

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

502-5291-0

2. Reason for Submission

- Redescription  New
- Reestablishment  Other

Explanation (Show any positions replaced)

Redescribes PD 5291-0 for Program Support Clerk (OA) GS-0303-05, dated 04/22/05

3. Service

- Hdqtrs
- Field

4. Employing Office Location  
Alexandria, LA

5. Duty Station  
502

6. OPM Certification No.

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel  Employment and Payroll Records

9. Subject to IA Action  
 Yes  No

10. Position Status  
 Competitive  
 Excepted (Specify) \_\_\_\_\_  
 SES (Gen.)  SES (CR)

11. Position is:  
 Supervisory  
 Managerial  
 Neither

12. Sensitivity  
 1-High  
 2-Medium  
 3-Critical  
 4-Excluded

13. Comparative Level Code  
T14

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Grd	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Support Assistant (Steno/OA)	GS	0303	06	NA	08/05/10
e. Recommended by Supervisor or Training Officer	Voluntary Service Program Assistant	GS	0303	6		

16. Organization Title of Position (If different from the official title)  
Same

17. Name of Employee (If vacant, specify)

18. Department, Agency, or Establishment  
Department of Veterans Affairs

a. First Subdivision  
Medical Center

c. Third Subdivision  
Office of Public and Community Affairs

b. Second Subdivision  
Office of the Director

d. Fourth Subdivision

e. Fifth Subdivision

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee (optional)

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that this 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 statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor  
Tammie Arnold, Public Affairs Officer

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
Bryan T. Bayley, MHA, FACHE, Acting Medical Center

Signature: *Tammie Arnold* Date: 01/02/2010

Signature: *Bryan T. Bayley* Date: 7/2/10

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as requested by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position  
Ref. (a) OPM/PCS Misc. Clerk and Asst Series, GS-0303, TS-37 Nov 1979 & TS-34 Jan 1979; Ref. (b) OPM/PCS for GLG for Clerical and Asst Work, TS-91 Jun 1989; Ref. (c) OPM/PCS Office Automation Grade Evaluation Guide, TS-100 Nov 1990.

Typed Name and Title of Official Taking Action  
Raymond L. Sandifer, Supr HR Specialist (Classification)  
V 16 CCT Houston, TX

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on execution from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Signature: *Raymond L. Sandifer* Date: 08/05/10

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks  
Full performance level.

25. Description of Major Duties and Responsibilities (See Attached)

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**POSITION DESCRIPTION  
PROGRAM SUPPORT ASSISTANT (STENO/OA)  
GS-0303-06**

**INTRODUCTION**

The incumbent serves as a Voluntary Service Program Assistant in the Office of Community and Public Affairs, which has an overall goal of supporting the medical centers vision of enhancing relationships within the community. Incumbent is responsible for providing secretarial and program support for all of the functions for the VA Voluntary Service (VAVS) program. Incumbent reports directly to the Chief, Office of Community and Public Affairs. Voluntary Service operates as an independent service reporting directly to the Director.

Voluntary Service is a complex work unit, which routinely requires extensive coordination and communication outside this Medical Center including VA Central Office, Veteran Service Organizations, businesses, schools, and other community organizations. In fiscal year 2009, the VAVS program had 256 volunteers donating approximately 29,000 hours and \$100,000 in monetary and non monetary donations.

**MAJOR DUTIES**

Assists the Chief, Office of Community and Public Affairs by receiving visitors, inquiries, and numerous telephone calls. Refers business requiring specific program area response to the appropriate official, determines nature of calls or business of visitors as necessary.

Answers incoming telephone calls and has the authority to provide general information to callers on routine program issues. When calls are for an official who is not available, incumbent will notify the caller and ask to take a message; ensures phone messages are written with clear, complete, and accurate information necessary to return the call. Also takes messages from voice mail.

Receives and reviews all incoming mail, correspondence, publications, memos, regulations, and directives pertaining to Voluntary Service operations. Sorts and distributes items accordingly; determines which items should be brought to the immediate attention of the Chief.

Independently initiates, develops, types, and prepares a significant amount of correspondence including thank you letters for donations and invitations for events. Reviews all outgoing correspondence for accurate spelling, format, grammar, punctuation, factual correctness, attachments, dates, signature, complete addresses, appropriate envelopes, and destinations prior to being sent. Ensures corrective action is taken as needed and when appropriate. A qualified typist is required.

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Serves as the official recorder for the quarterly VAVS Committee meetings. This includes taking notes, transcribing using a recorder, notes, or hand-written drafts, Ensures minutes are accurately typed using correct format, properly routed for signature, corrections made as necessary, promptly taken to reproduction, and mailed to all national and local recipients within established time frames. A qualified stenographer is required.

Composes routine correspondence based on brief oral statements as necessary. Takes and transcribes dictation consisting of letters, memoranda minutes of meetings, and other reports.

Maintains accurate and current records for the automated Voluntary Services System (VSS) Timekeeping System for all volunteers. This includes processing daily data entry of volunteer applications; regular and occasional volunteer hours, changes of volunteer personal information and awards.

Serves as Control Point Clerk for all 12 General Post Funds assigned to Voluntary Service. Enters new 2237 purchase order requests in computer for supplies or to pay vendors for services. Incumbent is responsible for ordering and securing all supplies needed for the Service. Uses process stores system to order items from warehouse; also initiates computer work order requests for maintenance, repairs, and auditorium/room set-ups for the service.

Serves as purchase cardholder and is responsible for

- a. Attending appropriate training and signing VA Form 0242, to become the contracting officer of record for micro-purchases made with the card. NOTE: The purchase limits of warranted (including prosthetics) individuals are as stated on their warrants.
- b. Following activation instructions provided when the card is issued.
- c. Complying with all Federal, VA, and local acquisition policies and regulations, (detailed in current training materials) to include:
  - (1) Using mandated socioeconomic entities with emphasis on service-disabled veteran-owned small businesses (SDVOSB) and veteran-owned small businesses (VOSS).
  - (2) Making micro purchases for electronic and information technology products in accordance with the Rehabilitation Act of 1973, Section 508 (Title 29 United States Code (U.S.C.) 794d) (see VA Directive 6221).

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- (3) Placing orders from vendors who are registered in the CCR is recommended but not required. Cardholders are encouraged to recommend that vendors register with CCR for FPDS reporting purposes.
  - (4) Complying with the Javits-Wagner-O' Day Act (JWOD) and using mandatory sources, such as Federal Supply Schedules and VA mandatory contracts.
  - (5) Requesting a Material Safety Data Sheet (MSDS) when ordering hazardous materials, and ensuring the MSDS is posted according to regulations.
  - (6) Verifying that vendors are not excluded from doing business with the federal government by checking the Excluded Parties List System (EPLS) at Website <http://www.epls.pov> (see App. C).
  - (7) Ensuring the acquisition of Environmental Protection Agency (EPA)-designated products that contain recovered materials, environmentally preferable products and services, bio-based products, energy and water efficient products, alternative fuel vehicles, no ozone depleting substances, and products using renewable energy, as mandated.
  - (8) Ensuring that all nonexpendable equipment purchases are approved by the facility equipment committee and receipt coordinated through the facility accountable officer. Specific authority to purchase nonexpendable equipment (accountable) by a non-warranted cardholder is granted by the HCA, based on the facility AOPC's recommendation.
  - (9) Warranted cardholders that make purchases above the micro-purchase limit are required to adhere to all FAR and VAAR. Purchases made under SAP must perform all procurement actions required of a SAP award with the purchase card as method of payment.
- d. Verifying funds availability, prior to making a purchase and complying with the single purchase limit and monthly limits placed on the card. **NOTE:** *OIG has concerns that some non-warranted cardholders violate the single purchase limit by splitting or fragmenting orders to expedite certain services. To reduce the likelihood of this; each facility needs to negotiate indefinite delivery and/or indefinite quantity contracts and/or local and remote services like grounds maintenance, snow or trash removal, monthly cleaning, etc., if such costs can reasonably be expected to exceed \$5,000 in the fiscal year. A purchase card or "payment only" card needs to be the method of payment to reduce paperwork.*
- e. Inputting the IFCAP order within 1 workday of purchase using the detailed order option to include a complete description, correct control point, cost center, and budget object class (BOC). Prosthetics purchasing agents using the Prosthetic and Sensory

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Aids Service (PSAS) Graphic User Interface (GUI) Purchasing Software Package must input all "after hour" orders including emergency implanted device orders within 1 workday with required information. **NOTE: Where best practice warrants, orders can be input by a designated surrogate. Orders not inputted timely are Delinquent Obligations and must be ratified by the Facility Director, and any other action deemed necessary must be taken.**

- f. Ensuring purchases under the Purchase Card Program represent reasonable prices, unless a premium is justified and documented.
- g. Ensuring appropriate rotation of vendors for recurring items.
- h. Ensuring that orders are delivered and reconciled promptly. Current timeliness standards for facilities require cardholders to reconcile at least 75 percent of payments within 14 calendar days after the charge (payment) is delivered to the local financial system and at least 95 percent of the payment within 18 calendar days. All payments must be reconciled or disputed within 40 calendar days
- i. Researching price differences between charge amounts and purchase order amounts. Differences within the FSC or local policy tolerance must be noted in the Comments section of the purchase order when reconciling. Differences exceeding the tolerance require that the purchase order be amended to reflect the correct pricing. Vendors who have established a pattern of problems or disputes should be avoided. **NOTE: The VISA Card operating regulations 5.2.E state "A Merchant must not...add any surcharge to Transactions" (except Travelers checks and Foreign Currency transactions). Vendors should be informed that local sales tax is not normally applied to purchases by the Federal Government Incorrect sales tax and transportation charges are disputable only with the vendor and cannot be the subject of a formal dispute filed with the Card Provider." If requested, cardholders should provide vendors with a copy of their tax-exempt form.**
- j. Contacting the vendor immediately if unauthorized, erroneous, or incorrectly billed charges (billed on the wrong card) are received. If the cardholder is unable to resolve the problem with the vendor, the cardholder is to immediately dispute the charge. Unauthorized and erroneous charges must be reconciled, and will, therefore, require the input of a "zero dollar" purchase order into IFCAP. The charge and the subsequent credit must be reconciled to this purchase order within the mandated timeframes. **NOTE: Duplicate charges need to be reconciled to the original purchase order. In some cases, where the wrong card was charged (except for Prosthetics orders), the cardholder may be able to reconcile by the Search by Purchase Order' (SP) or "Search by Vendor" (SV) action code option.**
- k. Reviewing for cancellation, or other necessary action, any undelivered order over 30-days old from the established delivery date. This is accomplished by running the Unreconciled Purchase Card Transactions report that identifies these. The cardholder

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needs to contact vendors about undelivered and unbilled orders to have these resolved. The cardholder needs to also contact vendors to question any unbilled purchase orders. **NOTE:** Local financial management may determine when shorter than normal time frames or other expedients are required to ensure costing is accurate for an accounting period and the certification of financial records can be completed.

**NOTE:** My vendors routinely processing charges several days in advance of shipment need to be advised that both government regulations and the vendor's agreement with the processing bank forbid Tender of Sales Drafts (charges) "until the purchased goods or services are delivered or performed," A credit needs to be processed for any goods that cannot be shipped within a few days. Alternate suppliers need to be found to replace vendors who repeatedly bill long before shipping.

l. Ensuring the proper handling of disputed charges, as follows;

(1) Researching the questionable charges on the purchase card and contacting the vendor within 10 days of receipt of charge to resolve any problems. The charge must be reconciled to corresponding order or to the "Zero dollar" order created for this purpose until the same is clarified or credited, The vendor has 10 calendar days after this contact to correct the problem by crediting the purchase card, replacing the item, or shipping the item not received.

(2) Contacting the Facility Dispute Officer to dispute the charge with the Card Provider if resolution is not completed within 21 calendar days. While the Card Provider states that charges may be disputed up to 60 calendar days from billing date, VA regulations require that charges be disputed within 30 calendar days from billing date. Charges over 60 calendar days old cannot be disputed and will result in lost funds from the Fund Control Point (FCP). The cardholder is responsible for completing the Card Providers dispute form and furnishing any supporting documentation. The Card Providers dispute form must be filed with the Card Provider in accordance with VISN policy. Any correspondence received from the Card Provider concerning the dispute must be answered and returned to the Card Provider within 2-3 calendar days or the decision by the Card Provider could be found in favor of the merchant due to non-responsiveness.

**NOTE:** The cardholder may be liable for the undisputed amount, if the dispute is not administered timely.

(3) Inputting a "zero dollar" (purchase order into IFCAP explaining the disputed charge situation. The charge and the subsequent credit must be reconciled to this purchase order within the mandated timeframes.

m. Providing the AO with applicable electronic or paper records to enable certification of payment.

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n. Maintaining appropriate receipt records, i.e., invoice, itemized packing slip (includes item description and price), receipt, cash register slip, sales slip, etc.) in accordance with VA Manual MP4, Part X, Item No. 5-ic, which states procurement and voucher documentation, must be kept for 6 years and 3 months. **NOTE: While Records Control Schedule (RCS) 10-1, Section V. may apply to some contract payments, the stricter standard for voucher payments is imposed for all purchase card payments.** Normally, this documentation is held in active storage for up to 2 years and transferred to the Federal Archive Center (or local dead storage) for the remaining period. Any method of filing is acceptable, if used consistently the information is readily accessible. The documentation must establish that:

(1) The total purchase did not exceed the cardholder's purchase limit and was not split to remain under the limit. **NOTE: The FAR states that a cardholder may not split a transaction into more than one segment to avoid the requirement to obtain competitive bids for purchases over the corresponding micro-purchase threshold or to avoid established credit limits (for example, the cardholder's single purchase limit).** When a cardholder is found to have made multiple purchases from the same vendor, the transactions will be investigated, like investigation by the VISN HCA, or designee, determines purchases were split to evade legal or regulatory requirements (even if it involves more than one account or vendor over several days), ratification action in accordance with VA Directive 7401.7 is required.

(2) Items purchased were for official use and they were received.

(3) Items were charged as priced or the variance explained.

(4) Items appear to be reasonably priced and include appropriate vendor discounts.

(5) Accountable items were properly entered in the property records.

o. Safeguarding the purchase card information by:

(1) Keeping the card on their person or secured in a locked location at the workplace.

(2) Using the card for official government business only.

(3) Not allowing others to use the card. (4) Not divulging the card information to anyone other than appropriate vendor personnel. The cardholder is not to print the entire card information on the purchase order or any other document. Vendors are to be requested to not keep card information on file, and to list only the last four digits of the card number on their company documents.

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- p. Notifying the Card Providers Customer Service, the local AOPC, and the AO immediately if the card is lost or stolen. **NOTE: Failure to notify all of these individuals may subject cardholder to liability for charges made on a lost or stolen card.**
- q. Turning in the card to the AOPC, or alternate, in accordance with facility procedures, and providing the AO with records of all outstanding, unreconciled or incomplete orders prior to leaving the position. **NOTE: Only the AOPC, or alternate, accepts custody of anyone else's card due to the requirement for separation of duties. Cards are never to be possessed by the supervisor of the cardholder or AO.**
- r. Procurement of nonmonetary incentive awards under VA Handbook 5017, Employee Recognition and Awards, are to be tracked and documented to the end user, including those who received the award and the purposes for which the recipient is being recognized. Copies need to be maintained in the purchase card order file.
- s. Maintaining detailed documentation on purchases that are likely to appear questionable to auditors such as the purchase of tickets to sporting events, movies, etc.; the purchase of restaurant meals or catering (all usually involve the General Post Fund); or the purchase of any item that would typically be a personal, non-business purchase such as home appliances or clothing. At a minimum, the names of ticket and food recipients need to be maintained along with their identity as patients, staff members, etc. For appliances and other items that may appear to be for personal use, the recipient and explicit use of the items must be documented.
- t. Ensuring that VA and VHA Policy is followed, i.e., to exclude non-warranted cardholders from using purchase cards for:
- (1) Rental or lease of land or buildings of any type.
  - (2) Procurement of airline tickets, bus tickets, boat tickets, train tickets, or tokens associated with employee travel, or any other type of employee travel. **NOTE: Either centrally billed or individual travel cards are normally used.**
  - (3) Procurement of meals, drinks, entertainment, or lodging at hotels or motels, when in conjunction with official employee travel. **NOTE: Individually billed travel cards are normally used.**
  - (4) Procurement of gasoline or oil for GSA vehicles or station-owned vehicles used for official business. **NOTE: A GSA Fleet Card is assigned to each GSA vehicle, and a VA Fleet Card is assigned to each station-owned or leased vehicle.**
  - (5) Procurement of goods or services of any kind for personal use.
  - (6) Procurement of any item given away or presented as a gift, where the government loses title, without legislative authority. **NOTE: Gifts are not to be confused with Awards.**



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(7) Cash Advances. **NOTE:** *The Government Purchase Card is never authorized for cash advances, either through a bank teller or an automatic teller machine (ATM).*

(8) Memberships in organizations or clubs, unless deemed appropriate by the facility Director.

**NOTE:** *This listing reflects national policies. However, everyone must also follow VISN and local guidelines. For example, national policy allows card payment for repair and equipment purchases but local policies may not. Questions and concerns are to be addressed to the AOPC for written determination.*

Maintains a complete, accurate, and comprehensive filing system to accommodate all office files on donations, correspondence, reports, supply orders, general post funds, routine items, volunteers, and VAVS Committee Organizations. Serves as record liaison representative who works in conjunction with the Records Manager to ensure proper management of records created and maintained by the service line.

As representatives of their Service/Office, the Records Liaisons are responsible to the Records Manager for full implementation of the records management program within their respective Service/Office, Responsibilities include:

- a. Maintaining an accurate inventory of records created and stored by their Service/Office.
- b. Identifying any records not scheduled for disposition and reporting their findings to the facility Records Manager.
- c. Assisting the Records Manager with staff training to ensure all records are filed in accordance to the file plan and are dispositioned in accordance with RCS 10-1.
- d. Conducting regular Internal records reviews to ensure an effective records management program is maintained.
- e. Ensuring that departing the VAMC, employees do not remove Federal records from VHA custody.
- f. Assisting the Records Manager with the Vital Records Program.

Processes all monetary donations, both cash and checks, by preparing deposit memos for the Agent Cashier; ensures monetary donations are properly deposited into the appropriate General Post Fund (GPF); donations are properly and accurately recorded; and receipts received back from Agent Cashier are reviewed for accuracy; ensures appropriate acknowledgement teller is developed for Chiefs or Directors signature.

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Maintains accurate records on all donated items including both monetary and material donations, preparing monthly donations report as required.

Maintains and updates accurate address/ mailing information for multiple organization listings and sets of labels with changes/updates needed frequently.

Utilizes a personal computer for a significant amount of the time to develop and maintain correspondence, flyers, bulletins, program booklets, brochures, reports, listings, labels, minutes, agendas, donations/funds: also to order supplies, enter purchase orders/work orders, retrieve information, and to maintain/process data in the VAVS Volunteer Timekeeping Program. Maintains extensive computerized files such as those for special event programs.

Informs the Chief, Office of Community and Public Affairs of any potential problems, situations, or issues that would be highly unusual, or issues that would have an adverse effect of the VAVS program and/or the hospital.

The Voluntary Services Assistant independently handles various assignments directly related to program support aspects of the Service, which may be non-routine and semi-complex in nature.

Independently coordinates support aspects of special event programs as assigned by the Chief. Different special event programs have varying program support requirements that change with each year and each event. Incumbent is expected to carry out assigned duties independently, which includes scheduling rooms/meeting space; arranging for/receiving deliveries; placing purchase orders through OPE; arranging for Medical Media services; coordinating refreshments; calling vendors to place orders/obtain pricing; setting up/running registration; securing numerous advance supplies/materials such as tablecloths, microphones, punch bowls, etc.

Actively participates in gift distributions and similar special event programs. Delivers and distributes donated material items throughout the facility as necessary, often utilizing a cart, sometimes with assistance (for large distributions), but most often independently.

Assists in receiving and processing all material donations. Routinely independently meets donors or organizations at various areas in the facility to accept donations. Items must be properly sorted, distributed, stored, or delivered to the proper department/location as soon as practical upon receipt. Ensures complete donor information is obtained/documented so that proper records and acknowledgements can be completed.

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Initially screens prospective volunteers, both walk-in and telephone inquiries, and provides accurate information concerning volunteer opportunities and shares the correct process for becoming a volunteer. Initiates application via mail or in-person. Refers inquiries properly.

Conducts volunteer orientations as necessary in absence of Chief, Office of Community and Public Affairs. Processes new volunteers who may need to receive a TB test, a name badge, or who need to be escorted to their new assignment. Demonstrates automated sign-in computer to volunteers as necessary.

Provides correct information to visitors and telephone callers concerning the gifts and donations program, and various special event programs assigned to the Service. Properly communicates to volunteers, potential donors, organizations, staff, and others the policy and procedures for making donations to the facility.

Assists Chief, Office of Community and Public Affairs in the preparation for volunteer awards banquets/programs. Including the volunteer awards program booklet by established deadlines for the annual banquet. Prepares invitations for all special events and maintains RSVP listings for same.

Oversees and supervises volunteers who are performing support functions such as mailings, serving refreshments, or assisting with other assignments within the Service.

#### FACTOR 1 - Knowledge Required by the Position

Incumbent performs position duties in a highly visible office in the hospital with extensive daily people contact from visitors, volunteers, organization representatives, staff, some patients, and the general public. Many times our office may be their first contact in our hospital; therefore incumbent must display courtesy, helpfulness, and professionalism in interactions with all customers, either in person or by phone.

This position requires extensive knowledge of and proficiency in operating a personal computer (PC), and printer, including Microsoft Word and Excel, and ability to use a variety of computer programs. Extensive knowledge of software needed to produce a wide range of documents e.g. minutes, program booklets, table of contents, use of columns, retrieve data/artwork and incorporate it into the text of a report. Ability to learn and acquire training in computer programs as necessary.

Knowledge of correct grammar, spelling, punctuation, and format required for preparing a variety of documents, minutes, correspondence, reports, memorandums, etc. in a professional and finalized manner.

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Must be a qualified typist and possess the ability to take and transcribe meeting minutes using hand written notes or tape recording. A qualified stenographer is required.

Must be able to type from rough drafts or verbal instructions any correspondence in final form.

Knowledge of basic financial transactions in order to serve as Fund Control Point Clerk/Requester for General Post Funds and to process monetary donations, deposits, and financial records accurately.

General knowledge of the VA mission, organization, Voluntary Service (VAVS) program and its involvement and functions within/outside the hospital

Knowledge of coordinating office work, including word processing, data entry, scheduling, administrative office operations, appropriate telephone protocol, filing systems, setting priorities, and general program support. Knowledge of office procedures outlined by the Department of Veterans Affairs regulations, handbooks, and policies to carry out the responsibilities of the position.

Knowledge of the Chiefs duties, responsibilities, priorities, commitments, and schedules in order to schedule appointments or refer callers/visitors appropriately.

Knowledge of the Privacy Act and other applicable laws to correctly handle and protect sensitive information, either printed or electronic files, from unauthorized release, and to maintain strict confidentiality regarding same.

Must have the ability to perform a full range of program and secretarial duties in support of the VAVS program, including duties with assigned or self-initiated priorities, routine or non-routine in nature. Therefore independent judgment is required in handling problem situations that may arise.

Must have the ability to effectively function, adapt, and accomplish work in an extremely busy, fast-paced office environment with frequent interruptions and constantly changing priorities.

Ability to meet and interact effectively with a wide variety of people: ability to establish and maintain effective interpersonal working relationships with groups and individuals that have varying backgrounds, education levels, disabilities, and socio-economic status.

#### Factor 2- Supervisory Controls

The position is under the direct supervision of the Chief, Office of Community and Public Affairs. The Chief will discuss the major (external) priorities of the volunteer program and overall expectations for the work, and explain special assignments as needed.

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Incumbent plans and carries out the day-to-day work independently without direct supervision, referring only very unusual situations to the Chief; and the employee is expected to set work priorities and independently accomplish tasks.

Incumbent is given considerable latitude in making decisions, interpretations, and judgments in carrying out the responsibilities of the position. Technical advice and assistance is available if needed. The employee is expected to use initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations to the supervisor for decision or help.

#### Factor 3 - Guidelines

The Program Assistant performs assignments covered by available guidelines such as VA manuals, policies, procedures, reference manuals, handbooks, and verbal instructions. Specific written guidelines include VHA Handbook 1620.1 "Voluntary Service Procedures", government travel regulations. Hospital Policy Memorandums, Volunteer Timekeeping Management User Manual, IFCAP Manual, Secretarial Desk Reference Manual, and various other written policies.

The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines to use and in making minor deviations to adapt the guidelines to specific situations. Situations not covered in established guidelines, or with significant deviations from the guidelines, are referred to the supervisor.

#### Factor 4- Complexity

Incumbent performs a full range of procedural duties in support of the Service. These duties are widely varied, semi-complex, and often require totally unrelated subject knowledge, processes, and methods. In addition to routine duties, decision-making is an inherent requirement along with the responsibility of following through on all facets of work accomplished. Originality and initiative is required in interviewing, problem solving, and carrying out program support responsibilities. Incumbent must be able to adapt, effectively function, and accomplish work in a busy, fast-paced, often noisy office environment, as well as adjust to frequent interruptions, changing priorities, and the pressure of multiple deadlines.

Incumbent must often anticipate the work needs/priorities of the Chief and take necessary action or be ready to act upon request. Decisions regarding setting priorities involve numerous choices requiring the employee to recognize the existence of and differences among clearly recognizable situations. Actions must be taken or responses to be made differ in such things as possible sources of information, the specific nature of the transaction, or other readily verifiable differences.

#### Factor 5— Scope and Effect

The position significantly affects the efficiency, effectiveness, and reliability of the VAVS

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operations within our organization. The purpose of the work is to assist and support the Chief by completing detailed administrative tasks and clerical work necessary in improving upon the effectiveness of a highly complex Voluntary Service program. This position deals with the provision of supplemental services through volunteers, organizations, and through programs directly benefiting the patients. The manner in which these duties are carried out has an overall impact on the quality of services the VAVS program provides. The duties of the position may be of a recurring nature, as well as those, which are unique and unusual.

#### Factor 6— Personal Contacts

Contacts will be through telephone or in person with volunteers, staff, management officials, other service chiefs, vendors, community groups, VAVS organization representatives, patients, and the general public. Contacts are frequent and varied, quite often by those inquiring about volunteering or how their organization can support the hospital. Most contacts are within the local community, but may also involve communication by telephone with people outside the local area. Contacts are with people that have diverse and varying backgrounds, ages, disabilities, education levels, and socioeconomic status.

#### Factor 7— Purpose of Contacts

Contacts are to obtain exchange, clarify, and distribute information, resolve problems, schedule and arrange meetings, order items/services, and assist in the work flow of the VAVS program. Incumbent will utilize contacts to assist the Chief in planning programs, providing services, and carrying out the mission of the Service. Contacts are also to provide information to the Community or individuals about the volunteer program and its services.

#### Factor 8— Physical Demands

Although the work in most respects is sedentary, the duties of the position do require occasional standing, walking throughout the facility, bending, pushing a small cart, and occasional light to moderate lifting. The work involves sitting at a desk, and sitting in meetings, carrying light to moderate weighty items, and possibly driving an automobile for occasional errands involving various programs. Work is primarily performed in an office.

#### Factor 9— Work Environment

Work is primarily in a hospital setting office environment involving possible exposure to contagious disease. The regular and recurring work environment involves everyday risks and discomforts requiring normal safety precautions typical of an office in a hospital. The Voluntary Service office is a very busy, fast-paced, often noisy office environment with constant interruptions on a daily basis. Some duties may be performed off medical center property occasionally at other community locations (i.e. volunteer banquet).

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## **OTHER SIGNIFICANT FACTS**

### **Customer Service (VHA)**

Meets the needs of customers while supporting the Medical Center and Service Missions. Consistently communicates and treats customers (patients, visitors, volunteers, and all other Medical Center Staff) in a courteous, tactful and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

### **Age Related Competency Statement**

Provides services appropriate to the age of the customers Voluntary Service services which includes the various veteran and volunteer population with this institution. Voluntary Service provides services to those from Young Adulthood ages 20-40 through the older 85 and older population of veterans, volunteers and guests.

### **Computer Knowledge**

Uses various computer programs including MS Word, MS Excel, Vista (Veterans Health Information and Technology Architecture) and the VSS (Voluntary Service Time Keeping Package).

**Reference:** Ref. (a) OPM/PCS Misc. Clerk and Asst Series, GS-0303, TS-37 Nov 1979 & TS-34 Jan 1979; Ref. (b) OPM/PCS for GLG for Clerical and Asst Work, TS-91 Jun 1989; Ref. (c) OPM/PCS Office Automation Grade Evaluation Guide, TS-100 Nov 1990.

**Series and Title Determination:** Assists the Chief, Office of Community and Public Affairs by receiving visitors, inquiries, and numerous telephone calls. Refers business requiring specific program area response to the appropriate official, determines nature of calls or business of visitors as necessary.

Answers incoming telephone calls and has the authority to provide general information to callers on routine program issues. When calls are for an official who is not available, incumbent will notify the caller and ask to take a message; ensures phone messages are written with clear, complete, and accurate information necessary to return the call. Also takes messages from voice mail.

Receives and reviews all incoming mail, correspondence, publications, memos, regulations, and directives pertaining to Voluntary Service operations. Sorts and distributes items accordingly; determines which items should be brought to the immediate attention of the Chief.

Independently initiates, develops, types, and prepares a significant amount of correspondence including thank you letters for donations and invitations for events. Reviews all outgoing correspondence for accurate spelling, format, grammar, punctuation, factual correctness, attachments, dates, signature, complete addresses, appropriate envelopes, and destinations prior to being sent. Ensures corrective action is taken as needed and when appropriate. A qualified typist is required.

Serves as the official recorder for the quarterly VAVS Committee meetings. This includes taking notes, transcribing using a recorder, notes, or hand-written drafts, Ensures minutes are accurately typed using correct format, properly routed for signature, corrections made as necessary, promptly taken to reproduction, and mailed to all national and local recipients within established time frames. A qualified stenographer is required.

Ref (a) work requires knowledge of the methods and procedures that are part of, or subordinate to, and administrative or program area.

Ref (b) performing technical work to support the administration or operation of the programs of an organizational unit. This work requires a working knowledge of the work processes and procedures of an administrative field (e.g., office administrations, communications, and security) and the mission and operational requirements of the unit.

Ref (c) positions require significant knowledge of office automation systems and a fully qualified typist to perform word processing duties.



**Based on the above, the appropriate title, series, is Program Support Assistant (Steno/OA), GS-0303.**

**Grade Level Determination:** Ref (b) is used covering the following two criterias: **(1) Nature of Assignment; and (2) Level of Responsibility.**

**Nature of Assignment:** Incumbent performs position duties in a highly visible office in the hospital with extensive daily people contact from visitors, volunteers, organization representatives, staff, some patients, and the general public. Many times our office may be their first contact in our hospital; therefore incumbent must display courtesy, helpfulness, and professionalism in interactions with all customers, either in person or by phone.

Incumbent must often anticipate the work needs/priorities of the Chief and take necessary action or be ready to act upon request. Decisions regarding setting priorities involve numerous choices requiring the employee to recognize the existence of and differences among clearly recognizable situations.

Incumbent will utilize contacts to assist the Chief in planning programs, providing services, and carrying out the mission of the Service. Contacts are also to provide information to the Community or individuals about the volunteer program and its services.

Based on the above, this criteria meets the **GS-6** level identified in the summary chart. At the **GS-6** level, the incumbent is responsible for a wide variety of transactions subject to different set of rules and regulations. Technical work is a segment of evaluative work of an administrative function identifying issues or problems and seeks resolutions.

**Level of Responsibility:** Incumbent is given considerable latitude in making decisions, interpretations, and judgments in carrying out the responsibilities of the position. Technical advice and assistance is available if needed. The employee is expected to use initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations to the supervisor for decision or help.

The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines to use and in making minor deviations to adapt the guidelines to specific situations. Situations not covered in established guidelines, or with significant deviations from the guidelines, are referred to the supervisor.

Contacts will be through telephone or in person with volunteers, staff, management officials, other service chiefs, vendors, community groups, VAVS organization representatives, patients, and the general public. Contacts are frequent and varied, quite often by those inquiring about volunteering or how their organization can support the hospital.

Based on the above, this criteria meets the **GS-06** level identified in the summary chart. At this level, the incumbent works independently in completing assignments and completed work is review for effectiveness in meeting goals; and precedents have gaps in specificity.

**Classification Conclusion:** This position is properly classified as **Program Support Assistant (Steno/OA), GS-0303-06.**

**FLSA:** This position is **Nonexempt.**