

EX-25-63B-PC (External)
Communications Analyst

The agency will accept up to 50 application packages based on a “first come, first served” basis. While you will be able to email us your application package, those received after the first 50 will not be considered.

Overview

Open & Closing Dates

8/05/2025 to 8/20/2025

Service

Excepted

Pay Scale & Grade

GG-11/12

Salary

\$84,601.00 to \$131,826.00 Per Year

Appointment Type

Permanent

Work Schedule

Full-time

Locations

1 vacancy in the following location:
Arlington, Virginia

Relocation Expenses Reimbursed

No

Telework Eligible

Yes - as determined by the agency policy.

Security Clearance

Moderate Background Investigation

Drug Test

Yes

Application Count

50

Job family (Series)

[0301 Miscellaneous Administration And Program](#)

This Job Is Open To

Hiring Paths

The public

Hiring Paths Clarification Text

All U.S. Citizens - Current Career United States Postal Service Office of Inspector General, United States Postal Service and United States Postal Inspection Service, and Postal Regulatory Commission Employees will not be considered or selected from this vacancy announcement.

Summary

The USPS OIG Communications team has an immediate opening for a communications analyst to primarily serve as our online website and social media content creator. This position will focus on developing written and digital content for our external website and social media platforms and will support the team in a variety of communication functions. We are looking for a team player who writes and edits well, demonstrates strong attention to detail, and can work both independently and as part of a team to see projects from concept to completion. Bring your skills and voice to our team!

Duties

We have a great story to tell and are looking for someone who can assist in telling it through engaging, thoughtful, and strategic content.

Your work on our team is important because what we do reaches not only over 930 geographically dispersed OIG employees, but also an external audience that includes Congress, USPS executives and employees, and members of the shipping/logistics industry.

You will work closely with other members of the Communications team to translate complex work into clear messaging that reflects our mission and impact.

This position comes with a wide range of responsibilities, including writing and editing; researching and gathering information; creating and publishing content to our external web and social media platforms; monitoring online analytics and producing comprehensive reports; conducting keyword research and SEO best practices; and other duties as assigned.

The USPS OIG uses a Pay Banding system, which is equivalent to the Federal GS scale. Grade and salary determinations will be made based upon a candidate's education and professional experience.

This position is being advertised at the Journey Band level, equivalent to a GS-11 to GS-12. The salary range for this position is \$84,601.00 - \$131,826.00. The salary figures include locality pay. Promotion potential to a GS-13 equivalent is at management's discretion.

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 the expectations.

The individual selected will perform a wide range of duties to support the Communications team, including, but not limited to:

- Coordinating, editing, writing, and producing content for internal and external audiences.
- Maintaining and managing our external website by posting new content and coordinating timely updates.
- Distributing announcements regarding OIG work to stakeholders, Postal Service executives, and Congress (as directed) via email and on social media platforms.
- Monitoring analytics and performance metrics to evaluate the effectiveness of our communication outreach strategies.
- Research and information gathering.
- Creating PowerPoint presentations and visual storytelling.
- Other duties as assigned.

Requirements

Conditions of Employment

- Must be a U.S. citizen
- Must be able to pass a drug screening and medical assessment questionnaire
- Must be able to pass a background investigation
- Must be able to obtain and maintain Moderate Background Investigation security clearance
- Must be able to obtain and maintain a government-issued credit card
- May be required to successfully complete a 12-month probationary period

MINIMUM QUALIFICATIONS

You must meet ALL of the minimum qualifications listed below.

- Bachelor's Degree in English, Communications, Journalism, Public Relations, or similar field of study from an accredited college or university.

AND

- Applicants must have at least four years of professional experience as a content creator writing and editing web and social media content within an organization of 200 or more employees. Experience must include uploading content to organizational web pages and social media platforms such as Facebook, X (formerly Twitter), and LinkedIn.

OR

- Applicants must have at least six years of professional experience as a content creator writing and editing web and social media content within an organization of 200 or more employees. Experience must include uploading content to organizational web pages and social media platforms such as Facebook, X (formerly Twitter), and LinkedIn.

DESIRABLE QUALIFICATIONS

- Master's degree in English, Communications, or Journalism, or Public Relations.
- Proficiency with Microsoft 365, including SharePoint and Teams, and Adobe Creative Cloud.
- Experience managing web content on platforms such as Drupal.
- Familiarity with social media management tools such as Sprout Social.
- Ability to analyze web traffic and social media metrics (e.g., conversion and bounce rates) to measure the success of the content and campaigns.
- Experience conducting keyword research and applying SEO best practices to optimize content.

EVALUATION FACTORS

You must have the experience, knowledge and skills as listed in EACH of the evaluation factors. Failure to demonstrate that you meet all of the 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. Include your major accomplishments relevant to the position requirements in your resume.

- Demonstrates strong written communications skills, including detail-oriented writing, editing, and proofreading, effective listening, and examples of creating and posting content to web and social media sites.
- Demonstrates knowledge of and experience with digital platforms, content management systems, SEO principles, and analytics tools.
- Demonstrates strong organizational skills, professionalism, and the ability to solve problems and manage multiple tasks effectively.

You will no longer be considered for this position if you receive a zero (0) rating on any evaluation factor.

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.

Candidates will be evaluated on the skills that they possess that are directly related to the duties of the position and the experience, education and training that indicate the applicant's ability to acquire the particular knowledge and skills needed to perform the duties of the position. Only those candidates who meet all qualification and eligibility requirements and who submit the required information by 11:59 PM EST on 8/20/2025 will be considered.

Education

Education must be accredited by an institution recognized by the U.S. Department of Education. Applicants can verify accreditation here: <https://www.ed.gov/laws-and-policy/higher-education-laws-and-policy/college-accreditation>.

Special Instructions for Candidates with Foreign Education:

Education completed outside the United States must be deemed equivalent to that gained in U.S. education programs. You must submit all necessary documents to a private U.S. credential evaluation service to interpret equivalency of your education against courses given in U.S. accredited colleges and universities.

For further information visit: <https://sites.ed.gov/international/recognition-of-foreign-qualifications>.

Additional information

Pay is only part of the compensation you will earn working for the USPS OIG. We offer a broad array of benefits programs:

As a result of the passage of the Postal Service Reform Act of 2022 (PSRA), USPS employees (including USPS OIG) and retirees will transition from the Federal Employees Health Benefits (FEHB) Program to the Postal Service Health Benefits (PSHB) Program effective January 1, 2025.

Detailed information about eligibility and enrollment will be provided upon hiring. For more information, visit the Postal Service Health Benefits (PSHB) Program website at <https://www.opm.gov/healthcare-insurance/pshb/#url=Overview>

We offer Health, Dental, Vision, Life and Long-Term Care Insurances with Flexible Spending options as well. For more information about these programs visit: <https://www.opm.gov/healthcare-insurance/Guide-Me/Federal-Employees/>

Retirement and Thrift Savings. For more information about these programs see <https://www.opm.gov/retirement-center/> and tsp.gov/.

Flexible Work Schedules. USPS OIG offers a range of family-friendly flexibilities including flexible work schedules, telework and employee assistance programs.

Leave and Holidays. In addition to eleven (11) paid holidays each year, you will earn thirteen (13) days of paid sick leave and thirteen (13) to twenty-six (26) paid vacation days each year depending on your years of service.

Fair Labor Standards Act (FLSA) Status: EXEMPT. (Nonexempt employees are entitled to overtime pay; Exempt employees are not).

Our agency provides Reasonable Accommodations for applicants with disabilities. If you require accommodations during any part of the application and/or hiring process, please contact us by sending an email to SupportHiring@uspsoig.gov. The decision on granting an accommodation request 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 on the interview. Only the top-rated candidates will be referred to a review official or the 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 official 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 tools used as part of a reasonable accommodation. Applicants who fail to follow these rules will be disqualified from the hiring process.

Required Documents

You must submit all required documents by 11:59 PM EST on the closing date of this announcement. Make sure 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. This announcement number for this vacancy is: **EX-25-63B-PC**.

1. RESUME. Required. It is essential that your resume and supporting documentation provide sufficient information to substantiate your qualifications for the announced position.

2. COMPLETE APPLICATION QUESTIONNAIRE. Required. Download the Application Questionnaire (PDF), complete the form, and include it in the application package.

3. COVER LETTER. Required. Cover letter should demonstrate your writing ability and outline your experience related to the three evaluation factors listed above. Save as **"Cover Letter"** document.

4. WRITING SAMPLE. Required. You must submit three specific writing samples of your work, to include one social media post, one brief web content example, and one brief example of your use and interpretation of analytics. Include a link to the social media post and web content samples. Save as **"Writing Sample"** document.

5. PERFORMANCE APPRAISAL. Required. dated within the last 15 months. This is required from all applicants including Federal, USPS, OIG, and private sector employees. If a PERFORMANCE APPRAISAL is not available, you must submit a separate statement with the reason a performance appraisal is not available. Save as **"Performance Appraisal"** document.) **NOTE:** An SF-50 IS NOT acceptable as a performance appraisal.

6. SF-50: Required, if applicable. If you are or have been a federal employee. This is to demonstrate tenure and competitive/excepted service for eligibility purposes. Please name this file SF-50 or Form 50.

7. VETERANS PREFERENCE DOCUMENTATION: Required, if applicable. If you are claiming veterans' preference. You must submit the Member 4 copy of your DD-214 Certificate of Release or Discharge from Active Duty, and/or other proof of veterans' preference eligibility, including your VA letter, SF-15 (<https://www.opm.gov/forms/standard-forms/>), and all required documents related to your SF15 claim. Veterans can request the Member 4 copy of their DD-214 at archives.gov/veterans/military-service-records and can download a copy of their VA letter from ebenefits.va.gov/ebenefits/homepage.. If applicable, you are required to submit each veterans' preference document in the application packages. Please name these files as "DD-214" or "SF-15" or "Other Veterans Document."

8. SUPPORTING DOCUMENTS: Required, if applicable. Degrees, Certificates, and Licenses. If there is an education, certification, and/or license requirement for this vacancy, relevant documents must be included in the application package.

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from <https://www.ed.gov/laws-and-policy/higher-education-laws-and-policy/college-accreditation>.

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

How to Apply

To apply for this position, you must submit an application package containing all required documents, e.g., application questionnaire, performance appraisals, 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 SupportHiring@uspsoig.gov by 11:59 PM (EST) on the closing date, Wednesday, August 20, 2025, to receive consideration. **Please include the vacancy 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 SupportHiring@uspsoig.gov