



Loaned Executive Program Assignment Announcement

Senior Advisor, Customer Experience, FEMA

Description:

The U.S. Department of Homeland Security (DHS) seeks to bring in one or more Loaned Executive(s) to advise the Federal Emergency Management Agency (FEMA) on ways to improve the customer experience for the Agency's National Flood Insurance Program (NFIP). This effort is in direct support of the Secretary's priority for improving the NFIP program.

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 a subject matter expert for FEMA.

Work Schedule:

The loaned executive (s) 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.

Components:

FEMA

Location:

Arlington, VA

Duties and Responsibilities:

- Advise and assist in the development of customer experience oriented policies, procedures, directives, and training associated with NFIP that align more closely with FEMA's survivor-centric mission
- Serve as a consultant regarding best practices with respect to customer experience, including branding, product design, value, and customer service.
- Assist with designing an approach to enhance the experience in all aspects of the NFIP policyholder's journey through the program, including purchase, onboarding, renewal, claims and appeals, etc.

Eligibility Requirements:

All candidates must have/be:

- Extensive senior-level experience in the development of customer service systems and techniques.
- In a current senior-level management or related position, with in-depth knowledge of current and emerging customer experience methodologies.
- Knowledge of the insurance or similar industry is highly desired, but not required.
- Meet DHS suitability requirements. All suitability-related 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:

December 11, 2015 at 11:59 p.m. EDT

Application Requirements and How to Apply:

To apply, please e-mail a resume with “NFIP Customer Experience” 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.