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Clerk GS-303-2

INTRODUCTION This position is established within the organizational structure listed on the attached cover sheet (AD-332). The incumbent of this position provides general clerical assistance. The following is typical of assigned duties: **DUTIES AND** A. Answers telephone and takes messages or refers calls to RESPONSIBILITIES B. Time-stamps and routes mail within the office. C. Arranges and files items alphabetically, numerically, or according to assigned subject classification. D. Performs routine searches for specifically identified material. E. Tabulates or posts data from source documents to work sheets or other records. F. Performs support duties (keeping time and attendance records, photocopying, collating, messenger service, etc.). Performs other duties as assigned. Factor 1 Knowledge of general office procedures. KNOWLEDGE REQUIRED Knowledge of basic filing and mail control procedures. Knowledge of the organization's terminology and workflow. Factor 2 The supervisor provides continuing or individual assignments SUPERVISORY by indicating generally what is to be done, limitations, quality CONTROLS and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source materials available. The incumbent uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by

Factor 3 GUIDELINES

Specific detailed guidelines covering all important aspects of the assignment are provided to the incumbent.

The supervisor ensures that finished work and methods used are technically accurate and comply with instructions and procedures. Review of work increases with more difficult assignments if the incumbent has not previously performed similar work.

instructions to the supervisor for decision or help.

The incumbent works in strict adherence to the guidelines; deviations must be authorized by supervisor.

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Factor 4 COMPLEXITY	The work consists of duties that are clear-cut and directly related. There is little or no choice to be made in deciding what needs to be done. Work is quickly mastered. The work involves the performance of specific, routine operations that include a few separate tasks or procedures.						
Factor 5 SCOPE AND EFFECT							
EFFECT	The work product or service is required to facilitate the work of others; however, it has little impact beyond the immediate organizational unit or beyond the timely provision of limited services to others.						
Factor 6 PERSONAL CONTACTS	Contacts are with employees within the immediate organization and in related or support units.						
Factor 7 PURPOSE OF CONTACTS	Contacts are for the purpose of obtaining, clarifying, or giving factual information.						
Factor 8 PHYSICAL DEMANDS	The work is sedentary; however, there may be some walking, stooping, bending, or carrying of light items.						
Factor 9 WORK ENVIRONMENT	Work is performed in an office setting.						