



## Internal Operations

### The FOUNDATION of a model agency

**Chief Administrative Office:** Oversees operations for the agency and collaborates with all operations units to improve efficiency and effectiveness.

**Congressional Relations:** Fosters and maintains liaisons with congressional committees, Members of Congress, and congressional staff.

**Continuous Process Improvement:** Helps the agency adopt process improvements.

**Human Capital Office:** Oversees pay and benefits, employee relations, and diversity & inclusion efforts.

**Information Systems and Technology Services:** Manages GAO information systems, IT services, and tools and supports business improvement initiatives.

**Infrastructure Operations:** Manages GAO's facilities, maintains records and privacy, and oversees security & emergency planning.

**Field Operations:** Ensures a safe, secure and productive work environment for staff in GAO's 11 field offices; and supports agency-wide business processes, such as travel, training, and timekeeping.

**Financial Management and Business Operations:** Provides business and operations support, including budget planning, procurement, and internal controls.

**Learning Center:** Offers in-house training courses, job aids, and other resources to promote career-long learning and growth.

**Professional Development Program:** Manages the hiring, training, and evaluation of all entry-level staff.

**Office of Public Affairs:** Maximizes the impact of GAO's messages and coordinates all of the agency's external communications.

**Strategic Planning and External Liaison:** Drives innovation as a "Chief Strategy Office," and manages GAO's strategic partnerships domestically and abroad.

**Who are we?** Acquisition Management Experts, Analysts, Benefits Specialists, Communications Specialists, Counselors, Editors, Educators, Financial Analysts, Human Capital Specialists, Information Technology Specialists, Labor Relations Specialists, Management Analysts, Procurement Specialists, Records Managers, Security Specialists, Systems Analysts, Writers, and more!

### JOIN US!

	Internship	Permanent Position
<b>Citizenship</b>	U.S. citizenship required	
<b>Education Required</b>	Must be actively enrolled in education program	Various education and work experience for entry-level position
<b>Schedule</b>	Minimum 400 hours; full-time in summer, part-time in fall or spring	Full-time during first 2 years of entry-level appointment
<b>Opportunities</b>	Work as member of a team; opportunity to convert to a full-time position afterward	2-year development program that includes training, performance feedback, and salary increase assessments every 6 months
<b>Compensation</b>	Professional salary with benefits	

### HOW TO APPLY

All applicants must apply for available positions through [www.usajobs.gov](http://www.usajobs.gov).



We recommend that interested applicants:

- Create a profile on USAjobs.
- Sign up to receive search alerts for GAO vacancies.
- Build a resume in USAjobs and describe your experience with specific, direct examples.
- Read through past GAO reports available at [gao.gov](http://gao.gov), and familiarize yourself with the GAO style.
- Provide detailed responses to the written application questions when you submit an application.
- Apply to positions early to account for possible technical challenges.
- If you are in need of reasonable accommodations, please email [ReasonableAccommodations@gao.gov](mailto:ReasonableAccommodations@gao.gov).



# U.S. GOVERNMENT ACCOUNTABILITY OFFICE

ACCOUNTABILITY ★ INTEGRITY ★ RELIABILITY

## ACCOUNTABILITY is our middle name

Often called the “congressional watchdog,” GAO is an **independent, nonpartisan agency** that advises Congress about ways to make government more efficient, effective, ethical, equitable, and responsive.

Returning **more than a hundred dollars in savings** for every dollar of our budget, we support oversight of taxpayer dollars by:

- **auditing** federal spending;
- **investigating** allegations of illegal and improper activities;
- **reporting** on agency program and policy effectiveness;
- **analyzing policy** and outlining options for Congress;
- **issuing legal decisions and opinions**, such as bid protest rulings and reports on agency rules.

## Our PEOPLE are our STRENGTH

...and we value them accordingly. We strive for:

A workplace that emphasizes

- diversity
- inclusion
- respect
- fairness



Work/life balance, offering

- continuous learning
- flexible work schedules/telework
- a pay system that rewards performance



GAO’s support of diversity has been top-ranked among mid-sized federal agencies since 2011, and has ranked in the top 5 Best Places to Work in the Federal Government every year since 2005.

## Across the NATION; Across GOVERNMENT

Our **11 field offices** and **headquarters in Washington, DC**, position us to explore government programs around the country.



We split our work among **15 Mission Teams** that cover federal programs and activities across government:

- Applied Research and Methods
- Contracting and National Security Acquisitions
- Defense Capabilities and Management
- Education, Workforce, and Income Security
- Financial Management and Assurance
- Financial Markets and Community Investment
- Forensic Audits and Investigative Service
- Health Care
- Homeland Security and Justice
- Information Technology and Cybersecurity
- International Affairs and Trade
- Natural Resources and Environment
- Physical Infrastructure
- Science, Technology Assessment, and Analytics
- Strategic Issues

## When we talk, OTHERS LISTEN



**GAO is integral to government decision making.** We make hundreds of recommendations each year, testify frequently at congressional hearings, and are cited regularly in the national press.



On average, roughly 80% of our recommendations are implemented over a four-year period, improving government services and saving billions of taxpayer dollars annually.

## CONNECT with us



[www.gao.gov](http://www.gao.gov)



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