

**A. MAJOR DUTIES**

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

Maintains calendar and schedules appointments for the supervisor with authority to commit supervisor's time based on a knowledge of his/her interests, commitments, and work schedule.

Receives telephone calls, greets visitors, and directs to staff members only those contacts needing attention or action. Takes care of routine matters, and on the basis of knowledge of the program(s) or operations, refers inquiries to appropriate personnel. Personally responds to routine and nontechnical requests for information available from the files or other office records.

Receives all incoming correspondence and determines which should be brought to the attention of the supervisor, handled personally, or routed to other individuals. Reviews outgoing correspondence for procedural and grammatical accuracy. Corrects or returns documents that contain errors or do not conform to office policies. Maintains records on correspondence and action items to ensure timely reply or action.

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. When necessary, edits or retypes documents for improvement. Independently composes correspondence in accordance with supervisor's policies or as requested.

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.

Prepares and types in final form office administration forms and related documents. Reviews office budget and accounting reports for accuracy. 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.

Arranges travel for staff, including 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.

Arranges for meetings or conferences by securing conference space, notifying attendees, providing necessary supplies and equipment, assembling reference materials, and handling any associated paperwork.

Reads directives and instructional material pertaining to administrative practices and clerical procedures in order to be aware of new or revised procedures related to the preparation and processing of correspondence, forms, and reports; filing; mail procedures; travel vouchers; etc. Calls important changes to the attention of the supervisor or appropriate staff members either personally or by written summary.

**B. EVALUATION FACTORS**

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

Knowledge of the basic mission, program(s), and policies of the office to coordinate work flow within the office and administrative matters and paperwork with other organizations; screen requests and provide information from files and records; and advise on established procedures.

Knowledge of Agency office management policies, regulations and procedures concerning such administrative matters as correspondence preparation and control, travel, personnel, office automation systems, files maintenance, services/supplies/equipment requisitioning, budget preparation, and time and attendance.

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, 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 specialized terminology related to the office/program(s).

**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 2-3: 275 pts)**

The supervisor issues work assignments in terms of general instructions, priorities, and desired results.

The secretary independently plans and follows through on commitments and requests made by the supervisor. Incumbent is expected to organize own work to move from one assignment to another without instructions, following established procedures, and giving consideration to relative priorities and urgent requests.

Work is reviewed on the basis of overall accomplishment and effectiveness and on the appearance and editorial quality of material that is issued from the office. Methods used in achieving end results are not reviewed in detail.

**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 4-3: 150 pts)**

The secretary's duties include the full range of clerical and administrative work in support of the office, consisting of procedural work such as typing and word processing, filing, making travel arrangements, referring phone calls and visitors, etc., and also work of a more varied and substantive nature (e.g., preparing special reports based on gathering and interpreting information from the staff and the

files; performing office automation duties which require a variety of software and differing approaches and methods; and setting up travel arrangements, meetings and conferences).

The secretary decides what needs to be done and how to accomplish it by analyzing the issues involved in the particular situation and the needs, priorities, goals and commitments of the supervisor and the staff. In addition to routine decisions, many decisions are based on factors which are not clear-cut or well-established.

The secretary uses judgment in selecting from many alternatives and exercises originality in solving problems concerning clerical and administrative matters and computerized office systems.

**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: 1,060  
(GS-05 Range: 855-1,100 points)

August 20, 1996