0326,Office Automation Clerk,GS-02

PD Tracking Number 0000004

Major Duties
Uses basic word processing software functions and procedures to produce standard documents and to perform miscellaneous clerical support.

Applies typing skill and knowledge of a limited range of basic functions and procedures of word processing software to create, copy, edit, and print a variety of standardized documents. Transmits and receives electronic mail.

Prepares standardized documents in draft or final form from detailed procedural instructions. Checks accuracy of spelling, punctuation, grammar, and format.

Processes incoming mail. Receives telephone calls and visitors. Provides assistance and information for simple routine requests. Refers inquiries to higher grade employee. Takes and delivers messages for staff members who are unavailable.

Prepares and maintains office records. Orders office supplies as requested by other staff members.

Factor Statements
FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION (Level 1-2, 200 points)
- Knowledge of office automation software to perform basic functions and processing procedures such as producing letters and memos, arranging tabulated data, performing editing functions, storing and retrieving electronic documents or files, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary, entering data into a predefined spreadsheet or database, retrieving data from specified electronic records, and transmitting and receiving electronic mail.

- Knowledge of grammar, spelling, capitalization, punctuation, and general terminology necessary to prepare documents from handwritten drafts into final form.

- Knowledge of common clerical practices and procedures applicable to the processing of forms and requests used in various office support tasks, such as office supply requisitioning.

- Skill in operating standard office equipment, such as electric/electronic typewriters, copiers, fax machines, and office automation systems (i.e., word processing), to perform basic functions in office automation support. A fully qualified typist is required.

- Ability to read and interpret general procedural guidelines, including software user manuals, correspondence procedures, and style manuals.

FACTOR 2, SUPERVISORY CONTROLS(Level 2-1, 25 points)
Clear and detailed instructions are provided for all tasks assigned. Work is closely reviewed for accuracy and completeness.

FACTOR 3, GUIDELINES (Level 3-1, 25 points)
Detailed procedural guidelines, instructions, and samples covering all aspects of the work are available. Any problem encountered in selecting or applying the guidelines is referred to the supervisor or an experienced worker. Employee adheres to guidelines without deviation.

FACTOR 4, COMPLEXITY (Level 4-1, 25 points)
The work is clear-cut and relatively simple. Employee has little or no choice of action.

FACTOR 5, SCOPE AND EFFECT (Level 5-1, 25 points)
The work involves routine tasks that affect the work of higher graded employees in the work unit.

FACTOR 6, PERSONAL CONTACTS (Level 1/A, 30 points)
Personal contacts are with employees within the immediate organization.

FACTOR 7, PURPOSE OF CONTACTS
Purpose of contacts is to obtain, clarify, or provide factual information.

FACTOR 8, PHYSICAL DEMANDS (Level 8-1, 5 points)
The work is sedentary. May require some walking, standing, bending, or lifting of light items.

FACTOR 9, PHYSICAL DEMANDS (Level 9-1, 5 points)
The work is performed in a typical office setting.

TOTAL POINTS - 340
GRADE CONVERSION - GS-02

Office Automation Clerical and Assistance Series, GS-326, 11/90
Office Automation Grade Evaluation Guide, 11/90
(Source Document Std PD S0202)