



DEPUTY ASSISTANT ADMINISTRATOR, CIVIL RIGHTS & LIBERTIES, OMBUDSMAN & TRAVELER ENGAGEMENT (CRL/OTE)

OCCUPATIONAL SERIES: 0340

FIELD/HQ: HQ

PAY BAND: TSES 02

PILLAR: Administrator

JOB OVERVIEW

Oversees Civil Rights & Liberties, Ombudsman and Traveler Engagement operations by advising on confidential and administrative support matters and overall objectives, and developing and implementing comprehensive civil rights, ombudsman, and traveler engagement policies and programs.

JOB RESPONSIBILITIES

- Provides leadership and direction to the Business Advisors; the Civil Rights, Equity, Inclusion, and Access Division; Privacy Officer; Ombudsman Division; Communications and Solutions Division; and the Traveler Engagement Division by issuing program directives to ensure compliance and establishing management controls over activities.
- Promotes the fair and lawful treatment of employees and the public.
- Advises on related legislative and inter-governmental matters, TSA policies and programs, and resolutions for complex issues.
- Responds to congressional requests regarding TSA policies and procedures.
- Communicates with the military, government officials, law enforcement, industry stakeholders, private organizations, and the public to present and defend DHS/TSA positions in meetings.
- Reviews and edits various reports, statements, information, data, and comments on proposed legislation to ensure that they reflect the views of TSA and the Administrator.
- Ensures that the Administrator's views are represented accurately at DHS meetings.
- Promotes a healthy, diverse workplace where each employee is afforded the opportunity to contribute to their fullest.

JOB SKILLS

- Develops and manages complex strategic programs through defining program objectives and identifying innovative approaches, as well as establishing and coordinating teamwork via clear communication of roles and responsibilities.
- Develops and executes highly sensitive and confidential projects and operational activities while taking into consideration complex policy development within a multi-layered diverse organization.
- Ensures the accomplishment of the aviation security programs and activities through the establishment and maintenance of specific liaison contacts with high-level public and private transportation security officials, both foreign and domestic, as well as community-based organizations and advocacy groups.
- Improves the effectiveness of TSA programs by resolving issues, developing policy options, identifying areas of concerns, and evaluating the effectiveness of management activities.

PROFESSIONAL TECHNICAL QUALIFICATIONS (PTQ)

The application process used to recruit for the position is RESUME-BASED. Each PTQ AND ECQ must be CLEARLY ADDRESSED in your resume.



- Knowledge of Civil Rights laws, regulations and policies that govern Federal, State and local transportation security programs and operations, and the specific roles and responsibilities of Federal, State and local agencies and other Federal stakeholders.
- Ability to develop and manage complex strategic programs, including the ability to define program objectives, develop innovative approaches, provide oversight, communicate roles and responsibilities, establish and coordinate teamwork.
- Demonstrated experience in the development and implementation of key programs and operational activities taking into consideration complex policy development and a multi-layered diverse organization.
- Ability to ensure the accomplishment of the aviation security programs and activities through the establishment and maintenance of specific liaison contacts with high-level Federal, state and local government officials, representatives of foreign governments, other Federal Law Enforcement agencies, and other transportation security officials.

EXECUTIVE CORE QUALIFICATIONS(ECQ)



- **ECQ 1: Leading Change.** This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.
- **ECQ 2: Leading People.** This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.
- **ECQ 3: Results Driven.** This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
- **ECQ 4: Business Acumen.** This core qualification involves the ability to manage human, financial, and information resources strategically.
- **ECQ 5: Building Coalitions.** This core qualification involves the ability to build coalitions internally and with other Federal agencies, state and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.