

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

2024 HISP CX Action Plan

USAJOBS



As a High Impact Service Provider (HISP), USAJOBS focuses on improving customer experience and delivery for the following 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 will deliver in 2025:

- **Make it easier for job seekers to search for positions relevant to their interests**

USAJOBS will redesign the search experience by updating the website's interface and search engine to provide job seekers more relevant search results. These changes will make it easier for job seekers to search for jobs based on their interests by using keywords, sorting, and filters. As a result of these changes, USAJOBS expects that the improvements to the website will increase the trust and satisfaction of the over 10 million people per year who apply for jobs on USAJOBS.

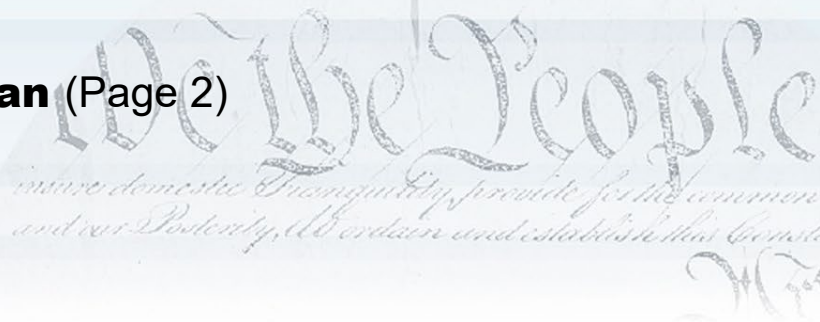
- **Increase access to USAJOBS.gov data relevant to recruiters**

USAJOBS, in collaboration with OPM's Talent Acquisition Analytics Group, will build an electronic dashboard in the Agency Talent Portal that will provide relevant data from USAJOBS.gov, such as trends in job postings and applications, directly to agency recruiters. Recruiters will be able to use this data to recruit a greater number of qualified applicants from diverse backgrounds.

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2024 HISP CX Action Plan (Page 2)

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What we will deliver in 2025:

- **Make it easier for applicants to find answers to their job search questions in the USAJOBS online help center**

USAJOBS will upgrade the system it uses to publish new content on its online help center, reducing the average time to publish new content from four weeks to one week. By doing so, the USAJOBS program expects the millions of annual site visitors to find answers more easily to their questions, reducing the number of help desk tickets submitted.

- **Make USAJOBS website content more understandable**

USAJOBS will evaluate the written content on the USAJOBS website, to include the help center and job opportunity announcements, to determine whether they are written in plain language based on the guidelines set by the Plain Writing Act of 2010, best practices in content strategy, and suggestions from job seekers and agencies. USAJOBS will use the results of the content evaluation to improve the readability of USAJOBS website content and will train agencies on how to improve the readability of their announcements. By improving the readability of this content, USAJOBS expects that users will experience improved trust and satisfaction in the USAJOBS website, as measured by customer feedback surveys.