

A. Major Duties

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

Uses office automation software packages and equipment to type correspondence, memoranda, reports, manuscripts, and other documents, ensuring accuracy with regard to format, arrangement, spelling, grammar, punctuation, and distribution of copies. When necessary, edits or retypes to improve product. Prepares and types in final form office administrative forms and related documents, such as Requests for Personnel Action (SF-52s).

Establishes and maintains a variety of office records and files. Updates and purges files on a regular basis. Researches files and reference materials for information, as requested.

Determines supplies needed for the office staff, 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.

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.

Arranges travel for staff, including scheduling transportation, making room reservations, preparing travel authorizations and itineraries, and preparing travel vouchers.

As primary or alternate/backup timekeeper, prepares and transmits Time and Attendance records and reports for office staff.

Receives, sorts, and routes incoming mail and correspondence to staff. Distributes mail based on the subject matter of incoming documents and materials.

Maintains office bulletin boards, ensuring material of interest and importance to employees is current and posted.

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; and travel vouchers; etc.

Sends, receives, and distributes electronic mail and telephonic facsimile (FAX) documents. Operates office photocopiers.

Fills in for office secretary or other clerical employees during periods of absence.

B. Evaluation Factors

1. Knowledge Required by the Position (FLD 1-3: 350 pts)

Skill in operating an electronic typewriter, a personal computer, and related equipment, such as printers and/or modems. 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, in order to perform accurate work processing and to format, arrange, update, and produce a wide variety of complex documents.

Knowledge of specialized terminology related to the office program(s).

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

Knowledge of the basic mission, program(s), and policies of the office to screen requests and provide information from files and records; to advise on established procedures; and to refer non-routine requests to appropriate staff members.

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

2. Supervisory Controls (FLD 2-3: 275 pts)

The supervisor issues work assignments in terms of general instructions, priorities, and desired results. The assistant works independently in planning, carrying out, and completing assignments consistent with established office practices.

When standard practices or assignment deviations present a problem, the assistant uses initiative to resolve it without supervisory assistance, and independently coordinates resolution with any persons affected by or involved with the solution.

Completed work is reviewed for technical quality, usefulness, and how well the product meets the particular need and requirements. Because of the assistant's expertise, the methods used to produce the work are seldom checked.

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 assistant uses judgment in selecting the appropriate guidelines and references for application to specific cases. Refers significant deviations or situations in which no guidelines exist to either the supervisor or a person more technically knowledgeable regarding electronic office systems.

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

The assistant's duties include the full range of clerical 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, as well as office automation duties which require differing approaches and methods. The assistant decides what needs to be done and how to accomplish it by weighing priorities, recognizing differences among individual situations, and choosing among established alternatives. The assistant uses judgment in completing the full range of assigned tasks and actions. Actions taken or responses made differ based on the sources of information and the kind of procedures, transactions, entries, or other verifiable differences.

5. Scope and Effect (FLD 5-1: 25 pts)

The purpose of the work is to facilitate office operations by providing clerical and office automation support, fulfilling reporting requirements, typing materials, maintaining records, and providing or requesting information.

Accuracy and timeliness of work have a direct impact on office effectiveness. Typing, word processing, and other computerized office work are typically limited in impact to the immediate office, as these services primarily facilitate the work of the originators of the documents or the users of the data maintained.

**6. Personal Contacts and
7. Purpose of Contacts (FLD 2-a: 45 pts)**

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

Contacts are for the purpose of receiving assignments, taking and relaying messages, directing callers and visitors to the appropriate staff member, obtaining information, and resolving discrepancies and problems.

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 = 905

Grade Conversion = GS-05 (855-1,100 pts)