

## POSITION DESCRIPTION

### PROG SUPRT ASST (OFFICE AUTOMATION), GS-0303-07

SETID	HUD01	JOB CODE	FP0008	DATE	04/02/2005	OPM CERT #			
PAY PLAN	GS	SERIES	0303	GRADE	07	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	Program Support Assisant (OA)								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Nonexempt	PATCOB	Clerical	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	Zakiyyah A Day								
CLASS STANDARD	GLG FOR CLERICAL AND ASST WORK 6 89								
DATE CLASSIFIED	04/12/2005								

#### MAJOR DUTIES

Program Support Assistant  
(OFFICE AUTOMATION) GS-303-07

#### INTRODUCTION

This position provides the administrative support to a Center, HUB or team. The duties of the incumbent include logging of correspondence, review of incoming correspondence, drafting of general correspondence, administrative support for the office and tasks related to office automation such as word processing, databases spreadsheets, time and attendance, etc. The incumbent is responsible for a variety of administrative, research, and program management activities under the supervision of a deputy director, division director, or supervisor.

#### DUTIES AND RESPONSIBILITIES

1. Logs in and monitors the office's clearance of correspondence, drafts of legislation and regulations, draft handbooks and notices, and similar material circulated for review and comments. The incumbent's logs are official references for location and status of the office's assignments.
2. Reviews all incoming correspondence, legislation, regulations and other material, determines whether clearance material has been properly routed, if the subject material or related material has undergone prior review in the office and recommends to the office director supervisor the appropriate staff to conduct the review. Where material is determined to be misrouted, incumbent determines proper routing with minimal supervisory involvement.
3. Drafts correspondence on their own initiative or at the direction of the supervisor in response to public inquiries of a general nature concerning programs of the office or the specific activities of the office.
4. Assembles and organizes facts, data and information on programs as background for meetings, hearings, briefings, and reports. Systematically organizes information into tables and charts useful for analytical and management purposes. Assists in providing logistical support for briefings of individuals and organizations.
5. Responsible for providing administrative support for the office. This includes preparation of travel authorizations and vouchers after completion of trips. Responsible for assessing office's supply and equipment needs, preparing requisitions and necessary and tracking status of supply and equipment orders.
6. Manages log of meetings between office staff and outside groups to assure there are no scheduling conflicts or inefficiencies. The incoming is responsible for maintaining this record on the automated calendar established for the office. -

## **PROG SUPRT ASST (OFFICE AUTOMATION), GS-0303-07**

7. Provide contract administrative support to the supervisor and others serving as Government Technical Representative [GTR] for contracts administered by the office. This includes maintaining official contract files and tracking status of contract task orders, reports and drawdowns for the GTRs.

8. Responsible for time and attendance reporting, prepares time and attendance reports for other office personnel as directed.

9. Responsible for performing tasks related to word processing for the office, - including preparing, assembling, and proofreading correspondence, reports, and manuscripts in a manner consistent with established formats and guidelines.

10. Serves as a point of contact with outside parties, and, as such, are responsible for accurately routing inquiries to the proper staff within or outside of the office.

### **Factor 1, Knowledge Required by the Position**

Knowledge of Departmental procedures, policies, priorities, program goals, organization and functions of the office necessary to coordinate the procedural work within the office, as well as coordinate work with other offices centers and agencies. This includes the knowledge of how to obtain and monitor the full range of support services, such as requisition of supplies, maintenance and printing services, and various types of personnel and training actions. This also includes the ability to perform non-routine assignments, drafting brief responses to routine correspondence, and locating information in files and preparing summary reports.

Skill in operating work processing equipment, spreadsheet programs, graphics packages, desktop publishing and data base programs. Overall understanding of objectives as well as planning and other judgmental factors which must be used in completing statistical and financial data and tables from hand written drafts where the format is complicated, involves numerous columns, subdivisions and varied indentations.

Knowledge of grammar, spelling, punctuation and required formats sufficient to recognize and correct errors in correspondence and reports.

Knowledge of the organization functions and procedures of the Department to perform such duties as mail distribution and control, refer phone calls, receive and or refer visitors and provide general information.

Ability to understand assignments, do productive and accurate work, make sound judgments within the area of responsibility, solve problems in reasonable and logical ways and have a general ability to plan, organize, and carry out routine and recurring assignments on a timely basis with only general supervision.

Ability to effectively deal with frequent interruptions and changing priorities among multiple activities which require quick and effective action under conditions of heavy pressure; anticipate necessary actions or develop appropriate information as may be required; and have no difficulty in adjusting multiple assignments around top priority assignments.

### **Factor 2, Supervisory Controls**

The incumbent performs various office management duties under the direction of the supervisor, who provides general instructions for performing assignments. The incumbent is expected to operate independently on most assignments, including routine and recurring duties. Completed work is reviewed for compliance with special instructions, accuracy, quality, compliance with general

## **PROG SUPRT ASST (OFFICE AUTOMATION), GS-0303-07**

guidance, conformation with established policies and procedures, and the timely accomplishment of assignments.

### **Factor 3, Guidelines**

The incumbent is guided primarily by oral handwritten instructions or rough drafts of material, handbooks, manuals, dictionaries and established policies together with the interests and views of the Director staff in carrying out the assigned duties. The incumbent must frequently interpret and adapt the general guidelines to specific problems utilizing their own initiative.

### **Factor 4, Complexity**

The incumbent performs all of the administrative and clerical activities for staff to which assigned, including preparation and maintenance of time and leave records and other various administrative reports. Provides liaison with the Administrative Officer and or payroll office as appropriate. Coordinates administrative activities with any other division in the office. The incumbent is responsible for providing contract administration support for the Director and appropriate staff, which includes maintaining official contract files and a status report system covering contract reports and drawdowns.

Decisions regarding what needs to be done and how it should be done are based on a knowledge of the duties, priorities, commitments, policies and program goals of the office and staff. This requires an analysis of the issues involved for each assignment to ascertain the most effective way to accomplish the task.

### **Factor 5, Scope and Effect**

The incumbent assures that all the administrative, clerical and contract management requirements are accomplished effectively in accordance with established procedures, thereby allowing the director and staff to concentrate on managing the policy development and evaluation functions of the office. The incumbent's work has an effect on the timeliness and accuracy of projects being performed by higher-graded employees, often taking the form of fact- finding, routine problems analysis as well as monitoring and reporting on various aspects of the office's functions.

### **Factor 6, Personal Contacts**

Personal contracts may be with the Director, Deputy Director, Division Director, Supervisor and or other higher-graded office staff as well as with other Offices Centers within the Department, as well as outside agencies as appropriate.

### **Factor 7, Purpose of Contacts**

The purpose of personal contacts is to solve mutual problems and attain mutual objectives in order to facilitate expedite the performance of such duties as office administrative and clerical functions, obtaining and furnishing factual information to be used in policy and evaluation analyses as well as monitoring and reporting on contract management status and other priority Center work.

### **Factor 8, Physical Demands**

The work is usually sedentary and involves sitting comfortably to accomplish most tasks. No special physical demands are required.

### **Factor 9, Work Environment**

The work involves normal risks or discomforts associated with working in an adequately lighted and

**PROG SUPRT ASST (OFFICE AUTOMATION), GS-0303-07**

ventilated office environment.

Work is assigned in terms of objectives, priorities, and deadlines. The employee independently plans and completes each project, with the supervisor being informed of unusual situations and evaluates completed work for completeness and accuracy. Promotion is based on satisfactory performance of assigned duties, and availability of work at the higher level. This is not a complete PD without the full performance PD attached.

The supervisor makes assignments by defining objectives, priorities, and deadlines. The employee independently gathers data, prepares reports, and makes recommendations consistent with normal practice, using experience in solving problems and handling unusual occurrences. Completed work is evaluated for appropriateness. Promotion is based on satisfactory performance of assigned duties, and availability of work at the higher level. This is not a complete PD without the full performance PD attached.

**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**

1-4	550
2-3	275
3-3	275
4-3	150
5-2	75
6-2	25
7-2	50
8-1	5
9-1	5

Total 1410 = GS-7 (1355 - 1600)