Loaned Executive Program
Assignment Announcement

Senior Advisor, Customer Service, CBP and 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) and U.S. Customs and Border Protection (CBP) on ways to improve customer service. 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 full-time as a subject matter expert on customer service management and methodologies for TSA and CBP—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.

Components:

CBP and TSA

Location:

Multiple Locations

Duties and Responsibilities:

- Review current customer service policies, procedures, directives, and training related to customer service approaches within the discrete TSA and CBP security missions Recommend alternatives and/or develop enhancements to existing processes, policies, procedures, and/or training related to the systems flow of travelers.
- Review past customer service survey results and/or other agency data related to customer service, and provide recommendations for improving future outcomes.
- Serve as a consultant regarding best practices with respect to customer service methodologies for potential application within the DHS security and border control mission space.
- Advise DHS on the potential for an enterprise-wide application of customer service approaches that can be applied broadly across DHS.

Eligibility Requirements:

All candidates must have/be:

- Extensive senior-level experience in the development, implementation, administration and conduct of efficiency assessments in customer service methods.
- The successful candidate(s) must be in a current senior-level management or related position, with in-depth knowledge of current and emerging 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:

May 27, 2014 at 11:59 p.m. EDT

Application Requirements and How to Apply:

To apply, please e-mail a resume with "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.