



KSA Tips

1. Present your KSAs in specific or measurable terms. Use #'s, %, \$.
2. Be specific with your role in the organization or on a project. Describe if you assisted, managed, supervised, lead, or were a team player with a project.
3. Show production and responsibility increases.
4. Use action words when describing your experiences.
5. Use your position description as a guide only.
6. Use wording from the duties section of the vacancy announcement.
7. Limit your KSAs to 1 page.
8. Include all of your work and volunteer experience, education, training and awards.
9. Spell out all terms before using any acronyms.
10. Use narrative paragraphs and bullets when you answer KSAs.
11. 11. Your KSAs are an attachment to your Federal resume. View the KSAs as narrative stories with some bullets. Federal resumes include bullet statements about your job history, education, and skills.

KSAs: Steps to Success

Step 1: Gather information about yourself.

- Employment background (an up-to-date federal application).
- Accomplishments (concrete evidence that proves your knowledge, skills, and abilities).
 - Did you resolve a long-standing problem?
 - Did you discover a new and better approach for getting things done?
 - What was solved, created, changed for the better or improved because you were there?
 - Did you take on any extra responsibilities above and beyond your job description?
 - What have your supervisors commended/cited/awarded you for?
- All of the training and education you have received.
- All training and education you have provided to others.
- Special assignments, details, team responsibilities, acting positions.
- Publications, products, or research to which you contributed, whether as part of a team or independently.
- Presentations and briefings you have made, whether in-house to key people, to other agencies, or at conferences.
- Honors/awards (within the past three years).
- Performance appraisals (they serve as “memory joggers” for your accomplishments).

Step 2: Learn as much about the position as possible.

Step 3: Compare the KSAs with the vacancy announcement and the position description.

Classify each “duty and responsibility” according to which KSA it reflects.

Step 4: Match your skills to the KSA requirements. List all related experience, accomplishments, education, training, and honors/awards that directly relate to each KSA.

Step 5: Write your narratives, revisit them, polish them.

Writing Your KSAs: A Framework to Follow

1. In the opening statement, refer the reader to the KSA you are addressing.

- "In my current position as a _____ with the _____, I have had extensive experience with...."
- "In the course of my duties as a _____, I am responsible for...."
- "During my tenure with _____, a substantial part of my duties have included...."
- "My ability to _____ was gained through formal education augmented by over _____ years of practical experience as a _____ for the _____."
- "Since _____, I have been a _____ with the _____ and responsible for...."

2. Give examples that clearly demonstrate your knowledge, skills and abilities.

- "In one instance I...."
- "When I started on the job we had a recurring problem with...."
- "One major project involved...."
- "My supervisor selected me to serve on a task force to...."
- "I collaborated with a team to...."

3. Take your examples one step further. Look for key results. Quantify if possible.

- "The new procedures I instituted resulted in...."
- "My ability to _____ substantially/significantly increased/decreased...."
- "As a result...."
- "I received a Performance Award for...."
- "We exceeded our goals by...."
- "This led to...."

4. Relevant training or course work.

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Clare Heinbaugh

**Position/Series Grade:
Announcement #:**

A **Ability to plan, organize, and adjust fluctuating assignments and workloads.**

My experience in planning, organizing and coordinating assignments and workloads extends back to 1995.

In my position as *Staff Assistant* to the Director of the National Institute on Aging (NIA), I was responsible for planning and managing work assignments for the Director's office staff. In order to coordinate these work assignments, I ensured the staff met deadlines set by the Director by creating a tracking system for the status of assignments. Our implementation and use of this system enabled NIA to always meet the NIH Director's agenda objectives. As a result, waste and duplication was reduced 70% by the end of the first year and I was presented with a Good Job Award.

In my position as a *Program Assistant* with the National Cancer Institute (NCI), I was responsible for the planning and organization of more than 20 conferences and meetings a year, each attended by 50+ participants. I was also responsible for coordinating travel arrangements and hotel accommodations for out of town attendees. As a result of my conference and planning work, I received three outstanding performance appraisals and four Good Job Awards.

In my current position as an *Accounting Manager* with the National Eye Institute (NEI),

I monitor the work assignments of a staff of 12 people. I am also responsible for developing the office budget reports. In order to make sure responses from the staff are made in a timely manner, I created a comprehensive automated tracking system to support administrative and accounting activities and to monitor the flow of work in progress. I was also responsible for the design and implementation of organizational and accounting systems and structures to ensure efficient and cost-effective administrative support systems. As a result, waste and duplication were reduced 50% by the end of the first year, and I received a certificate of appreciation.

My experience and skills have been supplemented by the following training courses that I have completed through Montgomery College and the NIH Training Center:

Administrative Office Management
Accounting 101 & 102
Business Management
Micro & Macro Economics
Business Writing

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