

DIGITAL.GOV COMMUNITIES OF PRACTICE JOB BOARD

General Services Administration | Technology Transformation Services, Digital.gov

Karen Lin, Engineering Fellow | *Yale University, Computer Science and History of Art*

Keywords:

Professional development, content management system, process automation, scripting, community engagement

Summary:

Karen developed a job board on [Digital.gov](https://digital.gov) to increase exposure to community- and technology-related job openings in the federal government. Leveraging **Hugo**, **Typescript**, Google Sheets, **Google Apps Script**, and **REST API** calls, Karen built a backend system to manage and process job postings sent to Digital.gov's Communities of Practice (CoP) email lists. The product provides thorough documentation and automated processes aimed to help non-technical team members manage the job board. The job board aims to **decrease email spam in CoP email lists by 25%**, increase CoP member retention rates, and **increase usage of the Digital.gov website**.

COMMUNITIES OF PRACTICE JOB BOARD

TTS/Digital.gov

General Services Administration

Ammie Farraj Feijoo — Product Lead

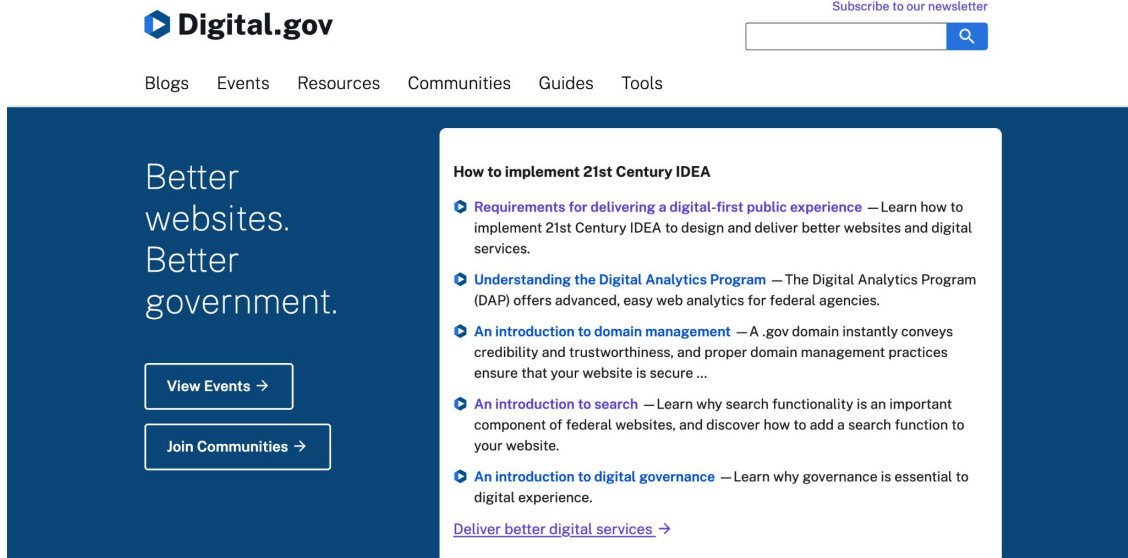
coding it forward >



KAREN LIN

Yale University

Computer Science & Art History



(Screenshot of the Digital.gov home page)

THE PROBLEM

THE PROBLEM – CoP EMAIL LISTS

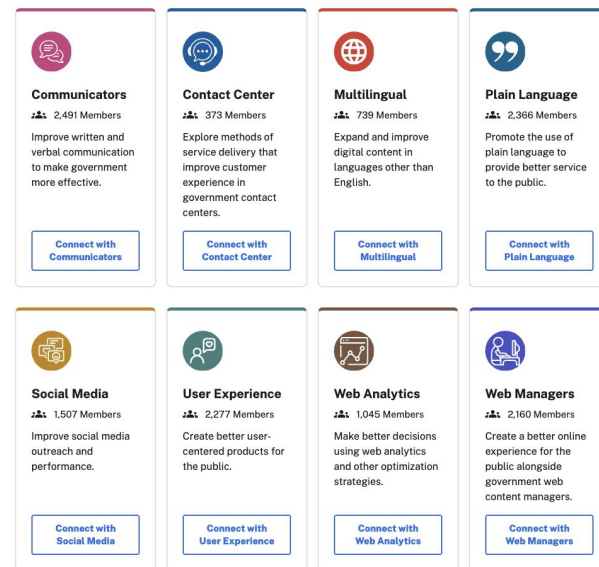
- Digital.gov hosts 8 Communities of Practice on large emailing lists
- The emailing list structure offers no filter for conversation (or “spam”)
- The second most frequent email subject in every CoP is a job listing (18-33% of all emails)

<input type="checkbox"/> ☆	[Web Managers] Opening: BJS Digital Communications Manager - **Please excuse any d...	Jun 20
<input type="checkbox"/> ☆	[Social Media] BJS Digital Communications Manager Opening - **Please excuse any dup...	Jun 20
<input type="checkbox"/> ☆	[Plain] Opening: BJS Digital Communications Manager - GS13 - *Please excuse any dupli...	Jun 20
<input type="checkbox"/> ☆	[Communicators] Opening: BJS Digital Communications Manager - **Please excuse any ...	Jun 20

(Screenshot of email inbox with repeated emails about the same job across four CoPs)

Digital.gov Communities of Practice

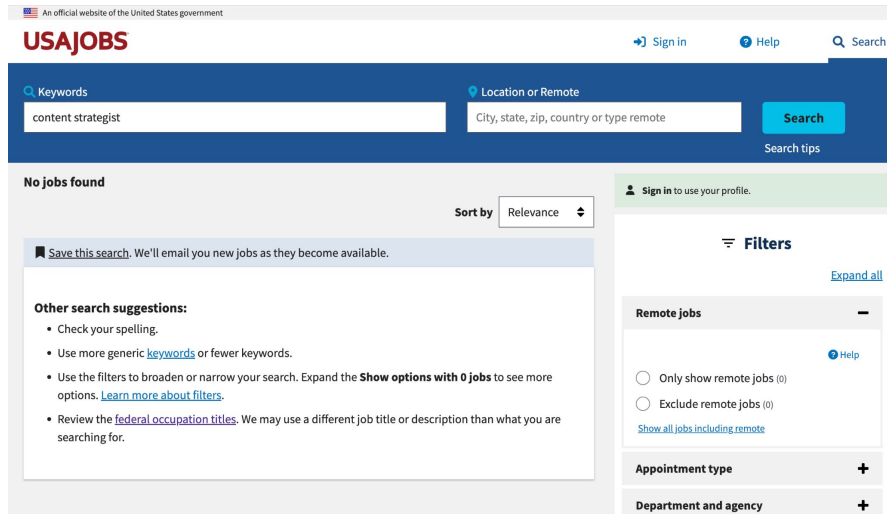
Collaborate and share resources with other communities across government who are focused on building better digital experience in government.



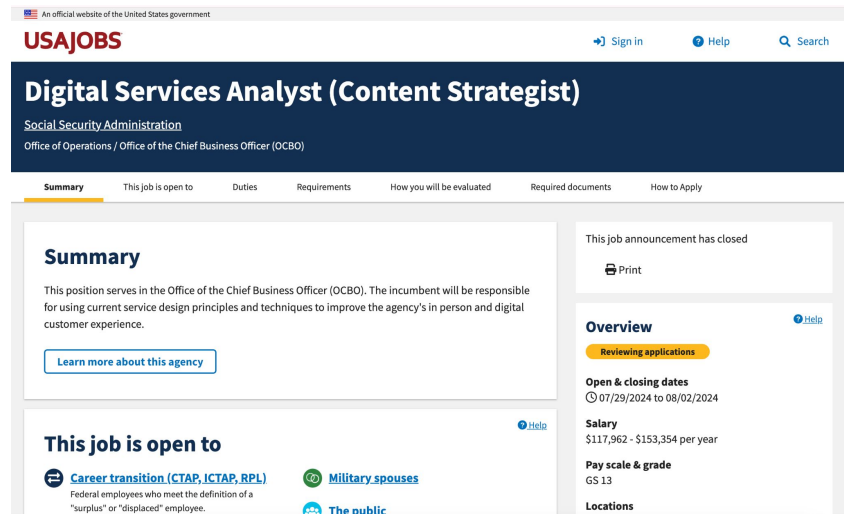
(Screenshot of the Digital.gov CoP Practice landing page)

THE PROBLEM – USAJOBS

- USAJOBS is difficult to navigate



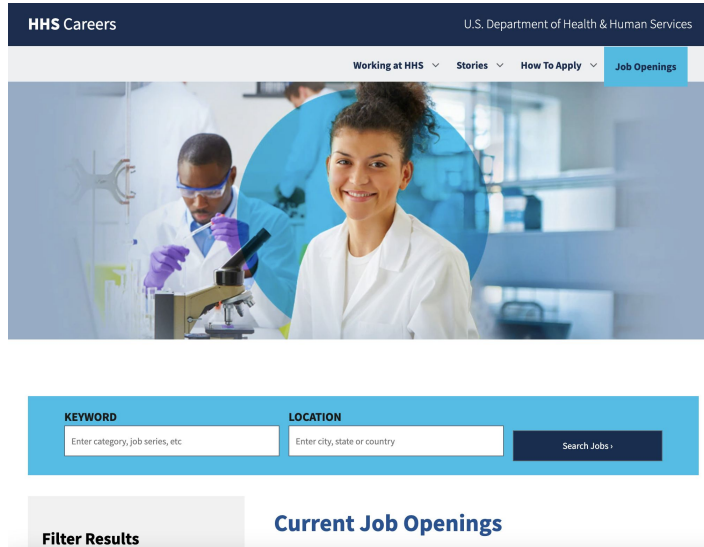
(Screenshot of USAJOBS search using keywords “content strategist”. No jobs found with these keywords)



(Screenshot of a “content strategist” position, with keywords in title)

THE PROBLEM – USAJOBS

- Agencies and sub-agencies have created job boards to navigate USAJOBS postings



(Screenshot of job board on HHS website)

Search and Apply for Jobs at FEMA

There are a variety of employment opportunities with FEMA. Search below for the role that's right for you.

When you've found a position, [follow our tips for applying](#) on USAJOBS.gov.

[Need help with USAJobs?](#)

Learn About Career Paths

[Permanent Full Time](#)

Hired through a competitive process.

[Cadre of On-Call Response/Recovery \(CORE\)](#)

Hired to work for a specific, limited period.

[Reservist](#)

Temporary, on-call workforce.

[Students and Recent Graduates \(CORE\)](#)

Opportunities designed to build technical and professional skills.

[View All Career Paths](#)

(Screenshot of employment search on FEMA website)

How do we reduce email spam in CoP email lists, while creating a product that also benefits job seekers and CoP communities?

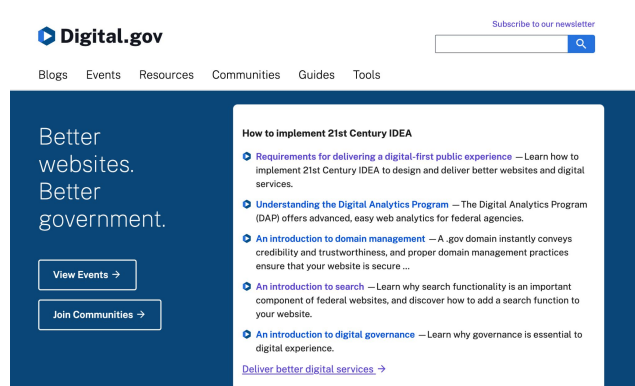
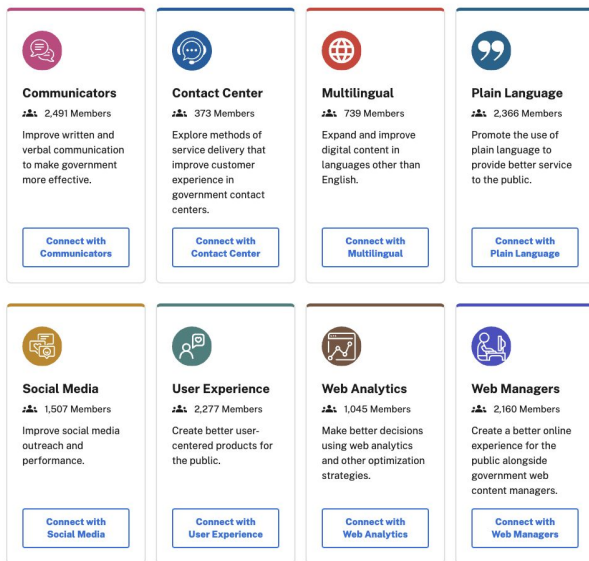
THE PROCESS

CoP JOB BOARD USER NEEDS

User 1: CoP email list members 🙌

User 2: the public 🙌🙌🙌

User 3: content managers 🧑💻



(Screenshot of Digital.gov homepage)



(Screenshot of Digital.gov Github public repository)

(Screenshot of Digital.gov CoP landing page)

CoP JOB BOARD REQUIREMENTS

A method to submit
job postings

A database to
manage and
store job postings

A public page on
Digital.gov that hosts the
community job board

👉 I have a job posting to share!

<https://www.usajobs.gov/job/798402500>
<https://www.usajobs.gov/job/798403100>
<https://www.usajobs.gov/job/801925000>
<https://www.usajobs.gov/job/800439200>
<https://www.usajobs.gov/job/800295500>
<https://www.usajobs.gov/job/801652200>
<https://www.usajobs.gov/job/803535900>
<https://www.usajobs.gov/job/800485800>
<https://www.usajobs.gov/job/800937600>
<https://www.usajobs.gov/job/800935400>
<https://www.usajobs.gov/job/800738700>
<https://www.usajobs.gov/job/800738300>
<https://www.usajobs.gov/job/80054580>
<https://www.usajobs.gov/job/800556000>

For every job, collect and store:

1. Job link
2. Job title
3. Job location
4. Job description
5. Start apply date
6. End apply date

Communities of Practice Job Board

Our job board consists of government positions that members of our CoPs would like to advertise. Please note that this is not a comprehensive list of CoP or technology-related job openings.

[Submit a Job Post](#)

Communications Engagement Specialist
Bureau of Justice Assistance (BJA), Operations Office, Communications and Governmental Affairs
Washington, DC
Open: 5/25/2024 - 7/5/2024
Plan: Test Description: This position is responsible for engaging with a variety of key BJA stakeholders using outreach strategies and tactics that include region focus, distribution of BJA resources, moderate and information public events, and targeted campaigns.
[Communications](#)

Health Communications Specialist
Department of Health and Human Services
Atlanta, GA
Open: 6/1/2024 - 1/30/2024
Plan: Test Description: This position is responsible for engaging with a variety of key BJA stakeholders using outreach strategies and tactics that include region focus, distribution of BJA resources, moderate and information public events, and targeted campaigns.
[Communications](#)

Public Affairs Specialist (Digital Communications Manager)
U.S. Department of Justice DOJ, Office of Justice Programs (OJP), Bureau of Justice Statistics (BJS), Planning and Op...
Washington, DC
Open: 6/1/2024 - 6/25/2024
Plan: Test Description: BJS is hiring a digital communications manager. This new position will contribute to shaping and implementing outreach strategies for BJS digital communications activities. If you are eager to join a dynamic and growing organization, apply now for this position as part of our collaborative and rewarding team. The reporting chain on this position is to the BJS communications area. Learn more and apply today!
[Communications](#) [Web Managers](#) [Social Media](#) [Plan](#)

(Diagram of project's technical requirements)

THE PROCESS

- Lots and lots of trial and error!
- How to convey information in a succinct manner?
- How to make an API call on a stack without a backend?
- How to address user needs?

THE SOLUTION

CoP JOB BOARD

<input type="checkbox"/>	☆	CoP User	[Web Managers] Job posting: Content Strategist at...	MM/DD
<input type="checkbox"/>	☆	CoP User	[Communicators] Job opening in Portland, Oregon...	MM/DD
<input type="checkbox"/>	☆	CoP User	[Multilingual] Job opening	MM/DD

- title: Marketing & Outreach Specialist (Publications Coordinator)
 department: Department of Housing and Urban Development
 location: Washington, District of Columbia
 description: This position is located in the Department of Housing and Urban Development, Asst Secretary for Fair Housing and Equal Opportunity
 open_date: 2024-07-22
 close_date: 2024-08-06
 apply_link: <https://www.usajobs.gov:443/GetJob/ViewDetails/800738300>
 cop_topics:
 - Communicators

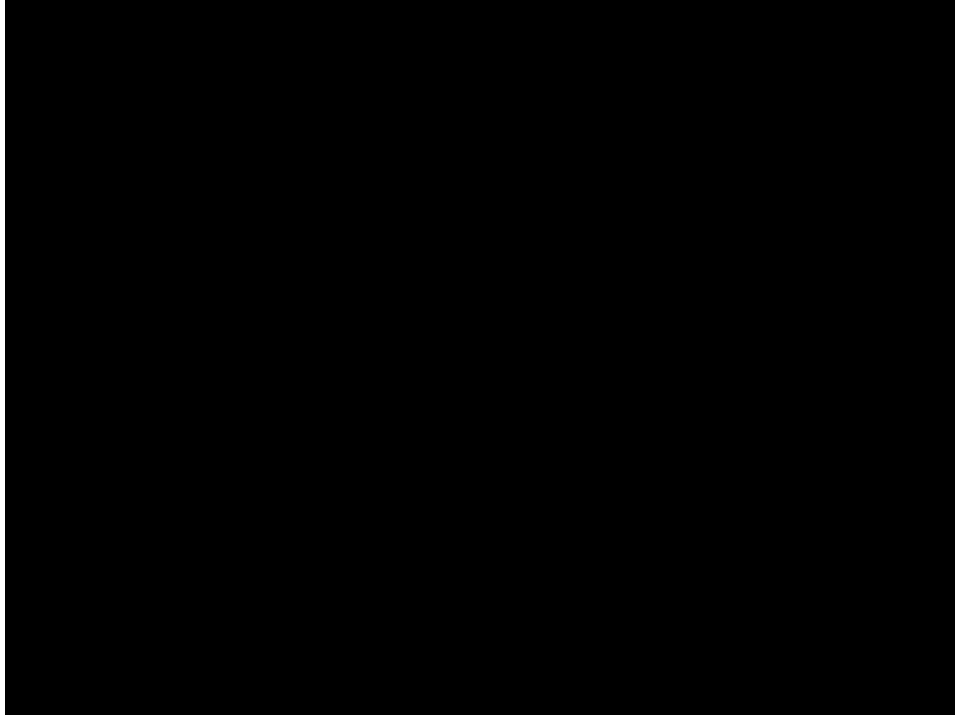
- title: Marketing & Outreach Specialist (Publications Coordinator)
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 location: Washington, District of Columbia
 description: This position is located at Department of Housing and Urban Development, Asst Secretary for Fair Housing and Equal Opportunity
 open_date: 2024-07-22
 close_date: 2024-08-06
 apply_link: <https://www.usajobs.gov:443/GetJob/ViewDetails/800738700>
 cop_topics:
 - Communicators

- title: Project Finance Specialist (Investment Officer - Emerging Markets)
 department: Other Agencies and Independent Organizations
 location: Washington, District of Columbia
 description: This position is part of the U.S. International Development Finance Corporation (DFC), Office of Small Business and Finance
 open_date: 2024-07-23
 close_date: 2024-08-06
 apply_link: <https://www.usajobs.gov:443/GetJob/ViewDetails/800935400>
 cop_topics:
 - Communicators

	A	B	C	D	E	F	G	H	I	J
1	Job URL Formatted as https://www.usajobs.gov/GetJob/ViewDetails/123456789 or https://www.usajobs.gov/job/123456789	Duplicate? Error?	Communica tors	Contact Center	Multilingual	Plain Language	Social Media	User Experience	Web Analytics	Web Managers
2	https://www.usajobs.gov/job/800738300		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	https://www.usajobs.gov/job/800738700		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	https://www.usajobs.gov/job/800935400		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	https://www.usajobs.gov/job/800937600		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	https://www.usajobs.gov/job/800961700		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	https://www.usajobs.gov/job/800964300		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	https://www.usajobs.gov/job/800485800		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	https://www.usajobs.gov/job/801422400		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	https://www.usajobs.gov/job/800956000		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	https://www.usajobs.gov/job/800545900		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	https://www.usajobs.gov/job/647248000		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	https://www.usajobs.gov/job/802475200		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	https://www.usajobs.gov/job/802537300		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	http://www.usajobs.gov/job/802537300		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Job postings -> Google sheet -> YAML file

CoP JOB BOARD



Video of CoP Job Board. Now live on Digital.gov!

THE IMPACT

THE IMPACT

- Open job postings to public users, increase use of Digital.gov website
- Minimize tedious process of managing job board for content managers
- Reduce email traffic in each CoP listserv by 25%
- Increase satisfaction with signing up and engaging with CoP listservs
- Increase CoP listserv member retention rates

WHAT'S NEXT

- Thorough documentation on job board processes
- Video guide for non-technical folks
- Addressing future improvements to job board

OTHER SUMMER PROJECTS

- Fixing Digital.gov search results to return up-to date results (previously consistently returning oldest articles related to search query)
- Discovery project on how Digital.gov may use search.gov services
- Fixing links to allow users to share Digital.gov content on social media
- Investigating a11y issues on Digital.gov

REFLECTION

- Learned a lot about government tech practices
- How to take a project from start to finish and work around roadblocks
- How to ask questions!
- Learned how passionate people are about their work!

THANK YOU!

Special thanks to the Digital.gov team:
Ammie, Toni, Nick, Riley, and James

Questions?