Community Managers (CMs) determine the goals and objectives of their community and aim to maximize the full potential of their communities by working with the Open Opportunities team and the opportunity creators within their communities.

As a community manager, you will interface with your community's members by facilitating the creation of opportunities, placement for people in opportunities, and overall membership activity. Community managers drive the success of the innovative approach that Open Opportunities brings to the Federal workforce.

While roles and expectations may vary for each community, here are the general expectations of a community manager:

☐ Promote the value of the community to obtain leadership support, and market the program across the organization to encourage participation.

☐ Assign additional managers from within the community to share the administrative burden and work together as a team.

☐ Identify, educate and nurture community Ambassadors and Champions.

☐ Find community members who will regularly post opportunities.

☐ Work with opportunity creators to promote best practices and serve as the point of contact for all community questions.

☐ Review and publish opportunities submitted by community members.

☐ Conduct regular check-ins (e.g., meetings, office hours, emails) to support other CMs and creators.

☐ Follow up with creators to ensure appropriate status designation and opportunity completion.

☐ Have fun and get to know your community!

GETTING STARTED ON OPEN OPPORTUNITIES

You may have a lot of questions as a new Community Manager. Luckily, most questions can be answered by reading through our Help Section. Use the help section to answer any questions you might have or to answer any questions your stakeholders might have. The help section covers a lot of material, and the links below highlight some of the most frequently asked questions when getting started.

What is Open Opportunities and what are the benefits?

Who can participate?

How to create a profile

How to create, post and manage opportunities

How to apply to an opportunity

Common Administrator Questions

Release notes (This is where you will find bi-weekly updates on the latest site-wide enhancements)

Why does Open Opportunities use login.gov?

Login.gov uses two-factor authentication and stronger passwords that meet new National Institute of Standards of Technology requirements for secure validation and verification. By using login.gov, you'll get an extra layer of security to help protect your USAJOBS and Open Opportunities profile against password compromises. You need a login.gov account to sign into Open Opportunities. Once you create a login.gov account, you can use the same email address and password for both Open Opportunities and USAJOBS.

> Learn more about login.gov and how to create an account

How to approve opportunities

> Click here for detailed, step-by-step instructions

How to share and save opportunities

You can quickly and easily share opportunities with colleagues, community members, and fellow feds by clicking the share link on an opportunity page. Want to save an opportunity to return to at a later time? Just click the save link, and that opportunity will be saved to your dashboard.

History Researcher/Writer - NWS Heritage Program

CV

CSP VS (OPM)
Last updated 02/06/21

Open

Relevant skills:

Journalism **Library and Archival Science** **Literature and Writing**

General History

Duplicate   Share   ☆ Save

✏ Edit

How to search and find people on Open Opportunities

Using the people search feature is a great way to connect with fellow feds both within and outside of your organization. Like the opportunity search, you can search for other users by keywords, such as name, skill, job title, career field or agency.

Looking to find a mentor or become one? Watch our tutorial video to learn more. And by joining the Open Opportunities mentoring community, you and your community members can connect with mentors and mentees across the federal government!

▶ Learn how to find a mentor or mentee

Open Opportunities
POWERED BY USAJOBS

Opportunities   Communities   **People**

People

Find people who share similar skills or interests.

🔍 Keywords

Name, skill, job title, career field or agency

📍 Location

City, state or country

Search

Viewing 1 - 10 of 10000 people

Sort by Relevance ⇕

FOSTERING A THRIVING COMMUNITY

Creating a community of practice

A community of practice (CoP) is a group of people who share a common interest in a topic and who come together to fulfill both individual and group-oriented goals. CoPs provide an opportunity for interested people to come together to collaborate, share knowledge, and solve challenges.

The recommendations that follow will help build and maintain a healthy and collaborative community of practice. Communities are complex and often evolve rapidly. As such, there is no one-size-fits-all approach to creating a successful community. The suggestions below serve as guidelines that will help you find the best ways to utilize your talent and resources to the best possible advantage.

Recommendations for developing a community

1. **Develop a clear purpose for the community by identifying objectives**

   What are your goals, objectives or mission statement?

   Examples:

   - *Is there a specific number of opportunities you would want to see posted by a certain timeframe?*
   - *Would you want to see a certain number of opportunities completed by a certain timeframe?*

2. **Identify practitioners with common interests, and invite them to participate**

   List their names below.

3. **Create a value proposition for all stakeholders**

   Example: Solve challenges, share knowledge, drive innovation

4. **Understand the value each member brings to the table and how their unique skillsets can be utilized**

5. **Find dedicated facilitator(s) to cultivate and sustain the community**

   Identify potential topics for discussion

   Facilitator(s) are also expected to:

   - Encourage participation
   - Manage events
   - Share results of participation and impact

National Oceanic and Atmospheric Administration (NOAA)

NOAA's mission statement:

> "L·A·N·T·E·R·N is a development program to promote employee growth, networking, and collaboration. Our goal is to build an agile, highly-skilled workforce by offering in-person and remote opportunities that may be one-time/short term efforts, require a few hours a week or month, or details ranging from 30 days to 1 year. L·A·N·T·E·R·N encourages cross-office and cross-functional experiences that broaden employees' understanding of NOAA's mission AND goals from regional and headquarter perspectives."

NOAA's L·A·N·T·E·R·N

Leveraging Abilities, Needs, Talents, Energies & Resources Network

Lighting the path of employee development

LANTERN is a development program to promote employee growth, networking, and collaboration. Our goal is to build an agile, highly-skilled workforce by offering in-person and remote opportunities that may be one-time/short term efforts, require a few hours a week or month, or details ranging from 30 days to 1 year. For more information visit:
https://sites.google.com/noaa.gov/lantern/home?pli=1&authuser=1

What is Open Opportunities? 🗗

🔍 Keywords

| Find opportunities by skill, career field, agency or series | Search |

NOAA's L·A·N·T·E·R·N

Open to
NOAA

Community manager(s)
Tracy Levstik, noaa.lantern@noaa.gov

Office Coordinators:

NESDIS - Jeremy.Hammons@noaa.gov

NMFS - Ann.Weaver@noaa.gov

NOS - Sloane.Preston@noaa.gov

NWS - Flanisha.Barrett@noaa.gov

OAR - Oar.Training@noaa.gov

OMAO - Claire.Surrey-Marsden@noaa.gov

Staff/Corporate Offices/Others: noaa.lantern@noaa.gov

Support contact
noaa.lantern@noaa.gov

External link
https://sites.google.com/noaa.gov/lantern/home?pli=1&authuser=1

View opportunities

Planning an engaging meeting

6. Hold an introductory meeting for all members

☐ Invite members to meet and gain comfortability with one another

☐ Collaborate to hone the goals and objectives for the community

☐ Develop a road map to help guide the community's initial direction

7. Regular meetings are key to the success of the community. These events/gatherings serve as opportunities for continued collaboration, iteration and innovation

☐ Share information and experiences so members learn from each other and have an opportunity to develop themselves personally and professionally

☐ Create opportunities for open dialogue

☐ Encourage different levels of participation

8. Design processes to support the community's purpose and how members will share information and experiences (See Meeting Planning Worksheet) Consider:

• What are the learning goals of the community, and how can collaborative learning be supported?

• What activities will generate energy and support the emergence of community presence?

• What will the community's cadence or rhythm be?

• How will members communicate and share resources within the community?

• What kinds of interactions (with each other and with the content of the community) will generate energy and engagement?

✏️ MEETING PLANNING WORKSHEET

⭐ Learning goals

☑️ Community activities

👥 Community networking

🕐 Community meeting timing/cadence

Keep improving

9. Keep it fresh

Look for new ways to get people excited and involved.

10. Collect feedback from members on a regular basis

Determine areas for community improvement.

✏️ **COMMUNITY FEEDBACK**

Start   Helpful things we should start doing

Stop   Unhelpful things we should cease doing

Continue   What is working well for the community
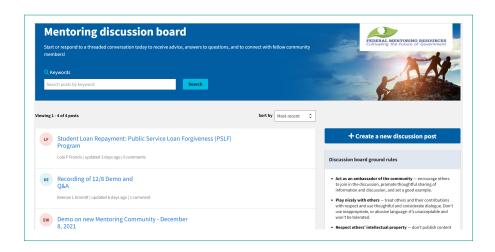
Utilizing discussion boards
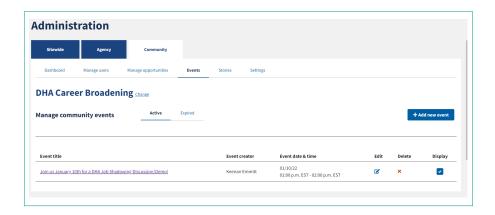
Discussion boards are designed to keep your community members engaged and connected. Discussion boards help create a strong, active community built on collaboration. Fostering active discussion threads and encouraging community members to participate in discussions will help your community thrive. Discussion threads are great for:

- Asking and answering questions

- Ideating

- Seeking out and offering advice

- Sharing information (events, development opportunities, videos, helpful professional tools)

- Fun and interactive conversations

- Increasing community participation

Community events

Adding events to your community home page is a great way to keep community members informed of upcoming community forums, webinars, demos, office hours, trainings, and more! Encourage your community members to inform you of any events they may want you to share with the community. Events can be added from your community administration page. Make sure the Display box is checked when your event is ready to be shared.

Promoting the value of Open Opportunities
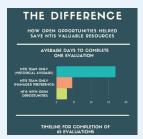
Check out our user stories/testimonials page for real examples of how Open Opportunities is benefitting agencies, supervisors, employees, and the Federal government. Consider sharing these stories when promoting the value of Open Opportunities. Examples for promoting the value of Open Opportunities to various stakeholder groups is provided below.

For Agencies

- Close mission critical skills gaps across government using existing talent network and resources.

- Promote greater employee engagement, innovation, and productivity through application-based professional development, better access to tools and an expanded professional network.

- Access to new perspectives, skills and knowledge.

- Enable rapid assembly of skills-based teams and deployment of talent within and across agencies.

Open Opportunities Story for Agencies

Randy Caldwell
National Technical Information Service (NTIS) July 2021

Chief of Staff, Office of the Director
There's no such thing as a free lunch… or so the saying goes. We all know that resources are finite, and, as federal employees, we are often presented with the challenge of extracting as much as humanly possible from the limited resources available to us. But what can happen when those limited resources become a little less limited?

Using its joint venture authority, the National Technical Information Service established a unique Joint Venture Partnership (JVP) program that has resulted in innovative data service projects across the federal government that allows other federal agencies to address national priorities more efficiently and effectively. However, the problem NTIS faced in finding qualified partners for the program was the very problem they are helping solve. Finding resources to evaluate proposals submitted by organizations to determine if they meet the necessary qualifications to be successful JVPs is a time and labor-intensive process. So, when Randy Caldwell and his team turned to Open Opportunities in search of Data Scientists who could help with proposal evaluations, they were elated to find the resources they so desperately needed as well as strengthening the data science workforce in the government by providing evaluators with access and experience with the latest technologies and tools provided by the private sector, academia, and non-profits…

Data Infographic

So, maybe there is such a thing as a free lunch – you just have to be willing to try the soup of the day!
View more stories

Promoting the value of Open Opportunities

For Supervisors

- Employee engagement increases with learning and development opportunities, and engaged employees are more likely to be productive and less likely to leave their organization.

- Open Opportunities provides no-cost professional development opportunities that can be aligned to an employee's Individual Development Plan.

- Organizations with leaders who cultivate intentional, dynamic, and inclusive workforce experiences see nearly 20% greater productivity and are more likely to improve efficiency, innovate and manage change.

Promoting the value of Open Opportunities

For Employees

- Learning and developmental opportunities support career growth by helping employees develop new skills and experiences.

- Partake in interesting and new work experiences across the federal landscape.

- Create new contacts and grow your professional network through a community.

- Increase your level of engagement at work by taking advantage of new experiences and using creativity to innovate on new projects or activities.

🔍 **CASE IN POINT**

Open Opportunities Story for Employees

Sara Cope
GSA/Digital.gov January 2021

Here at Open Opportunities, one of our goals is to help federal employees achieve the goals they wish to attain by fostering an environment of professional development. And when Sara Cope first heard of Open Opportunities in the platform's early days, professional development was exactly what she was looking for.

Sara currently serves as an Engineering and Program Lead for Digital.gov, a product of GSA's Technology Transformation Services. Prior to her roles with GSA, Ms. Cope worked as a Project Manager for the Department of Veterans Affairs (VA). However, after serving in this capacity for several years, she realized her passion was in development and wanted to transition to a developer role, a position she had held prior to becoming a project manager at VA. But anyone familiar with the technology world understands how fast it moves, including Sara. "I felt like I was kind of out of touch on some of those skills, so I did a lot of work and training and education on the side." And while training is useful to learn and understand new concepts, putting them into practice is a different story. "I wanted to really be able to use the skills that I was learning and show that I could actually apply them."
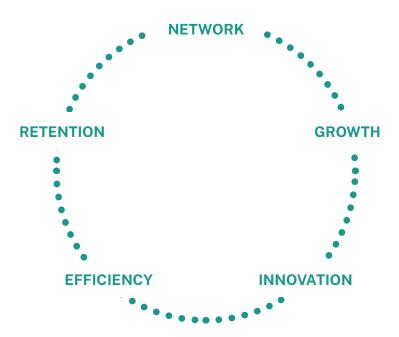
So, when Sara saw an opportunity for a development role with the White House, she knew it was the perfect chance to test and hone her new skills. "I was able to use my developer skills in those projects and really show that I could go back to doing development full time and didn't just have project manager skills."

After completing more than 10 opportunities, Ms. Cope felt like she was ready for the switch, and when she applied and interviewed at GSA, she recounted the specific questions she was asked about the Open Opportunities' projects she worked on, a number of which were with GSA. "I was able to talk about the people that I had worked with and the work that I had done, and the hiring manager was actually able to go chat with the folks who ran those opportunities and get an informal reference, and they were able to vouch for my work. And so, I think all of that directly helped me move from a project manager at VA back to an engineering role at GSA." Read the rest the story

Finding Opportunity Creators and Projects

Finding opportunity creators and projects are essential to the success of your program. Without contributors creating opportunities, your program will quickly stagnate. Cast a wide net to discover creators and projects that can benefit from your program. The information below provides more information about how to ensure ample opportunities are posted within your community.

NETWORK

RETENTION

GROWTH

EFFICIENCY

INNOVATION

Start with your own professional network

Who, within your network, has projects that could benefit from leveraging talent through your program? Create a list of projects going on within your network and the team members connected to those projects. Then, create a list of how those specific projects could benefit from your program. These benefits will inform stakeholders of the many ways your program can assist them in finding the talent required to complete their projects.

Enlist supervisors and managers

Ask supervisors and managers about their projects that have time, skill, or workload shortages and could benefit from soliciting support through Open Opportunities. Work with them to identify suitable project tasks that could be accomplished through outside support and how they can best leverage the program. Emphasize to supervisors and managers how this is a great opportunity to accomplish work that is perpetually on the backburner.

Get together

Collaborate with interested people to establish a forum in which projects can be discussed to see if they can benefit from inclusion in your program. These forums can also be used to identify people with the skills needed by your program.

Creating opportunities and opportunity ideas

Ideas for opportunities

We encourage opportunity creators to think of their project needs as an organization or office and break those projects into smaller, micro tasks. Here are a few examples, but opportunities can be anything, so get creative!

Check out ideas in our Help Section for more advice

- Meeting/event coordinator

- Graphic design

- Data analysis

- Webinar developer/coordinator

- Social media writer (blogs, media, etc.)

- Technical Writer

- Project Management

- Storyboarding/journey mapping

- Usability testing

- Video production

- Conference speakers/instructors

- Document editing

- Data validation and visualization

- Mentoring or coaching

Learn 10 tips for writing great opportunities

Tips to Consider Before Creating an Opportunity

1. Keep Opportunities simple
2. Drop the jargon
3. Speak to the participant
4. Organize content logically
5. Double check your work

Open Opportunities
POWERED BY USAJOBS

Access this PowerPoint presentation and learn more about creating opportunities in the Appendix

Spreading the word about your program

Gain leadership support

Talk to managers and supervisors whose programs or employees could benefit from your program. They will likely have relationships and resources that can help you cast a wide and effective net.

Engage your network

Talk to your peers and generate leads on who else you should engage to start building interest.

Write a sales-pitch

Write a brief, one to two-minute sales pitch that is designed to highlight and promote your program. Make your pitch accurate and enthusiastic! Use this pitch when speaking to individuals or groups for the first time.

Make an announcement at agency-wide meetings

Ask to present at various agency-wide meetings, such as town-halls, all-hands meetings, and other activities that put you in touch with groups of people.

Publish announcements

Disseminate one-pagers or flyers about your program throughout your agency. Submit articles about your program for an agency or organization newsletter.

✎ **SPREAD THE WORD**

Sales Pitch   Make a brief sales pitch to promote your program

Announcements   Write an example announcement

Conducting demos

Conducting demos is an important part of informing stakeholders and interested parties how the platform functions and provides a firm foundation of how they can use Open Opportunities to create, search, and apply for opportunities. The information below provides tips and best practices for conducting demos.

1. Conduct demos regularly as a promotional tool and to help users get started and feel comfortable using the platform.

2. Be prepared to conduct an engaging demo by:

   a. Conducting a practice run prior to each demo to ensure understanding of any system updates or added features.

   b. Using examples in your demo that are relevant to your audience.

   c. Utilizing the demo scripts provided in the resources section of this playbook.

3. Keep demos as succinct as possible while conveying the necessary information. Follow the demo scripts to ensure you cover all pertinent information.

4. Consider holding audience questions until the end of the demo to avoid getting off course.

EVALUATING THE SUCCESS OF YOUR COMMUNITY

Closing out opportunities

One of the best indicators of community success are the proportion of opportunities that are completed. On occasion, you may need to reach out to Opportunity Creators to check on the status of their opportunities to ensure the correct status is reflected on the platform.

The sample email to the right can be used as a template for drafting language that might serve as a friendly reminder.
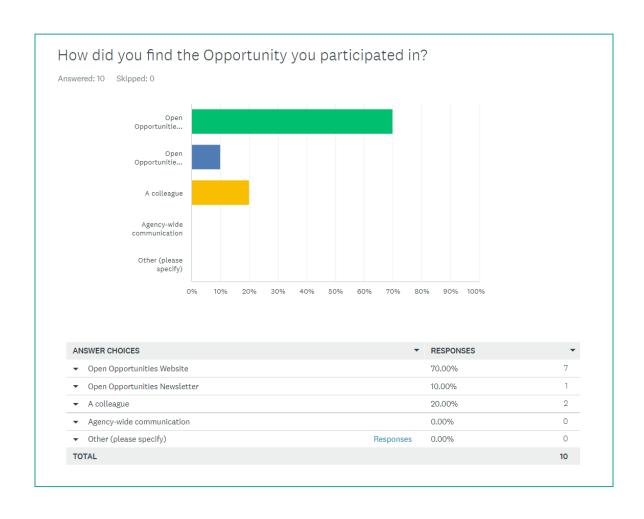
Creating opportunities and opportunity ideas

Surveys are a helpful tool to glean insights into what is working well and areas for improvement within your community. If you are interested in implementing a user survey, the USAJOBS program office offers services for customer feedback surveys that can be tailored to your community's needs and your data needs.

Surveys can provide important information helpful to improving community functions, operations and user experience. The image below provides an example of a user survey.

Utilizing opportunity statuses and platform metrics

Utilizing the metrics dashboard is a great way to assess the overall health and growth of your community. It's important to regularly check these metrics to understand trends within your community. These trends might point to areas that are working well within your community as well as areas that may need improvement.

Every community manager has access to an Excel file (.csv) that includes detailed information/metrics relating to both opportunities within your community as well as community users. When managing the Members or Opportunities section of your administrative panel, navigate to the bottom of each page to find a link to download the spreadsheet

You can also create an applicant report for a specified date range by downloading the .csv file at the bottom of the Manage users and Manage opportunities pages.

> What do the opportunity metrics mean?

> What do the interaction metrics mean?

APPENDIX

Promotional and marketing materials

Share this video and flyer with leadership within your organization, your Chief Learning Office, colleagues, and whoever else can help you spread the word about Open Opportunities and your community!

> ▶️ Open Opportunities Promotional Video

> 📄 Access the "What is Open Opportunities" flyer as a PDF

Digital.gov communities

Another great way to spread the word about your community is to leverage the many communities of practice through digital. gov. Digital.gov is an online platform dedicated to providing people in the federal government with the tools, methods, practices, and policy guidance they need to deliver effective and accessible digital services. Their mission is to transform how government learns, builds, delivers, and measures digital services in the 21st century.

> ▶️ View the PowerPoint presentation below

Sample demo scripts

To set up, [populate several opportunities in UAT](). For important demos in UAT, please notify OPM of date/time of demo so we can ensure there is no downtime for the database.

Demo: Part 1 Logging in, Home page and Create Opportunity

1. **Begin at Open Opportunities home page: You can view available opportunities across government if you are not logged in, but in order to access a specific community, you must be logged in.**

2. **Click Sign In: You will be taken to Login.gov, which is used make your account more secure, providing 2 factor authentication.**

    - If you have an existing USAJOBS account, you may use that same account to access Open Opportunities, you'll just need to be sure your account is up to date, and the following fields are completed in your USAJOBS profile:

        » Federal Hiring Path selected

        » Current Federal Employee OR Contractor (contractors may post, but not participate in opportunities)

        » Federal Agency

        » Federal Email Address: Entered and Verified – if you run into issues, this is likely the reason.

            - Once email is entered and saved, you will receive an email. Check spam if no email comes. Click on the link in the email to confirm the address and be sure you receive a success message of

email confirmation in USAJOBS.

    - Biography is not required, but will appear to others in Open Opps

        » For one time and recurring opportunities, this is the primary information an opportunity creator sees to make a selection since resumes are supplied.

    » Because Open Opps is primarily for Federal employees, this information gives us the information we need to allow you access to the system.

    » If you originated from Open Opportunities, you will find the Return to Open Opportunities button in the upper right hand corner of each screen in USAJOBS.

    - If you do not have an existing USAJOBS account, you will need to create one, ensuring the fields above are complete in order to access Open Opps.

    - Login.gov tips:

        » Use your PIV/CAC card for easy, secure access OR

        » Click the option to remember your credentials on your device for 30 days.

3. **Upon arriving at Open Opps, you will be taken to your home page.**

    - Opportunities created and participated in will be shown.

    - Access Profile from here

        » Encouraged to add skills and interests as these skills can also be used to match you to opportunities

        » Edits made to the profile from here will also be

updated on USAJOBS and vice versa

- Search available
  - » Search for People (select a user with a complete profile and click on their name)

4. **Community profile page. Skip to step 5 if not demoing a community profile page**

Search > Community

- Example - L•A•N•T•E•R•N home page
- Only NOAA employees can view opportunities on this page
- All available opportunities are all here:
  - » One-time tasks
  - » Recurring tasks
  - » FT and PT details
- There are a variety of search filters available on the right side of the screen (demo and discuss a few)
- This is also where new opportunities can be created.

5. **Select Create Opportunity (If starting from home page > select create opportunity above user dashboard)**

- Audience – Federal Employee
- Step 1 – Define the opportunity
  - » Community – Select Yes if you want your opportunity to appear within a community. This MUST be selected to appear within your page/community
  - » People: How many people you need. Select No if this

is a general posting

- » Series: Optional, but helpful for people to understand the nature of the work
- » Estimated start and end date – optional but helpful for applicants
- » Time Commitment: Click on each and explain – associated fields also change
  - One-time task with a defined timeline
  - Recurring task is something that happens more than once (i.e. write a newsletter once a month for a year)
  - Details can be Full-time or Part-time
  - Less than 120 days – HR action not required
  - More than 120 days – HR action is required
  - Can discuss individual fields for detail and how they should be used by your agency or community
    - » Detail reimbursable? Yes/no
    - » Limit participation to agency employees only
    - » Pay scale/grade – can add multiple
- Step 2: Describe the opportunity
  - » Title: Should be concise and catchy – remember, this isn't USAJOBS!
  - » Introduction: Impact of work
  - » What you'll do: What work will be involved (used for

Skills – see Step 3)

- » What you'll learn (used for Skills – see Step 3)
- » Optional fields:
  - Who we are
  - Requirements (shows for details only – used for skills)
  - How to Apply: (shows for details only)
- Step 3: Add skills and related keywords
  - » When next is selected from step 2, the information entered into what you'll do, what you'll learn and requirements (for details) is sent to Skills Engine and related skills are recommended
  - » Related skills will appear on the top of the column but all skills in the database will also be available for selection. The creator can select up to 5 skills to be associated to the opportunity. These skills will be used for searching and also for matching potential applicants to an opportunity.
  - » Related keywords: works the same way as skills, but are different from skills, could be used for the individual in searching for an opportunity
- Step 4: Review draft and submit
  - » Review the opportunity as the applicant will see it. Make changes or save as draft.
  - » When all required fields are complete, you may submit your opportunity for approval

- » All opportunities must be reviewed by a Community Manager prior to going live on the site.

Demo Part 2: Search, View, and Apply for Opportunity

1. Select Search in the top, right corner of your home page

2. Walk through a few Search filters in right navigation (i.e. status, profile match, commitment)

3. Highlight People search and Create Opportunity (which is on almost all pages)

4. View full opportunity

5. In addition to all Agency-specific branding, the creator's name will also appear.

6. From this page, the user will choose to Apply for the opportunity. Applying for an opportunity is an easy one-step process. Skip to 10 if you are not demoing submitting a resume.

   - Note for demo lead wanting to show how to submit a resume: Have an opportunity selected ahead of time that you have not yet applied to. Make sure to have a resume on USAJOBS to select from.

7. Users will enter a Statement of Interest (up to 5000 characters)

8. And select a resume from their USAJOBS profile to attach to their application

   - If a user doesn't have a USAJOBS resume or wants to

use a different resume not yet on USAJOBS, they may do so by clicking the "Upload Resume" button to return to USAJOBS to manage their resume(s). There is contextual help in the right navigation to assist users in doing this.

9. After entering a Statement of Interest and Resume, the user may Submit their application.

10. A confirmation screen will appear with expectations of what to expect next. The applicant will also receive an email confirmation of their application submission.

Demo Part 3: Manager Review and Selection

Notes for Demo Lead: Have an opportunity selected in advance that has a few applicants on it

Review and selection:

1. The manager may view applications at any time while the opportunity is open. You'll also notice that the opportunity doesn't have a set closing date. It closes from accepting applications when the manager decides to do so. (Point out the Continue accepting applicants toggle button)

2. Skip to Step 4 if not application materials are required. The manager will see links to all applications on this page. Upon selecting "View application" for applicant, the Statement of Interest and Resume are available to view. (Scroll down the page)

3. The application documents can be downloaded to a PDF, but that is only recommended in a situation where a personnel

action/HR intervention is required.

4. Each applicant will have the option for Select/Non-select on the review screen.

5. Mark an applicant as selected

Manager checklist and closeout:

1. Once all applicants are marked as selected or not selected, click Next step

2. This "closes" the opportunity, so it is no longer posted for additional applicants

   • If additional applicants are still desired, the "Continue accepting applicants" toggle can be turned on

3. Review the next steps modal

   • Select and non-select emails have now been sent out

4. Click Manage applicant

   • Checklist items are available to enter

5. When all checklist items are complete, click Task complete under the selectee

   • If any required checklist items are missing, they will be noted, and task can't be completed

6. When the selectee(s) have completed their task(s), then select Complete opportunity to fully close out the opportunity