

IA 25-46A-DR (Internal)

Hotline Program Analyst – Hotline Operations, TSOFO – Arlington, VA

Open & closing dates

06/25/2025 to 7/9/2025

Service

Excepted

Pay scale & grade

GG 11

Salary

\$84,601.00 to \$131,826.00 per year

Appointment type

Permanent

Work schedule

Full-Time

Promotion Potential

13

Location

1 vacancy in the following location:

[Arlington, VA](#)

Relocation expenses reimbursed - No

Telework eligible

Yes, as determined by agency

This job is open to

[Current federal employees of this agency](#)

Clarification from the agency

Current USPS OIG, USPS, USPIS or PRC career employees only, will be considered under this announcement

Summary

***PLEASE NOTE THAT THIS VACANCY ANNOUNCEMENT IS ONLY OPEN TO CURRENT UNITED STATES POSTAL SERVICE OFFICE OF INSPECTOR GENERAL, UNITED STATES POSTAL SERVICE, UNITED STATES POSTAL INSPECTION SERVICE AND POSTAL REGULATORY COMMISSION CAREER EMPLOYEES. OTHER APPLICANTS WILL NOT BE CONSIDERED.**

This announcement provides the opportunity for a reassignment/promotion to the position of Hotline Program Analyst, Journey Band, in the Office of Investigations (OI), Technical and Sensitive Operations Area Field Office (TSOFO), Hotline Operations, location in Arlington, VA. The successful candidate must be highly motivated, conduct independent analysis and triage of Hotline complaints and inquiries in identifying potential fraud, waste, abuse and misconduct affecting Postal Service programs and operations.

This position is being advertised at the Journey Band level, equivalent to a GS-11 or 12 grade level. The salary range for this position is \$84,601 - \$131,826. The salary figure includes locality pay.

Please note that the duties and responsibilities associated with this position may vary based upon the agency's needs at the time of hire. The following description of major duties and responsibilities is only intended to give applicants a general overview of expectations.

The Program Analyst supports the mission of the U.S. Postal Service Office of Inspector General (USPS OIG) and plays a key role in identifying potential fraud, waste, abuse and misconduct affecting Postal Service programs and operations. The analyst applies investigative and analytical principles in alignment with OIG Hotline policies and participates in cross-functional initiatives to enhance the integrity and efficiency of OIG operations. The Program Analyst will:

- Independently review, assess, and classify Hotline complaints and inquiries in accordance with USPS OIG Hotline policies and procedures.
- Evaluate complaints received from internal and external sources to determine if they involve fraud, waste, abuse, criminal violations, or other misconduct, and recommend appropriate action/classification.
- Conduct research and trend analysis to identify emerging issues, patterns, or systemic risks affecting USPS programs, employees, or contractors.
- Draft reports summarizing findings, identifying trends, and key issues for management and senior leadership.
- Maintain and update Hotline case tracking systems and ensure documentation is complete, accurate, and in compliance with established procedures.
- Collaborate cross-functionally with OIG components, including Office of Investigations, Office of Audit, and Office of Counsel, to support coordinated responses to complex complaints.
- Participate in special projects to improve Hotline operations and contribute to enterprise-wide efforts to detect and prevent fraud and misconduct.
- Proactively identify opportunities for innovation and recommend improvements to policies, procedures, and analytical methodologies.
- Deliver briefings and presentations to internal and external stakeholders, ensuring effective communication of findings and proposed solutions.

- Work independently with minimal supervision while managing competing priorities and maintaining confidentiality.
- Keep leadership apprised of complaints, potential risks, and developing trends that may require immediate attention or broader organizational action.
- Demonstrate initiative, adaptability, and sound judgment in a fast-paced oversight environment.

Relocation expenses **will not** be paid.

Travel Required

- Occasional travel may be required.

Supervisory status

- No
- **Job family (Series)**

[1801 Investigative Analysis](#)

Requirements

Conditions of Employment

- Must be a current USPS-OIG, USPS, USPIS or PRC employee
- Must be able to obtain and maintain a Moderate Background Investigation security clearance
- Must be able to obtain and maintain a government-issued credit card
- Must be able to pass a drug screening
- May be required to successfully complete a 12-month probationary period

Qualifications

MINIMUM QUALIFICATIONS

You must meet ALL minimum qualifications listed below.

- Bachelor's degree from an accredited college or university, or four years of related experience, or a combination of education and related experience.
- Experience reviewing complaints from various sources to determine if allegations involve fraud, waste, abuse or criminal violations.
- Ability to effectively communicate, both orally and in writing, facts and circumstances of inquiries and complaints to individuals and groups.
- Must have received a satisfactory performance rating on your previous two performance appraisals (Fiscal Years 2023 and 2024). If a performance appraisal is not available, you must submit a written statement stating the reason not available. (You must submit a copy of your latest two performance appraisals or written statement)

DESIRABLE QUALIFICATIONS

- Knowledge of U.S. Postal Service structure, processes, networks, databases, etc.

Applicants that do not meet the eligibility requirements will not be considered.

EVALUATION FACTORS

You must have the experience, knowledge and/or skills as listed in EACH of the evaluation factors. Failure to demonstrate that you meet all evaluation factor requirements as listed below will result in a score of zero (0); an ineligible status, and you will not be referred for further consideration.

Your resume **MUST** reflect that you have experience, knowledge and/or skills in each of the following Evaluation Factors listed below:

1. Knowledge of principles, concepts, and methodology related to Hotline programs, data management, analysis and evaluation.
2. Knowledge of various methods and techniques to investigate and analyze inquiries and complaints from a variety of sources to obtain case information.
3. Demonstrated ability to define problems, conduct investigative research through sources to recommend closure of complaints and allegations.
4. Skill in the use of investigative tools, database management and data tracking systems.
5. Demonstrated ability to effectively communicate, both orally and in writing facts and circumstances of complaints to individuals and groups utilizing tact and diplomacy.

Failure to demonstrate that you meet all evaluation factor requirements will result in a score of zero (0). Upon receipt of a zero score, you will be deemed "not minimally qualified," and you will not be referred for further consideration.

In order to be considered for this position, you must submit a complete application package by 11:59 PM EST on Wednesday, July 9, 2025, which includes the following documents:

- A Resume, which **MUST** reflect that you have experience, knowledge and/or skills in each of the Evaluation Factors listed above
- Performance Appraisal (FY 2023 and 2024) with Coaching and Review Phase comments and must have received at least a met expectations rating. If unable to provide, please submit a written statement stating the reason it is not available.

Additional information

Please contact an internal Human Resources Representative if you have any questions about your USPS OIG Employee Benefits.

This agency provides Reasonable Accommodations to applicants with disabilities. If you require accommodations for any part of the application and/or hiring process, please send an email to InvestigationsHiring@uspsig.gov. The decision on granting accommodation requests will be made on a case-by-case basis.

How You Will Be Evaluated

You will be evaluated for this job based on how well you meet the qualifications above.

The Human Resources Office will review your resume and supporting documentation to ensure that you meet the minimum qualifications required for this position. You will no longer be considered for this position if you: receive a zero (0) rating on any evaluation factor; fail to attach all required documentation; if your application materials indicate that you are not minimally qualified for this position; or if you fail to qualify for the interview. Only the top-rated candidates will be referred to a review or selecting official for further consideration. Top-rated applicants may be required to participate in an interview. Your rating may be further adjusted or rated as ineligible by the review or the selecting official based on your interview performance. Once all applicant scores are finalized, the selecting official will make a final decision. NOTE: If you receive a zero (0) rating on any evaluation factor or on the interview, you will be considered NOT MINIMALLY QUALIFIED for the position and rated ineligible. Applicants for this position may be interviewed one or more times as part of the hiring process. During interviews, applicants may not use any AI tool or virtual assistant (such as ChatGPT) to help them answer questions, except for accessibility tool used as part of reasonable accommodation. Applicants who fail to follow these rules will be disqualified from the hiring process.

Background checks and security clearance

Security clearance

[Other – Moderate Background Investigations \(MBI\)](#)

Required Documents

You must submit all required documents by 11:59 PM EST, Wednesday, July 9, 2025 the closing date of this announcement. Ensure you include the vacancy announcement number in the subject line when submitting your application package. For information on submitting application packages, please review the “How to Apply” section. The vacancy announcement number is **IA 25-46A-DR**.

- 1. RESUME – Required**, it is essential that your resume and supporting documentation provide sufficient information to substantiate your qualification for the announced position. Upload as resume.
- 2. COMPLETE APPLICATION QUESTIONNAIRE – Required**, download the Application Questionnaire (PDF) and complete the form. Failure to complete this form in its entirety will result in your disqualification.
- 3. PERFORMANCE APPRAISALS (FY 2023 and 2024) - Required**, dated within the last 15 months. This is required from all applicants including USPS OIG, USPS, USPIS or PRC employees. If a PERFORMANCE APPRAISAL is not available, you must submit a separate statement with the reason a performance appraisal is not available. (Upload as "Performance Appraisal"). **NOTE:** An SF50 IS NOT acceptable as a performance appraisal.
- 4. SF-50 – Required**, submit if USPS OIG, USPS, USPIS or PRC employee. You can access your Form SF-50 by logging into LiteBlue.usps.gov and accessing your eOPF.
- 5. UPLOAD SUPPORTING DOCUMENTS** which may include:
 - **Certificates or Licenses, if applicable.** Upload as "Other" document.

How to Apply

To apply for this position, you must submit an application package containing all required documents, e.g., resume, application questionnaire, performance appraisals, and supporting documents, etc. The application questionnaire is available as a PDF in the vacancy announcement. The complete application package must be submitted via email at InvestigationsHiring@uspsoig.gov by 11:59 PM (EST) on the closing date, Wednesday, July 9, 2025, to receive consideration.

Please be sure to include the vacancy announcement number in the subject line when you are submitting your application package and all email communications pertaining to this vacancy announcement.

For any questions on this vacancy announcement, please contact InvestigationsHiring@uspsoig.gov.

Next steps

Once the resume has been received you will receive an acknowledgement e-mail that your submission was successful. After a review of your application package has been completed, you will be notified of your rating and/or referral to the Selecting Official.