



Loaned Executive Program Assignment Announcement

Senior Advisor, Social Media Customer Service, TSA

Description:

The U.S. Department of Homeland Security (DHS) seeks to bring in one or more Loaned Executives (Senior Advisor) to advise the Transportation Security Administration (TSA) on establishing a social media customer service program, @AskTSA, in order to assist the passenger before, during and after travel in real time. This effort is in direct support of the Federal Government's efforts to promote travel and tourism to the United States (U.S.), and is a part of broader DHS efforts to improve the travel experience for commercial aviation travelers.

Length:

The position is a six-month assignment with the option for a six-month renewal. During this time, the loaned executive(s) will serve as an advisor on social media customer service for TSA and assist in a pilot of the @AskTSA program—to include examining and providing assessments to improve existing policies, procedures, and training.

Work Schedule:

The senior advisor will work via temporary employment, as defined in 5 CFR § 304.102. The work schedule is full-time, with the option of part-time or intermittent.

Component:

TSA

Locations:

Transportation Security Administration Headquarters (Arlington, VA) and the Transportation Security Operations Center (Reston, Va.)

Duties and Responsibilities:

- Advise and assist in the development of social media customer service policies, procedures, directives, and training related to the @AskTSA pilot program.
- Recommend social media customer service approaches for TSA based on its mission.
- Recommend alternatives and/or develop enhancements to existing processes, policies, procedures, and/or training related to assisting travelers in real time.
- Recommend solutions to establishing a comprehensive database of frequent customer inquiries and using a customer engagement platform.
- Serve as a consultant regarding best practices with respect to social media/customer service methodologies for potential application within TSA.

Eligibility Requirements:

All candidates must have/be:

- Bachelor's degree required, MBA preferred.
- Five to seven years of social media experience effectively managing and driving results or equivalent experience.
- Proven leadership skills with strong business maturity, experience leading teams and strong project management skills required.
- Ability to influence and drive change at all levels of the organization.
- Background knowledge and a passion for social media customer engagement.
- Extensive senior-level experience in the development, implementation, administration and conduct of efficiency assessments in social media customer service/engagement programs.
- The successful candidate(s) must be in a current senior-level management or related position, with in-depth knowledge of current and emerging social media customer service methodologies.
- DHS suitability eligible. All clearance issues need to be resolved in advance of the actual assignment to ensure immediate operational engagement.
- This position requires the filing of a Confidential Financial Disclosure Report (OGE Form 450).

Application Deadline:

January 29 , 2016 at 11:59 p.m. EDT

Application Requirements and How to Apply:

To apply, please e-mail a resume with "Social Media Customer Service" in the subject line to loanedexecutive@hq.dhs.gov before 11:59 p.m. EDT of the deadline date.

Whom to Contact for Additional Information:

Karinda L. Washington at Karinda.Washington@hq.dhs.gov.

Additional Content:

In accordance with the Federal Acquisition Regulation (FAR) Subpart 9.5 and the Homeland Security Acquisition Regulation (HSAR) Subpart 3009.5 (48 CFR 30009.507), a potential organizational conflict of interest exists pertaining to the services provided pursuant to this assignment announcement and mitigation may not be possible. HSAR Clauses 3052.209-72 (Organizational Conflict of Interest) and 3052.209-73 (Limitation of Future Contracting) are applicable to this assignment announcement.