

PD Tracking Number 0000033

Major Duties

Serves as secretary and personal assistant to the supervisor, providing a wide range of staff assistance to the supervisor, and if applicable, to other office staff members. Based on knowledge of the supervisor's views, preferences, and policies provides accurate and timely advice on procedures, reports, requirements, and other matters necessary to implement the office policies, directives, and instructions. Facilitates the performance of the supervisor's work by relaying information and requests to officials within and outside the organization.

Responds to a variety of substantive requests for program, budget, and statistical information. Searches through files and drafts explanatory narratives and summaries in a clear, concise, and logical manner on the basis of the unique information needs of internal and external requesters. Conducts personal inquiries or searches in order to ascertain facts through discussions with individuals, research in files, and/or through other sources. Independently interprets and replies to non-routine requests and reporting requirements or arranges for a response from the appropriate staff members.

Receives and manages office calls, email, visitors, and correspondence. Maintains the supervisor's calendar. Schedules appointments on own initiative based on personal knowledge of supervisor's workload and current issues of importance. Reviews incoming correspondence, determines necessary action, routes and tracks items, and follows up on requests that can be handled personally. Brings significant items to the supervisor's attention. From verbal or written instructions composes letters or memos for the supervisor or other appropriate signature. Screens publications, directives, and periodicals; and brings issuances of significance to the supervisor's attention. Reviews all outgoing correspondence, documents, and reports for proper format, grammar, and conformance with established policy. Exercises judgment to serve as a buffer and liaison between the supervisor and other personnel based on written and unwritten office policy and practices. Demonstrates considerable independence and judgment in 1) managing and prioritizing office communications and workflow, 2) determining action for a wide variety of situations and conflicts to facilitate timely accomplishment of office goals and commitments, and 3) making changes or suggestions to office products to assure quality of content.

Plans and organizes meetings, conferences, and workshops. Prepares agenda items; notifies participants; arranges luncheons and other social activities; develops background information; arranges for meeting space, speakers, clerical support, and a myriad of related logistical details that are vital to the accomplishment of conference objectives. Attends and records the minutes at meetings, summarizes points and issues discussed, distributes the minutes, and follows up on commitments.

Develops and maintains various automated data bases, spreadsheets, and graphics in support of office activities and operations. Types a variety of letters, memoranda and reports in required correspondence and/or publication formats.

Performs a variety of clerical and administrative support tasks. Makes travel arrangements, organizes and maintains the office filing system, procures supplies and equipment, and performs other tasks necessary to meet office support needs.

If the office has subordinate clerical and secretarial staff members, incumbent assists these employees with procedural aspects of the work. Monitors and reviews workflow. Shifts work assignments when necessary to accommodate fluctuating workload.

Factor Statements

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION (Level 1-4 KT-III, 550 points)

- Knowledge of the organization, mission, and functions of the office to which assigned in order to effectively coordinate work and to gather and organize program information.
- Knowledge of the duties, priorities, commitments, policies, and goals of the supervisor (and support staff, if applicable) in order to perform non-routine assignments such as independently noting and following up on commitments.
- Skill in planning, organizing, and coordinating work activities.
- Skill in compiling and summarizing information.
- Knowledge of correspondence procedures and publication guidelines pertaining to the style and format of documents.
- Knowledge of office procedures and related administrative requirements in order to establish approaches for efficient office management, make travel arrangements, procure supplies and equipment, and meet other office support needs.
- Skill in operating a personal computer and utilizing office automation software for word processing, data base management, and/or graphics preparation. A qualified typist is required.
- Skill in interpersonal working relationships in order to resolve work-related difficulties.

WORK SITUATION B

Check one of the following:

{ } The office is organized into subordinate segments. Direction of the staff is exercised through intermediate supervisors. Subordinate groups in the office differ from each other in aspects such as subject matter, functions, relationships with other organizations, and administrative requirements. There is a system of formal internal procedures and administrative controls. Coordination among subordinate units requires continuous attention.

{ } The office is relatively small but includes program, activities, and /or operations that require extensive coordination outside the organization, including the establishment of procedures and administrative controls that are comparable to those found in larger and more complex organizations.

FACTOR 2 - SUPERVISORY CONTROLS (Level 2-3, 275 points)

The supervisor assigns work in terms of overall objectives and priorities, and assists the secretary with some special assignments. The incumbent works independently, handling problems and deviations in accordance with established instructions, priorities, policies, and accepted practices. Work is reviewed for overall adequacy and appropriateness.

FACTOR 3 - GUIDELINES (Level 3-3, 275 points)

Guidelines include the USGS correspondence guidance, GPO Style Manual, Suggestions to Authors, and other written and unwritten office policies and procedures. While written procedural instructions and general policy guidelines are available, situations often occur where guidelines are not specific, requiring the incumbent to make judgments based on a knowledge of the organization, programmatic needs, and priorities of the supervisor and/or other staff members.

FACTOR 4 - COMPLEXITY (Level 4-3, 150 points)

The incumbent coordinates and controls a variety of secretarial and related administrative work. The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done require analyzing the subject matter, phase, or issues involved in assignments (e.g., assembling information from various reports requiring identification of relevant information from files and other sources).

FACTOR 5 - SCOPE AND EFFECT (Level 5-2, 75 points)

The purpose of the position is to provide secretarial assistance to the supervisor and to ensure that secretarial and administrative procedures and controls in the office are applied appropriately. Work impacts the accuracy and reliability of office work.

FACTOR 6 - PERSONAL CONTACTS (Level 6-3, 60 points)

Contacts include employees, supervisors, and managers within the agency; employees from other Federal and State agencies, private firms, and academia; and the general public.

FACTOR 7 - PURPOSE OF CONTACTS (Level 7-2, 50 points)

Purpose of the contacts are to plan and coordinate work, exchange information, advise on office requirements, and resolve operating problems.

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

The work is primarily sedentary.

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

The work is performed in an office setting.

TOTAL POINTS - 1445

GRADE CONVERSION - GS-7

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