

**DoD SkillBridge Internship**  
**Army Career Skills Program (CSP)**  
**Management & Program Analyst (Executive Secretariat) – GS-13**  
**U.S. Customs and Border Protection (CBP)**  
**Immediate Office of the Executive Assistant Commissioner**  
**Location:** Washington, D.C.  
**Salary:** <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2025/general-schedule/>

### **IMPORTANT NOTE**

This opportunity is **OUTSIDE of USAJOBS.gov** and **ONLY** open to DoD SkillBridge AND Army CSP internship candidates who are **AT LEAST 11 months AWAY** from military separation.

### **SALARY IF HIRED**

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2025/general-schedule/>

### **BACKGROUND AND QUALIFICATIONS**

In this position, the intern ensures the smooth functioning of the EAC's/DEAC's internal and external affairs workload through monitoring and tracking tasks; preparing content for meetings, presentations and projects; and working with other internal and external staff to ensure the successful implementation of Enterprise Services tasks and internal and external requirements.

The Management & Program Analyst serves as a bi-directional “gatekeeper,” helping to develop and nurture relationships both internal and external to the organization. The incumbent assists in the drafting of concise communications to ensure that the EAC's messages are clearly articulated. The incumbent advises senior EAC Leadership on high profile audits and potential implications of the audits and findings. The incumbent must be able to handle confidential matters with discretion.

The incumbent will have unique access to an organization-wide view of leadership decision making and will have direct impact on the organization's ability to achieve its mission.

### **MAJOR DUTIES AND RESPONSIBILITIES**

The incumbent will work within the ES Secretariat Branch performing deliverable management work and providing executive support. Assesses, develops, implements, and evaluates the effectiveness of the flow of information, strategies, materials, and programs that support and promote organizational change and agency goals. Analyzes plans, prototypes, and measures, and consults with management concerning policies and solutions that tie processes with results. Identifies, recommends, and demonstrates effective methods and techniques for managers and supervisors to use in improving information flow and assignments with frontline employees in day-to-day operations.

Develops measures to ensure that all levels of personnel understand their roles and how they will be held accountable. Analyzes and evaluates the information flow issues encountered in communicating CBP EAC programs. Recommends specific approaches tailored to the nature of the information and the targeted audience(s).

Establishes and maintains a working relationship with a variety of program officials at Headquarters, field offices, other Federal agencies, as well as outside vendors or the public. Coordinates across directorates to determine information needs. Attends meetings, conferences, and briefings with the EAC and serves as scribe in meetings. Works closely with the Chief of Staff, the EAC's Special Assistant the EAC's senior advisors, from other offices to coordinate events and information. Handles time-sensitive projects and facilitates the flow of information of the EAC.

Provides analysis on the audit related information in the audit tracking system for senior management requests concerning the status of completed, ongoing, or planned GAO and OIG audits. Advises senior EAC Leadership on high profile audits and potential implications of audits and findings. Provides advice on complex program issues on audit processes from knowledge and experience in conducting, monitoring, or overseeing audits, according to generally accepted government auditing standards. Works with DHS audit liaisons, as well as GAO and OIG to ensure that audit work is within scope, nonduplicative and clear. Plans, develops, and presents briefings to senior-level leaders and staff regarding the status of completed, ongoing, or planned GAO and OIG audits and recommendations.

Prepares reports for senior level executives/officials (e.g., senior executive service, both career and political appointees) related to the status of audits, including recommendations through the entire process of resolution and corrective action, presenting analysis on the extent to which CBP audit follow-up activity results inefficient, prompt, and proper resolution and corrective action of audit recommendations.

Reviews documents for grammar and content; and develops briefs as needed. Analyzes organizational specific policy issues to identify and to anticipate needs and potential reaction from employees. Identifies and carries out internal communication and planning requirements needed to support leadership.

#### **HOW TO APPLY**

Email [Jeffrey.R.Jack@cbp.dhs.gov](mailto:Jeffrey.R.Jack@cbp.dhs.gov) with SUBJ: **CBP – MPA (GS-13) – DoD SkillBridge and Army CSP – Washington, D.C.**