



EXECUTIVE DIRECTOR, ADMINISTRATIVE SERVICES (OPERATIONS SUPPORT)

OCCUPATIONAL SERIES: 0340

FIELD/HQ: HQ

PAY BAND: TSES

PILLAR: Operations Support

JOB OVERVIEW

Assists the Executive Assistant Administrator (EAA) and Deputy Executive Assistant Administrator (DEAA) in implementing the Administrator's vision, strategy, direction and purpose, as well as overseeing daily operations concerning Enrollment Services and Vetting Programs; Intelligence and Analysis; Policy, Plans, and Engagement; Requirements and Capabilities Analysis; Resource Management Office; and the Operations Support Front Office support.

JOB RESPONSIBILITIES

- Evaluates the needs of each of TSA's mission operations program offices and its supporting operations, program deficiencies, and program accomplishments.
- Oversees budget and human resources functions of the Resource Management Office, and performance management, correspondence, and planning functions of the EAA Front Office.
- Ensures daily operations adhere to the Aviation Transportation Security Act (ATSA) and TSA's strategic plan.
- Advises the EAA and DEAA for Operations Support on all areas of security programs and policies, infrastructure, internal processes, and overall operations.
- Builds and maintains relationships with various high-level officials in TSA and DHS, other governmental organizations, stakeholders, and the public.
- Presents and defends TSA positions in formal and informal meetings with key officials.
- Implements initiatives to improve the security effectiveness of the transportation security systems and encourages collaboration with international stakeholders.

JOB SKILLS

- Develops and monitors systems to manage operational and programmatic work that involves high levels of collaboration.
- Plans and analyzes finances and oversees staffing allocations.

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.



- Experience in process/quality improvement techniques and strategic planning.
- Experience in financial planning and analysis with previous experience overseeing staffing allocations.
- Demonstrated experience developing and monitoring systems to manage both operational and programmatic work that involves high levels of collaboration.

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.