CX Skillsets - Recruitment and Hiring Options

Hiring in government is a long and onerous process yet one of the most important activities you may be doing, tied directly to mission outcomes. There are many ways to staff a CX program or project such as through filling CX-tied billets, detailing, or working with contractors and vendors. The table below lists a variety of options, pathways, and programs available, to help you fill CX and CX-tied expertise needs. Your HR advisor, and CX / hiring communities can assist you in understanding your options and next steps.

Hiring Option	Description	POC/Links
Competitive Service / Competitive Examining / Delegated Examining (DE)	The Federal Government consists of three types of services, the Competitive Service, the Excepted Service, and the Senior Executive Service. In the competitive service, individuals must compete with other applicants via an examination process which is open to all applicants. This process may consist of a subject matter expert qualification assessment (SMEQA), a written test, an evaluation of the individual's education and experience, and/or an evaluation of other attributes necessary for successful performance in the position to be filled.	Hiring Authorities (opm.gov) Competitive Hiring (opm.gov)
Announcing via USAJobs	USAJobs is the US Government's website for listing civil service job opportunities with federal agencies. All competitive Service roles (as well as some others) mandate a public notice via this portal.	USAJOBS - The Federal Government's official employment site
Hiring authorities and flexibilities	While Competitive Examining is the "traditional" hiring authority, other authorities are available to fill special jobs or fill any job in unusual or special circumstances, or when it is not feasible or not practical to use traditional competitive hiring procedures, for example the Direct Hire Authority which allows an expedited process to fill positions experiencing a severe candidate shortage. Diverse hiring authorities also increase equitable access to federal job opportunities for example the Veterans Employment Opportunities Act which allows eligible veterans to apply for certain positions, or Schedule A for people with disabilities, a noncompetitive hiring authority that allows federal agencies to forgo the typical application process and hire individuals with disabilities directly into the workforce, or Schedule D which helps with adequate recruitment of sufficient numbers of students or recent grads, and encompasses the Pathways Programs (i.e., the Internship, Recent Graduate, and Presidential Management Fellows programs). Leveraging hiring flexibilities may help agencies access talented CX professionals of diverse backgrounds and expand federal career opportunities to historically underrepresented groups. To directly hire under these authorities, consult with your servicing HR Specialist.	Hiring Authorities (opm.gov) Home - Workforce Recruitment Program (WRP) Students & Recent Graduates (opm.gov)
Shared certificates	COMING SOON	

US Digital Corps (USDC)	USDC is a two-year fellowship that hires early-career technologists into federal service with the option of career conversion. Launched by GSA in coordination with the White House in 2021, it recruits in annual cohorts across 5 2210-job-series tracks including SW engineering, data science, product, design, and cybersecurity. Host agencies should plan to have billets/slots available for fellows to transfer into from GSA after completing the 2-year program. Fellows are hired by GSA but assigned to agencies via service agreements. Cost is ~$350K for 2 years and covers fellow salaries, benefits, travel, training, and awards, as well as the program overhead costs including recruitment and selection.	usdigitalcorps@gsa.gov U.S. Digital Corps (gsa.gov)
Presidential Innovation Fellow	The PIF program identifies innovation opportunities of critical agency and/or national priority and recruits private-sector technologists. PIFs then embed engineers, designers, and strategists within agencies as yearlong entrepreneurs in residence. PIF fellows advise, prototype, and scale solutions using industry best practices across data science, design, engineering, product, and systems thinking. GSA hires fellows as full-time federal employees at the GS-15, Step 1 level in their first year, and details them to agencies through an Interagency Agreement (IAA) or service agreement. The PIF fellowship term lasts one year, with an option to be considered for a one year term extension.	For Agencies | Presidential Innovation Fellows Presidential Innovation Fellows
Presidential Management Fellow (PMF)	The PMF Program is a two-year training and leadership development program administered by the Office of Personnel Management (OPM), for advanced degree holders. After completing the program, agencies may convert PMFs to permanent federal civilian employees. Agencies post appointment and rotational opportunities throughout the year on the PMF Talent Management System (TMS). Finalists have one year from the time they are selected to find a placement. Talk to your Agency PMF Coordinator to get started. If you are new to the PMF Program, follow the instructions on designating an Agency PMF Coordinator. Each participating agency identifies an Agency PMF Coordinator to support program participation. Cost: One-time $7,000 reimbursement fee per PMF.	Overview Become A PMF | PMF | Value Proposition and Overview Agencies | PMF | Resources Agencies | PMF |
Detailing	A detail is a temporary assignment to a different position for a specified period when the employee is expected to return to his or her regular duties at the end of the assignment. An employee who is on detail is considered for pay and strength count purposes to be permanently occupying his or her regular position.	
Intergovernmental Personnel Act (IPA)	The IPA Mobility Program provides for the temporary assignment of personnel between the Federal Government and state and local governments, colleges and universities, Indian tribal governments, federally funded research and development centers, and other eligible organizations.	Intergovernment Personnel Act (opm.gov)

	Agencies do not need OPM approval to make assignments under the IPA authority. Federal agencies interested in using the authority simply enter into a written agreement. Identify an individual that has been at an eligible home institution for at least 3 months, then draft an IPA agreement with the individual, consulting the IPA guide for help. You can often negotiate a cost sharing agreement and can be reimbursable or not.	
Acquisition, Contracting, and Vendors	COMING SOON	
CXD for Delivery	COMING SOON	