

# USA Staffing®

## Product Summary

July 2025

## Complete talent acquisition in a single system.

Together with USAJOBS and USA Hire<sup>SM</sup>, USA Staffing<sup>®</sup> is OPM's talent acquisition solution designed by and for Federal agencies. USA Staffing is the foundation for a successful hiring process, securely connecting HR, managers, applicants, and new hires to the data and tools they need. Our all-inclusive license model provides access to the essential features, system integrations, analytics training, support, and services that ensure "Great Government Starts Here."

## From interns to astronauts - USA Staffing does it all.

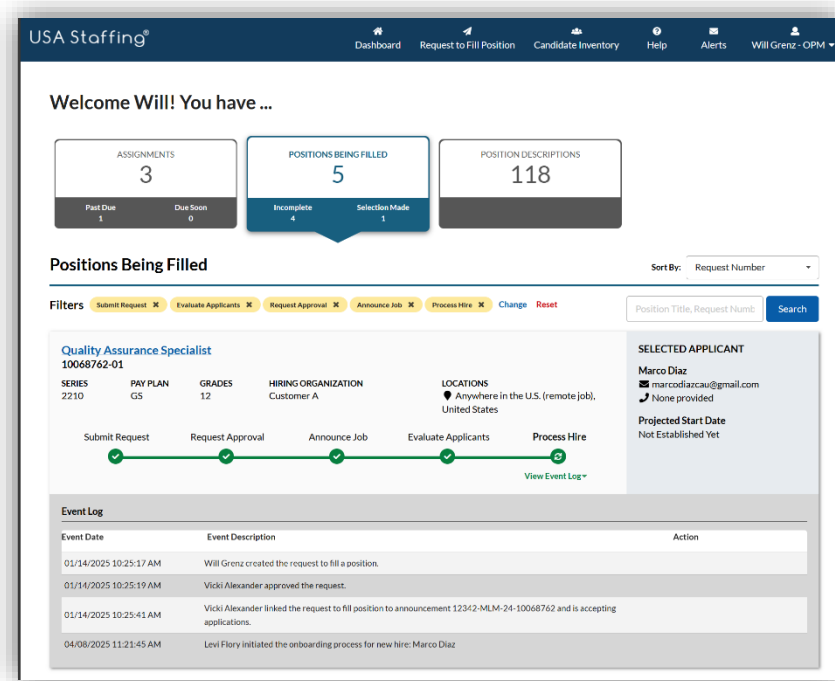
USA Staffing supports Federal agencies in acquiring, assessing, referring, selecting, and onboarding qualified candidates. The system is configurable to accommodate the full range of Federal hiring flexibilities, authorities, and unique agency processes including competitive, merit promotion, executives, early career talent and excepted service. Accessible and comprehensive analytics measuring efficiency and effectiveness ensure agencies have transparency into their hiring processes and can identify best practices and areas for improvement.



USA Staffing operates on a single platform meaning all USA Staffing customer agencies have access to all system features and no software customization is required. To accommodate unique agency requirements and business processes, the system is highly configurable via default settings, customizable permission profiles, content and template libraries, and customizable workflows. Our trainers and account managers work in partnership with your implementation team to guide you through configuring USA Staffing. This ensures your system configuration aligns with and supports your agency's business rules and procedures.

## Exceptional Hiring Manager Experience

Hiring managers have direct access to their hiring actions from a dashboard specifically designed for them around their unique information needs. This interface directs them to what is most important, including the activities they need to complete for their recruitments to continue. Hiring Managers can easily view the status of their positions and associated HR activity, helping to ensure greater transparency in progress toward key hiring milestones and eliminating the need to dive into each individual action. Candidate Inventory provides Hiring Managers direct access to an inventory of qualified and eligible candidates. HR manages the inventory by including candidates from certain non-competitive, excepted service, and some merit promotion recruitments for a specified period.



## Create, Authorize and Publish Position Descriptions

USA Staffing includes a standardized, yet flexible classification capability integrated with its core recruiting functionality. Authorized PDs created in the classification module are linked to recruitment requests and include competencies relevant to the position sourced from USA Staffing's Competency Library.

## Manage, monitor and analyze staffing workload

A common challenge we hear from HR professionals is the need for a way to quickly prioritize and manage their daily tasks. Using built-in and customizable task-based workflows in a configurable dashboard, HR professionals can manage deadlines, returned selections and reviews, and overdue tasks as soon as they access the system. Comprehensive time to hire and process analytics gives HR leaders a clear understanding of hiring process bottlenecks.

## Streamline hiring for HR and applicants

Because USA Staffing is fully integrated and streamlined with USAJOBS, applicants seamlessly navigate through the application process, from searching for jobs to completing an application. With a

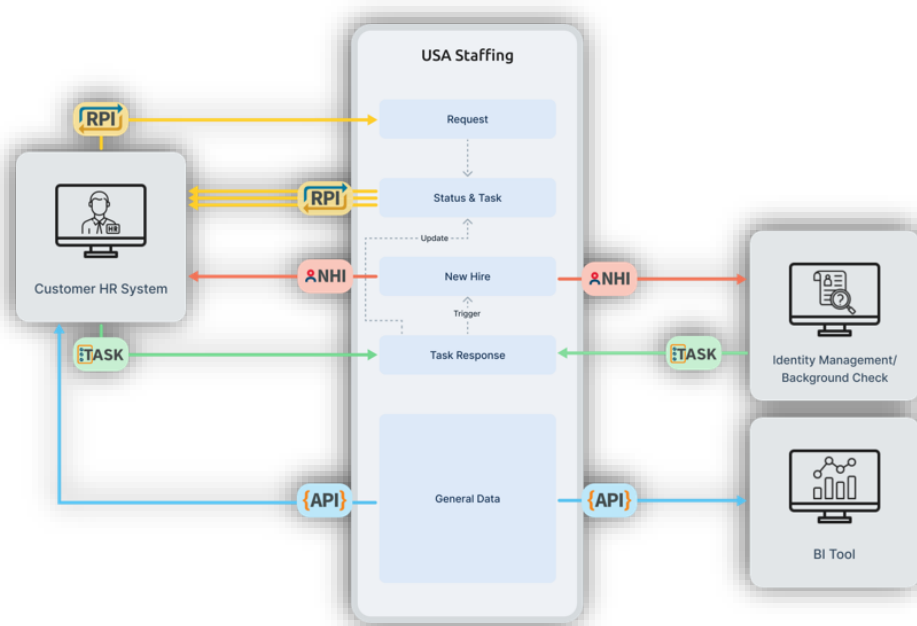
clean, mobile-first application process, USA Staffing’s applicant interface allows applicants to apply using any device. USA Staffing offers a robust range of user-friendly applicant list filters to help HR professionals specify precise criteria for each certificate and to maximize efficiency. Throughout the process, HR professionals can send touch point notifications or custom notifications to one, some, or all applicants within a vacancy with the click of a button.

## Quickly transition a selectee to a new employee with paperless pre-employment and onboarding

USA Staffing’s mobile-first new hire interface helps incoming employees respond rapidly to form and task assignments. With our “ask once, use many” approach, your new hire will answer a simple questionnaire used to automatically populate and then submit forms online. Use configurable tasks, workflows, and roles to include a variety of agency staff that manage each phase of the pre-employment process for any new hire path you may have – no software customization needed. Set task triggers to automatically send data to other systems including personnel processing, ICAM, payroll and security. And when your new employee enters on duty, transmit all their documents and forms directly to e-OPF.

## Increase the efficiency and reliability of your hiring process

USA Staffing’s Administration module and interconnection options help create time savings for HR professionals, enabling them to spend less time on transactional tasks and more time on key hiring activities, while building consistency into your business processes. USA Staffing is interconnected with Personnel Processing, HR Analytics, ICAM, and many other HRIT systems government-wide. Our interconnections connect any HRIT system with USA Staffing, delivering efficiency and data quality



from start to finish. All interconnection implementations, testing, and maintenance are included in the USA Staffing license agreement.

## Robust Applicant Assessments

USA Staffing's advanced assessment capability features a library of competency networks and a variety of assessment types and is fully integrated with USA Hire, OPM's high-quality, professionally developed assessments that cover 135 government-wide job series. Accurate, effective assessments are essential to hiring top talent – and the key to building a great government workforce. USA Staffing's variety of assessment capabilities ensure a reliable and efficient 'whole-person' assessment process.

## Personalized service and support included

Account Management, User Support, Reporting, and all enhancements are included in the license fee.

### Account Management

Your OPM Account Manager helps plan and manage your system implementation, provides regular communication about USA Staffing, and delivers ongoing support and HR consulting throughout the partnership. The Account Manager provides a direct and personal communication channel to identify agency needs early and ensures regular communication between key agency stakeholders.

### User Support

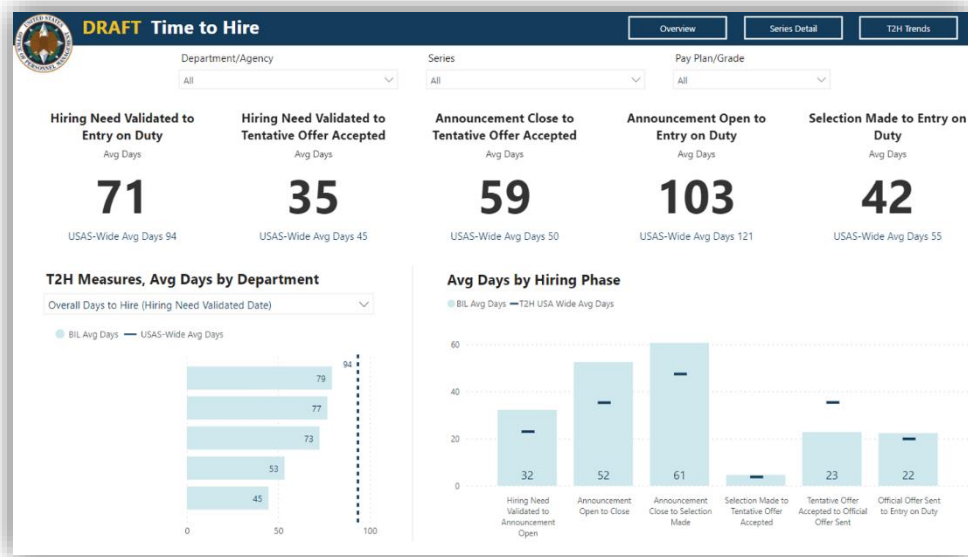
USA Staffing provides technical support to system HR users and applicants via its fully integrated Help Desk. Comprehensive online help content is available for HR professionals, hiring managers, applicants, and new hires. USA Staffing also provides an information-rich resource center featuring articles, recorded demos and recordings of workgroup meetings to provide on-demand access to the latest information about system features and enhancements.

### Continuous Improvement

USA Staffing applies both human centered design and agile approaches to system development, enabling us to incorporate agency feedback on system features and respond to new and evolving requirements through rapid iterations. As a scalable, on demand platform, USA Staffing keeps up the changing Federal landscape, from high volume hiring to increased security requirements. Updates are released monthly with no downtime.

## Reporting and Analytics

USA Staffing provides a user-friendly and robust reporting and analytics solution designed to ensure agency decision makers have easy access to high-quality hiring data. Agency users have direct access to their data through PowerBI®- a business intelligence (BI) tool that enables HR users and data analysts to run standard reports and develop custom, ad-hoc reports covering all modules in the system.



## Hosting, Security, and Privacy included

IT hosting and maintenance is fully included and handled by OPM. We host the system on premise in our secure facility in Macon, GA and in OPM's Azure Cloud. OPM maintains USA Staffing's Authority to Operate, Privacy Impact Assessment, and Records Retention Schedule for the system on behalf of our agency customers, reducing the IT Security and Privacy burden across our agency customers.

OPM undergoes annual independent security audits, in addition to customer evaluations, and consistently receives favorable reviews. Agencies benefit from a fully certified and accredited system that meets Federal security standards and provides data redundancy at a federal disaster recovery site, ensuring continued operations.

For more information about USA Staffing, please contact:

Bridget Dongarra

USA Staffing Program Manager, US Office of Personnel Management

[Bridget.dongarra@opm.gov](mailto:Bridget.dongarra@opm.gov); 202-553-1319