

PD Tracking Number 0000005

Major Duties

This position performs basic recurring word processing software functions and procedures to produce documents and to perform miscellaneous clerical support.

Uses basic functions of office automation word processing software and electronic mail to create, copy, edit, and print a variety of standardized documents.

Prepares standardized documents from rough draft and/or oral instructions. Composes clear, specific responses to routine inquiries. Types correspondence and reports into proper format in accordance with established guidelines for review by authors. Proofreads/edits correspondence and documents for correct grammar, spelling, capitalization, punctuation, and format.

Processes, routes, and distributes incoming mail to appropriate individuals.

Receives and directs telephone calls or visitors. Personally answers routine, nontechnical requests for information such as status of reports, suspense dates, and similar readily available information. Takes and delivers messages for staff members who are unavailable.

Prepares and maintains office records. Locates items in files and searches for missing or incorrectly filed items. Disposes of office records/files in accordance with established regulations and procedures. Updates and enters data into electronic files or systems. Maintains and 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 or electronic drafts into final form.

- Knowledge of common clerical practices and procedures applicable to the processing of forms and requests used in 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 of 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 2-2, 125 points)

The supervisor provides general instructions in the form of priorities, deadlines, or quantity. For new or more difficult work, more specific instructions are provided. Employee works independently in carrying out familiar assignments in accordance with previous instructions. Completed work is usually checked for compliance with office procedures or instructions, technical accuracy, and appearance.

FACTOR 3 - GUIDELINES (Level 3-2, 125 points)

Guidelines consist of manufacturer's manuals and tutorials for users, agency correspondence procedures, style manuals, technical dictionaries, etc. Employee uses judgment in locating and selecting the most appropriate guidelines, references, and procedures. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

FACTOR 4 - COMPLEXITY (Level 4-2, 75 points)

Assignments consist of a variety of tasks that involve several related steps. Processing steps and procedures required to complete assignments are varied and numerous. Factors considered in identifying what needs to be done and in performing assignments are straightforward and factual.

FACTOR 5 - SCOPE AND EFFECT (Level 5-1, 25 points)

The work involves routine tasks that affect the work of others in the office.

FACTOR 6 - PERSONAL CONTACTS (Level 1/A, 30 points)

Contacts are with employees within the immediate area.

FACTOR 7 - PURPOSE OF CONTACTS

Purpose of contacts is to exchange information and obtaining clarification on work processes.

FACTOR 8 - PHYSICAL DEMANDS (Level 8-1, 5 points)

The work is sedentary. May require some walking, standing, bending, carrying and/or lifting of light items like papers or books.

FACTOR 9 - WORK ENVIRONMENT (Level 9-1, 5 points)

The work is performed in a typical office setting, requiring the use of normal safety precautions necessary for an office environment.

TOTAL POINTS - 590

GRADE CONVERSION - GS-03

Office Automation Clerical and Assistance Series, GS-326, 11/90

Office Automation Grade Evaluation Guide, 11/90

(Source Document Std PD S0203)

