

A. MAJOR DUTIES

Typical, but not all-inclusive, duties are illustrated by performance of any combination of the following:

Schedules appointments and makes arrangements for time, participants, and location of meetings in accordance with instructions from the supervisor.

Receives telephone calls, greets visitors, and directs to appropriate staff members for attention or action. Personally takes care of matters related to routine or procedural issues of the office.

Receives all incoming correspondence, screens material prior to distribution for due dates, establishes controls, and follows up on actions for supervisor. Reviews outgoing correspondence for procedural and grammatical accuracy. Corrects or returns documents that contain errors or do not conform to office policies.

Uses office automation software packages and equipment to type, edit, and format letters, memoranda, reports, manuscripts, research documents, charts, graphs, and/or forms. Types documents from rough draft into final form, ensuring accuracy with regard to format, spelling, grammar, punctuation, and distribution of copies.

Establishes and maintains the office filing system(s) to meet program needs for information storage and retrieval. Files may include administrative material and regulations, correspondence, reports, forms, and/or documentation pertaining to activities of the office.

Determines supplies needed for the office, prepares the necessary paperwork, and receives and distributes supplies and special order items. Arranges for office equipment repairs by contacting appropriate vendor or responsible party and preparing related paperwork.

Makes travel arrangements for staff based on instructions provided for scheduling transportation, making room reservations, preparing travel authorizations and itineraries, and preparing travel vouchers.

Prepares and transmits Time and Attendance records and reports for office staff.

B. EVALUATION FACTORS

1. Knowledge Required by the Position (FLD 1-3:350 pts)
(Type II, Work Situation A)

Knowledge of the basic mission, program(s), policies and clerical procedures of the office to perform duties such as distribute and control mail, refer phone calls and visitors, and provide general, non-technical information.

Knowledge of English grammar, spelling, punctuation and required formats to type, proofread, and correct errors in documents consistent with requirements for style and content.

Skill in operating a personal computer (PC), including related equipment such as a printer and/or modem, as well as an electric typewriter. A qualified typist is required.

Knowledge of software package functions and features, including EITHER (1) the varied functions of more than one software package OR (2) the varied and advanced functions of one software package to perform accurate word processing and to format, arrange, produce and update a wide variety of complex documents.

Knowledge of the procedures used to requisition office supplies and equipment maintenance.

Knowledge of the office filing system and procedures used to determine whether to maintain or dispose of materials.

Work Situation A

The office/organization is relatively small and of limited organizational complexity. The supervisor directs the staff primarily through face-to-face discussions and periodic staff meetings. Internal administrative controls and procedures are relatively simple and informal, reflecting the absence of complicated problems in coordinating the work of the staff.

2. Supervisory Controls (FLD 2-2:125 pts)

The supervisor provides assignments, generally indicating what is to be done, quantity expected, deadlines, and priorities. Additional instructions are provided for new, difficult, or unusual assignments.

The incumbent uses initiative to independently perform recurring assignments. Work is performed as it arrives, or in accordance with established priorities and instructions. Only problems and unfamiliar situations not covered by instructions are referred to the supervisor.

The supervisor assures that finished work is accurate and in compliance with instructions and established procedures.

3. Guidelines (FLD 3-2: 125 pts)

Established procedures and specific guidelines are available for reference purposes. Guidelines include dictionaries, style manuals, manufacturer's manuals and tutorials for PC hardware and software, agency directives and instructions, sample work products and precedents, and the operating policies of the supervisor.

The secretary uses judgment in selecting the appropriate guidelines and references for application to specific cases, referring significant deviations or unusual situations to the supervisor.

4. Complexity (FLD 4-2:75 pts)

The clerical duties performed include the full range of procedural duties in support of the office.

Decisions regarding what needs to be done generally involve choice among established alternatives.

Actions to be taken and responses to be made primarily concern differences in factual situations and awareness of functional specialties of the staff members.

5. Scope and Effect (FLD 5-2:75 pts)

The position supports the supervisor and the staff by relieving them of various administrative and clerical duties and allowing them to focus on the organization's primary mission. The work is essential to the smooth operation of the organization. Workload has to be properly managed in order to meet deadlines.

The work performed by the secretary affects the accuracy and reliability of further processes and contributes directly to the overall image and effectiveness of the office.

6. Personal Contacts (FLD 6-2: 25 pts)

Principal contacts are with coworkers, office callers and visitors, administrative support services personnel (procurement, supply, personnel, property, travel, budget, etc.), and outside vendors. Other contacts may include the general public, university personnel, and representatives of industry.

7. Purpose of Contacts (FLD 7-2: 50 pts)

Contacts are for the purpose of exchanging information between staff, supervisor, and outside sources. These contacts are also required to plan and coordinate work efforts and to resolve operating problems or concerns in the accomplishment of the secretary's work.

8. Physical Demands (FLD 8-1: 5 pts)

Work is essentially sedentary, but does require some walking, standing, bending, and carrying of light items.

9. Work Environment (FLD 9-1: 5 pts)

The work environment involves the normal risks and discomforts typical of an office.

C. OTHER CONSIDERATIONS (Check if applicable)

- Supervisory Responsibilities (EEO Statement)
- Training Activities - Career Intern, Student Career Experience Program
- Motor Vehicle or Commercial Driver's License Required
- Pesticide Applicators License Required
- Safety/Radiological Safety Collateral Duties
- EEO Collateral Duties
- Drug Test Required
- Vaccine(s) Required
- Financial Disclosure Required
- Special Physical Requirements/Demands
- Other:

TOTAL POINTS: 835
(GS-4 Range: 655-850 points)

August 20, 1996