

REASON FOR THIS POSITION

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8)	3. REPLACES PD NUMBER (8)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

POSITION DESCRIPTION COVER SHEET

RECOMMENDED

4. TITLE PROGRAM ASSISTANT	5. PAY PLAN (2) GS	6. SERIES (4) 0303	7. GRADE (2) 07
8. WORKING TITLE (Optional)	9. INCUMBENT (Optional)		

OFFICIAL

10. TITLE
PROGRAM SUPPORT ASSISTANT (OFFICE AUTOMATION)

11. PP (2) GS	12. SERIES (4) 0303	13. FUNC.(2)	14. GRADE(2) 07	15. DATE (mm/dd/yyyy) 11-26-2001	16. MA <input checked="" type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) William A. Boykins
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18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th
2nd Office of the Field Director	6th
3rd	7th
4th	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	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE <i>Pamela H. Patenaude</i>	23. DATE (mm/dd/yyyy)
21. SUPERVISOR'S NAME Pamela H. Patenaude	24. SECOND LEVEL SUPERVISOR'S NAME Pamela H. Patenaude		
21a. SUPERVISOR'S TITLE	24a. SECOND LEVEL SUPERVISOR'S TITLE Assistant Deputy Assistant Secretary for Field Policy & Mgt.		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BNK	26. POINTS	FACTOR	25. FLD/BNK	26. POINTS	
1. Knowledge Required	1-4	550	6. Personal Contacts	6-2	25	
2. Supervisory Controls	2-3	275	7. Purpose of Contacts	7-2	50	
3. Guidelines	3-3	275	8. Physical Demands	8-1	5	
4. Complexity	4-3	150	9. Work Environment	9-1	5	
5. Scope and Effect	5-3	150	TOTAL POINTS		1485	
					GRADE	07

CLASSIFICATION CERTIFICATION
I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>William A. Boykins</i>	30. DATE (mm/dd/yyyy) 11-26-01
31. NAME William A. Boykins	31a. TITLE Personnel Management Specialist

32. REMARKS Non-Exempt from FLSA and Bargaining Unit	33. OPM CERTIFICATION NUMBER
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**PROGRAM SUPPORT ASSISTANT (OFFICE AUTOMATION)
GS-0303-07**

INTRODUCTION

This position is located in the immediate office of the Regional Director (RD) or the Field Office Director (FOD). The incumbent performs a variety of administrative and technical support functions and duties that are important to the work of the organization.

Incumbent utilizes a basic understanding of operations of the office to perform work of a general program clerical, secretarial, or office support nature, and/or provides direct support of an administrative area or technical program. Performs general program support such as the collection, compilation, research, and/or tracking of data and program information for one or more agency programs, or to a variety of technical and/or program specialists in support of the line programs of an agency.

MAJOR DUTIES AND RESPONSIBILITIES:

The incumbent coordinates the logistics of high-level meetings for the Field Office Director; supports meetings with other program areas; assists in coordination of programs within the office; and provides customer service to external clients. Specifically the incumbent:

1. Coordinates responses to other offices within the field office regarding program issues. Directs client groups and other state, local and government agencies to the appropriate parties to respond to questions related to program policies and requirements.
2. Serves as initial point of contact with telephone and walk-in customers (serves as receptionists)
3. Serves as the backup for Freedom of Information Act (FOIA) coordination activities and manages the ACORN system.
4. Responds to inquiries. Maintains, organizes, and disseminates information.
5. Assists in managing, tracking, and monitoring systems for improving the organization in resolving programmatic, administrative, and workload problems.
6. Serves as the backup for monitoring responses to Congressional inquiries. Coordinates preliminary and follow-up actions as necessary. Maintains internal

**PROGRAM SUPPORT ASSISTANT (OFFICE AUTOMATION) GS-0303-7
(CONT'D)**

controls to accurately track all controlled mail inquiries and responses, and enters them into appropriate tracking systems to ensure deadlines are met.

7. Assists in organizing presentations and provides necessary support for maximum effectiveness.
8. Provides support to the office and for special projects related to developing interest in HUD programs, identifying community needs, assisting housing providers and implementing Secretarial priorities.
9. Receives, screens, and distributes the mail and other incoming documents.
10. Ensures that timecards and other automated documents are prepared accurately to meet the standards and deadlines established by the Department; maintains and processes time and attendance records for the staff.
11. Establishes and maintains current customer service desktop databases.
12. Prepares daily/weekly compilation of media slips (offices that have public affairs positions).
13. Performs office automation duties using such software applications as electronic mail, desktop publishing, calendar, spreadsheet, database, and/or graphics.

Performs other related duties as assigned.

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

- Basic knowledge of department organizations and selected program operations and procedures.
- Basic knowledge of office policies, operational directives, and latest distribution requirements for reports, correspondence, and data that require extended training and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide variety of problems.
- Practical knowledge to analyze program data, collect and assemble information necessary to prepare reports

**PROGRAM SUPPORT ASSISTANT (OFFICE AUTOMATION) GS-0303-7
(CONT'D)**

- Experience in operating calculators, general office equipment, and personal computers.
- Knowledge of office automation hardware and software sufficient to create, manipulate and modify files, create databases, spreadsheets and graphics, and create, receive and send electronic mail.
- Ability to communicate orally and in writing.

FACTOR 2 – SUPERVISORY CONTROLS

The incumbent works under general supervision. The supervisor assigns work by defining objectives, priorities, and deadlines. The incumbent plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted practices. Completed work is reviewed 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 consist of standard reference materials including statutory provisions, regulations, program handbooks and operations procedures; both written and oral. These guides may not be completely applicable to the work or have gaps in specificity. The incumbent uses interpretation and judgment in interpreting and adapting the guidelines for application to specific cases or problems.

FACTOR 4 - COMPLEXITY

Assignments consist of various duties involving different and unrelated processes and methods in personally assisting the supervisor to perform his/her functions. The incumbent must identify and understand the interrelationships between the various procedures and controls; between the various program and administrative operations of the office; and between the program operations of the office and its various clients.

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(CONT'D)**

FACTOR 5 – SCOPE AND EFFECT

The purpose of the work is to carry out specific procedures, which ensure effective operation of the program. The work affects the accuracy and reliability of further processes. The position relieves the supervisor of various routine and administrative work items and ensures that the work conforms to the appropriate policies and procedures.

FACTOR 6 – PERSONAL CONTACTS

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted are engaged in different functions, missions, and kinds of work than are people in the serviced organizations. Visitors and callers contact the office or are contacted by the office for several different purposes: to receive one of several services, or to find several kinds of information. The incumbent must clarify the reason for the contact with the office.

FACTOR 7 – PURPOSE OF CONTACTS

The purpose is to plan, coordinate, or advise work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

FACTOR 8 – PHYSICAL DEMANDS

The work is sedentary. Some work may require walking, standing, bending, and carrying of light items such as books and files.

FACTOR 9 – WORK ENVIRONMENT

The work is performed in a typical office setting.

NOTE: Position is at the full performance level.