

POSITION DESCRIPTION

PROG ASST, GS-0303-09

SETID	HUD01	JOB CODE	HU0013	DATE	06/03/2005	OPM CERT #			
PAY PLAN	GS	SERIES	0303	GRADE	09	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	PROGRAM ASSISTANT								
SPVY LEVEL	Other	POSITION SENSITIVITY	Non Snstv	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	8888
FLSA	Nonexempt	PATCOB	Technical	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	Ronald A Glaser								
CLASS STANDARD	MISC CLK & ASSIST, GS-0303; MGMT & PROG CLK & ASSIST ,GS-344; INTROD PCS APPENDIX 3 PRIMARY STANDARD								
DATE CLASSIFIED	06/03/2005								

MAJOR DUTIES

- Serves as a primary contact point for correspondence tracking and information regarding activities of the organization.
- Develops and oversees the maintenance of a reporting and recordkeeping system capable of tracking the progress of all of the Division's correspondence.
- Develops an electronic document management system to scan documents into a queue for batch indexing; indexing the scanned documents into related folders and index keys; cross indexing files by their characteristics; and developing written instructions for processing, storing and retrieving electronic documents.
- Trains Division staff members in screening, indexing, coding, and retrieving electronic documents.
- Enters the receipt of new discrimination complaints into the automated EEO complaint tracking system (EEO TRACS) and creates a new formal record for each new complaint. Performs the initial review of the complaint to ensure that all necessary information has been included. Extracts the relevant data from the complaint and prepares appropriate letters and memoranda to complete the complaint receipt acknowledgement process.
- Performs comprehensive discrimination complaints historical research in response to a variety of information and documents requests, including Freedom of Information (FOIA) requests.
- Designs PowerPoint presentations in support of ODEEO presentations, training courses, and workshops. Generates ad hoc reports and tables in support of presentations, training courses, and workshops.
- Serves as quality assurance editor for all Division correspondence to ensure uniformity in style, syntax, and process. Maintains a highly integrated working relationship with the Division Director and Team Leader in terms of preserving confidentiality, evaluating and handling priorities. Works collaboratively with the Division's Equal Employment Specialists to complete assignments. Provides technical guidance to clerical staff in the Division.
- Receives phone calls as well as visitors. Ascertain the purpose of call or visit, and exercises own judgment in diverting from the supervisor any unnecessary inquiries, either by personally furnishing information requested or by referring callers to the appropriate person or office. Furnishes information on matters such as program regulations, pending and completed project assignments, and availability of documents in connection with the Division programs.
- Receives, reads, records, and makes proper distributions of mail coming to the Division (e.g. controlled correspondence, claims forms, funding applications). Prioritizes mail according to its significance, keeping an automated tracking record of location and when answered, and maintains an automated follow-up system for information on actions taken.
- Makes travel arrangements for the Division Director and Team Leader, including hotel and transportation arrangements. Notifies specific offices and staff of dates involved, makes requests for travel authorizations, and prepares travel vouchers and reports. Maintains an accurate record of travel expenditures.
- Arranges for staff meetings determining mutually satisfactory times, making appropriate notifications, reserving meeting rooms, obtaining any needed equipment or supplies, etc.
- Ensures that supplies and equipment needed for the efficient operation of the Division are maintained. Canvasses staff to ascertain needs, develops supply order list, and receives and distributes supplies. Incumbent exercises judgment to ensure the most cost-effective supplies are

purchased.

- Periodically surveys Division files for purposes of consolidating, expanding, retiring, or abolishing material where possible. Also responsible for the maintenance of circulars, miscellaneous books, and pamphlets for the use of the Division, and brings to the attention of the Division Director those of specific interest or those relating to the activities of the Division.
- Uses office automation software such as Microsoft Word, Microsoft Excel, Microsoft Powerpoint, etc. for all typing assignments.
- Maintains and processes time and attendance records for the Division.
- Performs other duties as assigned.

FACTOR 1 KNOWLEDGE REQUIRED

- Knowledge of information technology, including designing and implementing automated programs and systems
- Knowledge of the Department's organizational structure.
- Knowledge of EEO complaint processing procedures
- Knowledge of the rules and regulations governing travel and preparation of vouchers.
- Keen knowledge of office automation software, such as Microsoft Word, Microsoft Excel, Microsoft Powerpoint, etc.
- Knowledge of correct grammar, spelling, punctuation, capitalization, and style. A qualified typist s required.
- Knowledge of operation, procedures, and policies of the organization.
- Skill in organizing work to meet deadlines and simultaneously complete a number of assignments
- Knowledge of an extended body of rules, regulations, and procedures necessary to resolve a wide range of problems or to respond to non-technical inquiries.

FACTOR 2 SUPERVISORY CONTROLS

The supervisor makes assignments by defining objectives, priorities, and deadlines, and assists the incumbent with unusual situations that do not have clear precedents. The incumbent plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

FACTOR 3 GUIDELINES

Guidelines used include dictionaries, style manuals, HUD correspondence manual, time and attendance handbook, secretaries' handbook, travel handbook, and other directives. Employee uses judgment in interpreting and adapting guidelines that are completely applicable (i.e., policies, precedents). The incumbent is responsible for format, grammar, punctuation, spelling, clarity, and consistency with established regulations and procedures.

FACTOR 4 COMPLEXITY

The incumbent performs a variety of duties with related steps or methods. The end product varies according to the assignment. The incumbent recognizes the existence of and differences among options necessary to complete assignments, and independently chooses among several ways to accomplish tasks.

FACTOR 5 SCOPE AND EFFECT

The incumbent ensures that the clerical and administrative work of the Division conforms to the appropriate policies and procedures. Incumbent's work affects the general functioning of the Division, and relieves higher-level staff to concentrate on professional and managerial duties. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

FACTOR 6 PERSONAL CONTACTS

The incumbent regularly has contact with individuals within and outside of the organization, as well as with the general public and other agency representatives.

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FACTOR 7 PURPOSE OF CONTACTS

The purpose of the contacts is to receive and provide information relating to the work of the Division and to resolve operating problems in connection with recurring clerical responsibilities.

FACTOR 8 PHYSICAL DEMANDS

The work requires some walking, standing, bending, and carrying of light items.

FACTOR 9 WORK EXPERIENCE

The work is performed in office setting.

JOB COMPETENCIES (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

EVALUATION STATEMENT

1-6	950
2-3	275
3-3	275
4-3	150
5-3	150
6-2	25
7-3	120
8-1	5
9-1	5

Total 1955 = GS-9 (1855 - 2100)