

REASON FOR THIS POSITION		
1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### POSITION DESCRIPTION COVER SHEET

<b>RECOMMENDED</b>			5. PAY PLAN GS	6. SERIES 0303	7. GRADE 07
A. TITLE PROGRAM SUPPORT ASSISTANT (OFFICE AUTOMATION)				B. INCUMBENT (OPTIONAL)	
8. WORKING TITLE (OPTIONAL)				9. INCUMBENT (OPTIONAL)	

OFFICIAL						
10. TITLE Program Support Assistant (OA)						
11. PP GS	12. SERIES 303	13. FUNC	14. GRADE 7	15. DATE	16. I/A <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	17. CLASSIFIER G. Lyman

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)	
1st Department of Housing and Urban Development	2nd Multifamily or Single Family Division
3rd Assistant Secretary for Housing	4th
5th Deputy Assistant Secretary for Operations	6th
7th Housing Field Office	8th

SUPERVISOR'S CERTIFICATION			
I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.			
19. SUPERVISOR'S SIGNATURE <i>Melen Dunlap</i>	20. DATE 2/21/96	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
24. SUPERVISOR'S NAME AND TITLE Melen Dunlap, Deputy Assistant Secretary for Operations		25. SECOND SUPERVISOR'S NAME AND TITLE	

FACTOR EVALUATION SYSTEM					
FACTOR	26. FLD/BMK	27. POINTS	FACTOR	26. FLD/BMK	27. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			<b>TOTAL POINTS</b>		
					<b>GRADE</b>

CLASSIFICATION CERTIFICATION	
I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.	
29. SIGNATURE <i>Nancy C. Zimmerman</i>	30. DATE 2/28/96
31. NAME AND TITLE Classification Work Group	
32. REMARKS	33. OPM CERTIFICATION NUMBER

**PROGRAM SUPPORT ASSISTANT  
(OFFICE AUTOMATION)  
GS-303-7**

**INTRODUCTION**

This position is located in the \_\_\_\_\_ Field Office, and the incumbent performs duties in the following areas: office automation, administrative support and coordination, and program assistance. The incumbent's program assistance duties may involve the areas of Asset Management, Real Estate Owned, or Production. Other duties may involve responsibilities in direct support of the supervisor and which contribute to the effective operation of the Offices, including correspondence control, time and attendance, scheduling of appointments.

The duties require the basic program knowledge, and the ability to interpret and apply a variety of program and administrative procedures, practices, and data for the functional areas involved.

The duties require knowledge of general office automation software, practices, and procedures. Incumbent must be able to type a competitive level of proficiency using word processing equipment on a computer terminal.

**MAJOR DUTIES AND RESPONSIBILITIES**

Incumbent may be responsible for performing any combination of the following duties and responsibilities, or other comparable duties and responsibilities which are of similar complexity:

**I. PROGRAM ASSISTANT**

- A. Reviews proposals for proper and complete documentation and for compliance with HUD and program specific requirements.
- B. Inputs data into and retrieves data from the appropriate data systems. Reviews monthly reports and identifies incomplete reports.
- C. Maintains data bases relative to the assigned programs and investigates discrepancies.
- D. Initiates correspondence, such as acknowledgement letters, requests for additional information, and transmittal memorandums, fills in references, dates, citations from manual, regulations, etc., which requires researching and extracting from files and records. Prepares materials in final form, assembles material (with necessary attachments), routes material for appropriate distribution, etc. Conducts appropriate follow-up.

- E. Serves as a control point for the Branch/Division's activities and responsibilities. Establishes and maintain logs and controls to assure timely accomplishment of work and goals, such as management reviews, physical inspections, audit reviews, industry meetings, etc. Assists staff in follow-up as necessary.
- F. Prepares various program and administrative reports, computer generated reports, charts, and status reports, as needed and requested by staff specialists.
- G. Handles filing of project folders in official dockets to ensure completeness, and that correspondence and documents are filed in the most efficient manner. Sets up special files as the need arises so that information is available for status reports and preparation of special reports.
- H. Actively consults with staff specialists to meet program objectives, provide quality customer service, and to ensure that reports, data input, and retrieval requests are accomplished in a timely manner. Maintains a close working relationship with staff in other areas of the office to assure proper coordination of projects and activities. When appropriate, the incumbent provides training on basic processing changes to clients and other staff.
- I. Answers public inquiries on routine technical matters and provides general advice and assistance to mortgagors, mortgagees, and other client groups on routine technical matters involving HUD's housing programs.
- J. Uses creativity in problem solving with other staff in projecting a positive, cooperative image for the Branch, Division and the Department. Fosters partner-type relationships by attending regular meetings with other staff, industry and other interested parties to discuss problems and issues related to the Branch/Division's activities.

## II. ADMINISTRATIVE SUPPORT

- A. Makes travel arrangements for supervisor and other staff, including hotel and transportation arrangements. Notifies specific branches and staff of dates involved, makes requests for travel authorizations, and prepares travel vouchers, and reports. Maintains an accurate record of travel expenditures.
- B. Serves as contact point for information regarding the functions of the organization. Furnishes information on matters such as program regulations, pending and completed project assignments, and availability of documents in connection with the organization's functions.

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- C. Types assignments requiring the selection of materials from a number of sources, and that sometimes requires research for data. Uses correct punctuation, capitalization, and grammar, and arranges material in the proper format, consistent with established procedures, guidelines and instructions.
- D. Maintains and processes time and attendance records.
- E. Assures that incoming correspondence is properly logged and tracked, and that appropriate responses are prepared consistent with existing procedures and guidelines.
- F. Answers incoming telephone calls and greets visitors; responds to routine questions from clients; routes visitors/callers to appropriate respondent; and takes messages when staff are unavailable to immediately answer inquiries.

### III. SUPERVISORY RELATIONSHIPS

The incumbent requires general supervision. Generally works independently and exercises initiative and judgement in carrying out assigned duties according to rules, regulations, and policies. Work is occasionally reviewed for compliance with policies and accepted practices.