

**REASON FOR THIS POSITION**

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER

**POSITION DESCRIPTION COVER SHEET**

**RECOMMENDED**

4. TITLE	6. PAY PLAN	8. SERIES	7. GRADE
WORKING TITLE (Optional)	9. INCUMBENT (OPTIONAL)		

**OFFICIAL**

10. TITLE  
Support Services Specialist (Team Leader)

11. PP	12. SERIES	13. FUNC	14. GRADE	15. DATE	16. I/A	17. CLASSIFIER
GS	342		13		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

**18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)**

1 <sup>st</sup> Department of Housing and Urban Development	5th
2 <sup>nd</sup> Administrative Service Center 1--New York	6th
3 <sup>rd</sup> Administrative Resources Division	7th
4 <sup>th</sup>	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	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
SUPERVISOR'S NAME AND TITLE		<i>Sharman R. Lancefield</i>	4.10.98
		24. SECOND SUPERVISOR'S NAME AND TITLE Sharman R. Lancefield, Director Administrative Service Center 1	

**FACTOR EVALUATION SYSTEM**

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. 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	30. DATE
<i>Gary Lyman</i>	4/10/98
31. NAME AND TITLE Gary Lyman, Chief, Staffing and Classification Branch, HRD, ASC 1	

REMARKS	33. OPM CERTIFICATION NUMBER

**SUPPORT SERVICES SPECIALIST (Team Leader)**  
**GS-342-13**

**I. INTRODUCTION**

This position is located in the Administrative Service Center (ASC), Administrative Resources Division (ARD). The incumbent serves as a principal technical resource and and serves as a team leader for staff responsible for analyzing, planning, implementing and performing a variety of administrative services in the ARD jurisdiction, utilizing the ACRS system, personal contacts and Division-wide procedures. These assignments cover a full range of administrative support functions relating to the mission of the division. Actual assignments in particular functional areas will vary depending upon the identified mission requirements of the team; however the employees led are each assigned a multi-office portfolio with geographically dispersed offices.

**II. DUTIES AND RESPONSIBILITIES**

In order to provide the full range of administrative support functions, formal and/or ad hoc teams of support services specialists are established. The incumbent serves as team leader with responsibility for directing the day-to-day activities of the team, including distribution and balancing of workload, tracking work progress and status, estimating and reporting on work completion, instructing staff as needed, responding to and assisting with technical issues and problems, reporting on work performance and training needs, etc.

The incumbent personally performs the tasks identified below, and directs the work of team members performing similar or identical tasks. The incumbent is not responsible for performing any tasks typically identified as supervisory in nature such as assigning actual performance elements or rating employees' performance, although he/she may approve leave for short periods of time.

The incumbent participates in goal setting for the entire ARD jurisdiction, monitoring performance, establishing procedures and reviewing and interpreting changes in regulations and policies. Provides advice and assistance to operating officials and program managers, devising and implementing new systems, performing studies and reviewing operations.

**PROPERTY MANAGEMENT**

Analyzes property needs of field offices. Determines proper level of furniture and equipment and takes action to bring the office to the level either through procurement, transfer, or disposal, as appropriate. Negotiates with managers to accomplish these actions. Maintains accountability of inventory, processes all required documents relating to transactions, prepares reports on property management program for the General Services Administration and HUD Headquarters, as required.

## **TRANSPORTATION MANAGEMENT**

Administers transportation activities for assigned offices, primarily the use of GSA vehicles, but also activities such as parking, leased or rented vehicles, transit subsidies, and other transportation related activities. Establishes systems for and monitors the assignment and use of GSA vehicles and transit subsidy program. Determines over and under utilization, determines assignments or resolves assignment problems, etc. Prepares reports for submission to GSA, HUD Headquarters and the ARD.

## **SAFETY & HEALTH**

Coordinates the field office Safety & Health Program. Performs health & safety inspections, receives and reviews incident and accident reports, investigates and identifies causes and resolves problems. Negotiates with GSA and other agencies concerning health & safety issues, establishes procedures for adhering to safety programs, coordinates wellness programs, represents management on union and inter-agency Health & Safety Committees. Prepares reports and conducts studies as assigned.

## **FACILITIES MANAGEMENT**

Coordinates building management activities with GSA and lessors to insure that adequate services and facilities are provided. Evaluates adequacy of building management, maintenance and operations. Reviews and responds to requests for action on facility issues such as relocation of electrical/telephone outlets, inadequate maintenance, heating or air-conditioning, health and safety, etc. Takes or recommends actions to respond to building related needs. Monitors funding levels. Prepares reports. Monitors space alteration projects in the field office in conjunction with ARD Project Management Specialist for specific projects.

## **COMMUNICATIONS**

Reviews requests from program units in state and area offices for additional services and/or equipment. Coordinates the ordering and installation of telephone services with GSA, commercial utilities. Reviews billings and resolves discrepancies. Monitors and analyzes field office communications use, prepares reports and recommends or takes action to resolve problems. Maintains the electronic telecommunication system in the office, where applicable.

## **SMALL PURCHASES**

Administers and/performs work involving the procurement of supplies and services to support the operation of state or area office. Participates in the evaluation proposals for purchases within the ARD authority up to \$100,000 open market and unlimited GSA schedule, local office contracts for service, and monitors GSA schedule contracts for compliance. Establishes operating procedures for obtaining products and services, resolves problems and prepares reports on procurement activities.

## **IMPREST FUND**

In some offices, the incumbent may serve as an Imprest Fund Cashier. Issues monies for travel advances and reimbursements for the procurement of a variety of products and services in accordance with the U.S. Treasury and HUD regulations.

## **RECORDS MANAGEMENT**

Maintains records management systems, including monitoring the retention, retirement and disposal of records; making records surveys; and coordinating records services with the National Archives and Records Services.

As assigned, serves on or contributes input to task groups studying new and improved methods in various functional areas.

## **KNOWLEDGE REQUIRED**

Analytical ability

Ability to control, schedule, assign and review work and segments of projects.

Knowledge of methods used to gather, analyze, and evaluate information concerning administrative management process.

Knowledge of operations and support services requirement of HUD organizations.

Knowledge of operational and performance characteristics of telecommunications equipment.

Knowledge of property management program requirements.

Knowledge of transportation management program requirements and procedures.

Knowledge of procurement practices, contracting methods, and of business and industry practices, sources of supply, cost and requirement factors.

Knowledge of budget administration practices.

Ability to meet and deal effectively with employees at all levels of the organization.

Skill in oral and written communications.

## SUPERVISORY CONTROLS

The incumbent works under the general supervision of the Branch Chief whose duty station may be elsewhere. Assignments are made in terms of general functional and geographic responsibilities and the incumbent independently plans the projects, developing analytical methods and study procedures, deviating from accepted practices to the extent required by the nature of the project. The incumbent interprets policies, adapts guides, and modifies standard practices and procedures to resolve problems for which there is a lack of or for which present instructions are inadequate. The incumbent resolves most problems as they arise referring only the most difficult issues and controversies to a supervisor (who may be geographically removed) with recommended actions. Completed work is reviewed for overall approach, overall effectiveness, adequacy of results achieved and compliance with policies and assignment objectives.