

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2023 HISP CX Action Plan

# Federal Employment Services

As a High Impact Service Provider (HISP), the USAJOBS Program focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) Applying to Federal job opportunities:** The USAJOBS website is the starting point for job seekers looking to obtain employment with the Federal Government. Job seekers submit approximately 22 million applications on USAJOBS for Federal job announcements each year.
- 2) Seeking assistance with the Federal job application process from the USAJOBS help desk:** The USAJOBS website is the starting point for many job seekers looking for employment with the Federal Government. Help desk staff are responsible for resolving seeker issues so that they can successfully complete the Federal job application process.

### ***What we delivered in 2023:***

- **Improved agencies' ability to increase diversity of the federal workforce**  
USAJOBS updated the website's design and content to significantly reduce job seeker burden when they voluntarily enter their demographic details. These improvements led to 90% of applicants agreeing to link their demographic details to their application, an increase of 15 percentage points. This data will improve Federal agencies' ability to develop strategies to increase the diversity of the Federal workforce.
- **Improved design of USAJOBS to make applying for Federal jobs easier**  
USAJOBS implemented features to streamline the user interface for the pre-application steps, including a countdown that shows the time remaining to apply to a posting. These changes will enable the millions of Federal job seekers each year to (1) better understand how to interpret Federal job postings, (2) more easily follow the application process, and (3) apply for jobs with fewer technological and user interface barriers.

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## *What we commit to deliver in 2024:*

- **Publish tailored USAJOBS resources for students and recent graduates**

USAJOBS will launch an "Early Career Hub" for students and recent graduates to provide tailored resources to better enable these applicants to apply for Federal jobs.

- **Implement additional design features on USAJOBS that improve the applicant experience**

USAJOBS will launch additional design and content updates, such as simplified instructions for creating an applicant profile, which is required to submit applications. These updates will make it even easier for millions of Federal job seekers each year to quickly and correctly apply for Federal jobs.

- **Launch USAJOBS chatbot to answer applicant questions**

USAJOBS will launch a chatbot designed to answer common questions from job seekers. USAJOBS will analyze the success of this chatbot in reducing help desk tickets and, if successful, will expand this feature. A successful launch of this chatbot will free up help desk staff to more quickly help customers resolve complex questions and allow them to complete their applications.