

POSITION DESCRIPTION (Please Read Instructions on the Back)

PERSONNEL COPY

1. Agency Position No.
672-7176

2. Position for Submission <input checked="" type="checkbox"/> New Description <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced) Last Classified 10/9/01 As Secretary (Steno/OA) GS 318-7	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location San Juan PR	5. Duty Station 672	6. OPM Certification	7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial	9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. <input type="checkbox"/> <input type="checkbox"/>	12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Noncrit <input type="checkbox"/> 4-Special		13. Competitive Level Code X01			14. Agency Use

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Secretary (Stenography/OA)	GS	318	7	MER	2/4/04
e. Recommended by Supervisor or Initiating Office	Secretary (Stenography/OA)	GS	318	7		

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

17. Name of Employee (if vacant, specify)

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

a. First Subdivision
Veterans Health Administration

b. Second Subdivision
VA Medical Center

c. Third Subdivision
Fiscal Service


d. Fourth Subdivision

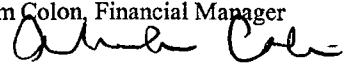
e. Fifth Subdivision

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 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 statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor
Abraham Colon, Financial Manager
Signature  Date 2-23-04

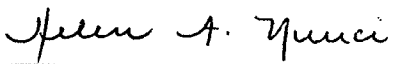
b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Abraham Colon, Financial Manager
Signature  Date 2-23-04

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required 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

Typed Name and Title of Official Taking Action
HELEN A, NUNCI, CHIEF, HRM SERVICE

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 exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Signature  Date 3/5/04

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

24. Remarks This position is a full performance level.

3258/04

95-11111 4283140

Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION

Secretary/Stenography/OA

Position Number: 7176

Organizational Code:

Organizational Location:

Primary Purpose: Serves as the secretary to the Financial Manager at the Veterans Administration Medical Center. Employee is expected to provide the full range of secretarial functions to the Financial Manager.

Secretary/Stenographer (O/A)

Receives telephone calls and visitors, from the general public, National Headquarters, VISN and medical center employees. Screens those that in her judgment can be handled by her or other personnel, and tactfully refers them as appropriate. Makes necessary contacts with other Service Chiefs in the Medical Center, in the locality and occasionally outside of Puerto Rico as directed by the Financial Manager.

Keeps the calendar of her supervisor's activities. Schedules appointments without prior clearance from the Financial Manager. In their absence notifies the person in charge of meetings on schedule. Ensures that she (he) are fully briefed on the matters to be considered before the scheduled meeting. Makes necessary arrangements for conferences and assembles the background material for that activity.

Receives and reads incoming correspondence, reports, regulations, etc, and determines the distribution and priority of those items which she can handle herself and forwards the rest to the Business Office Manager, Financial Manager or other members of the staff, together with necessary background material. This requires a general knowledge of the work performed in each Section to properly channel the flow of work. On her own initiative drafts replies to general inquiries. She maintains and controls records of incoming correspondence and follows up working process to insure timely reply and/or action.

Reviews publications for information dealing with the Service. Responsible that all employees have knowledge of matters affecting them by informing them personally or by posting the notices on the Bulletin Board in the service.

Establishes and maintains subject-matter files in connection with the work under her supervisor's control and service's reports. Maintains up-to-date VA Circulars, Interim Issues, Information Letters, MP Manuals, etc. She exercises initiative in establishing and revising files to meet current needs and demands for the material. Ensure pertinent information is circulated within the service.

Takes shorthand and transcribes dictation in Spanish and English when required by the Financial Manager on all matters concerning the Service, i.e., memorandums, letters, reports, etc., Including confidential matters. Maintains a suspense file on correspondence and memoranda, making follow-ups to assure that same are answered on time.

Serves as focal point for systems to track office assignments to ensure timely reply or actions, and to ensure that deadlines are met within established agency guidelines. Acts as a central resource person for implementing and maintaining office control systems, such as those for the location, arrangement, access to, and use of office files, and for maintenance, transfer, and disposition of records.

Assists fiscal staff on matters such as the correct procedures to follow in preparing correspondence and on administrative procedures.

Serves as the organization's alternate liaison to the Human Resources Office. Monitors, coordinates, and provides information to facilitate personnel management activities of the work unit. Advises the supervisors of cyclical actions for which employees are about to become eligible. Prepares SF-52 forms (Requests for Personnel Actions); and related forms for the full range of personnel actions; maintains files of completed SF-52's and all Confidential and non-confidential files. Prepares and monitors personnel-related reports for the office.

Serves as the organization's liaison on office support services. Answers questions concerning policies and procedures related to office support services. Plans and coordinates a variety of general office support services in support of the work of an organization, such as requisition, purchases, storage and maintenance of stock levels; installation, repair, maintenance and disposal of equipment, etc. Serves as liaison to central administrative staff on office support services for extensive organization needs.

Performs typing work, whether from voice recordings or written material on either a manual or electric typewriter, and/or using word processing software and equipment. Performs general office stenography in common office settings and conference where specialized terminology is used. Types memorandums, letters, reports, roster, mailing lists and other general office material, including confidential matters. Integrates several types of software to generate specific working documents and forms such as spreadsheets, word processing, graphics and other similar products. Selects appropriate system, application and format.

Performs stenography and shorthand dictation in Spanish and English when required by the Financial Manager. Transcribes recurring minutes concerning some important committees of the Medical Center, such as Finance Committee (held monthly), Staff Meetings (held monthly), Supervisors Meeting (held monthly) and other unexpected meeting that may arise.

Compiles and transmit minutes electronically to all members of the Finance Committee and Fiscal's Staff. Prepares and compiles the agenda for both meetings and send important materials to the members prior to their monthly meetings. Also compiles Staff Minutes and coordinates staff appointments.

Instructs and assists fiscal staff on matters such as the correct procedures to follow in preparing correspondence and on procedures.

Reviews and reads the outgoing correspondence for procedural and grammatical accuracy, conformance with general policy, correctness, format, and to see that the necessary background material is included. On her own initiative composes correspondence for the Financial Manager within the Service and forwards it for approval and signature.

Initiates requests for Personnel Actions, SF 5-4652.

Serves as Fiscal's Alternate Tempo Education Liaison. Incumbent assists and collaborates with the Administrative Assistant of the Service and Section Chiefs in assuring that all needed resources and material for educational activities is coordinated and that all employees are scheduled to take all the required mandatory and non-mandatory training's required.

Incumbent serves as the Alternate Service Education Tracking Liason. In this capacity, incumbent maintains the education tracking responsibility for Fiscal Service. She must post all the Local and Non-Local training's taken by Fiscal staff in the Tempo Education computerized program and in the event that the Administrative Assistant is not in. Reports are produced that document staff attendance to required training's and meetings. Outputs are extracted for Service Chiefs, Supervisors and employees, when required.

Responds to a variety of inquiries regarding training activities such as questions on eligibility requirements, availability of space in classes. Prepares Training Request Forms (SF-182), advises employees in the status of training requests. Provides information on all aspects of the training requests and approval process. Arranges schedules for training courses, assuring all classroom requirements and/or equipment are available.

Acts as Timekeeper and must monitor and report time and attendance. Initiates requests for compensatory and overtime work and maintains the Time and Attendance Reports for the Service. Verifies the allowability of the various hours charged on T&A reports, e.g. limited annual leave, compensatory, etc. Reviews T&A reports for appropriate signatures and documentation, such as medical certificates for sick leave. Advises supervisors of discrepancies, points out appropriate procedures and advises on minor changes or correct actions. Awares the Financial Manager to release the time and attendance to Payroll on a bi-weekly basis.

Receives, schedules, refers, and contact members of the service, agency and persons outside the agency ranging from other government agencies to the general public. Provides general clerical public contact support services such as answering the telephone, referring visitors, or providing information about the office, it's functions, and standard operating procedures, as well as similar information.

Performs clerical work in support of the services communication system which includes telephone systems, fax equipment and pagers. Orders the installation, relocation and disconnection of telephone lines. Initiates corrective action in the event of any mechanical

difficulties and reports malfunctions of the telephone system, fax machines and photocopiers of the Service. Follow-ups on the malfunctions of equipment.

Obtains and monitors the use of services, supplies, or equipment for the office. Justifies and requests replacements for outdated equipment by identifying the outdated equipment, gathering relevant information on office equipment, or requesting office equipment for own work area. Prepares work orders when requested by staff of services needed within the sections.

Performs a wide variety of tasks associated with maintaining and supporting the work performed within the organization. Such work includes a variety of administrative functions necessary to smooth management of an office and ranges from correspondence and information control to tracking equipment, supplies and service.

Program Assistant

Assists in developing Fiscal's Annual TQI (Total Quality Improvement) Program for approval by the Financial Manager.

Assists in conducting Statistical Reviews.

Assists in the preparation, analysis and written reports required by local management and National Headquarters. These analyses of operations can result in a more efficient and effective manner of accomplishing the various tasks.

Assists in conducting and compiling statistical data and preparation of analysis of such data on internal control reviews for submission to the CFO. These are performed in compliance with MP-4, Part 5, Chapter II.

Interacts with staff, attending meetings and serving as a member of task forces as requested.

Factor 1: Knowledge required by the Position:

Knowledge of the service functions and VA organization, policies, procedures, regulations, programs, center memorandums, etc. Must be able to answer questions to Medical Center personnel and persons outside of the Medical Center. Knowledge of the duties, priorities, commitments and program goals of the office.

Skill as a qualified stenographer to take and transcribe dictation from shorthand and dictating machine. Incumbent must take minutes of various meetings attended by the Financial Manager and as required.

Skill as a qualified typist in using electric typewriters and personal computers.

Knowledge of Spanish/English -English/Spanish (Bilingual) (oral and written)

Knowledge of grammar, spelling, punctuation and required formats, to type correspondence and internal reports, to other Government Agencies and Private Companies

Knowledge to coordinate and to resolve situations of the office when dealing with other services and sections, visitors and public in general. Must exercise initiative, as her supervisors must be relieved from routine matters.

Must exercise tact, poise, and courtesy as she acts as liaison between the Fiscal Service and other Medical Center personnel and general public.

Factor 2 – Supervisory Controls:

Work, is performed under the supervision of the Financial Manager. Will receive advice and decisions on all matters of significant importance. She must be capable of preparing correspondence, memorandums and reports on administrative matters without constant direction from her supervisor. However, after initial instructions, incumbent is expected to perform under minimum supervision.

The position calls for a high degree of loyalty, since much of the work is of a confidential nature. It also calls for high skill, tact and understanding in dealing with professionals and the public in attempting to solve problems, referring only unusual problems to the service chief.

The service chief performs a high percentage of professional work and depends on the incumbent's ability to work independently planning and carrying out the day-to-day work of the office.

Factor 3- Guidelines:

Guidelines include dictionaries, manuals, regulations, center memorandums, procedures, agency instructions concerning matters such as correspondence, time and leave regulations, and the handling of classified information and the operating policies of Fiscal Service.

The incumbent uses judgment to interpret and adapt guidelines in specific situations. Keeps a file of Manuals, VA Circulars, Center Memorandums, Interim Issues and Information Letters, updates them as they arrive.

Factor 4- Complexity:

The secretary performs a full range of clerical and administrative support functions for the office, including arranging for meetings and assembling reports. Assignments involve making decisions on what needs to be done and how it should be done based on the programs, goals, priorities and commitments of Medical Center.

Makes appointments for the Financial Manager using her own initiative and judgment.

Transcription and typing, of complex nature, must be done accurately, most of the time in final form.

Factor 5- Scope and Effect:

The incumbent ensures that the clerical and administrative portions of Fiscal Service accomplished effectively in accordance with established procedures, allowing the Financial Manager to concentrate on managerial duties. The degree to Fiscal Service operates smoothly affects the accuracy, reliability and quality of the work of subordinate sections.

The incumbent serves as secretary of the Financial Manger of Fiscal Officer. She is a liaison between Fiscal Service and other services in the Medical Center and the public outside the Medical Center.

Factor 6- Personal Contacts:

Contacts include patients, all levels of the management staff, the general public, all center employees, and high-level officials both within the agency and from other agencies.

Factor 7- Purpose of Contacts:

The incumbent plans and coordinates the clerical and administrative work of the office. Although the contacts often require tact and diplomacy, the persons dealt with are usually working toward mutual goals and have cooperative attitudes. However, the incumbent has contact with patients, who are not always the most cooperative.

Factor 8- Physical Demands:

The work is sedentary. The work requires sitting, walking, standing, bending and carrying light items such as books, binders, papers, dictaphone and files. When required, the incumbent moves to conference rooms.

Factor 9- Environment:

The incumbent works in an office. The work also includes the every day risks and discomforts typical of offices and meeting rooms.

OTHER SIGNIFICANT FACTS:

CUSTOMER SERVICE (VHA PREFERENCE)

Meets the needs of customers while supporting the Medical Center and Service missions. Consistently communicates and treats customers (patients, visitors, volunteers, and all 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.

ADP SECURITY

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHS&RA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

COMPUTER KNOWLEDGE – VISTA

Uses the Veterans Health Information & Technology Architecture (VistA) to access information in the Medical Center Computer System.

COMPUTER KNOWLEDGE - WORD PROCESSING (MS-WORD)

Uses MS Word or comparable word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text; formatting letters, reports and memoranda; and transmitting and receiving e-mail.

Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

STATION NUMBER/ORGANIZATION
 :72 VA Caribbean Health Care Center/Fiscal

SUBJECT NAME (Optional)	POSITION TITLE/GRADE Secretary (Steno/OA), GS-318-7	POSITION DESCRIPTION NUMBER (PD #) 7176
-------------------------	--	--

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102 and 732.201.

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
---	--	--

STEP 2 - POSITION RISK POINTS See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2	STEP 3 - POSITION SENSITIVITY LEVEL National Security Classified Information
--	--

LINE NO.	RISK FACTOR	RISK POINTS	NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.
1.	Degree of Public Trust	1	SENSITIVITY LEVEL <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER NOTE: All positions are reviewed by Information Security Officer for access to VA information systems. <input checked="" type="checkbox"/> CONCUR WITH RISK LEVEL (See STEP 2) <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK
2.	Fiduciary Responsibility	1	
3.	Importance to Program	1	
4.	Program Authority	1	
5.	Supervision Received	3	
6.	Total Risk Points (Sum of Lines 1-5) ▶	9	

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK/NONSENSITIVE	JUSTIFICATION SIGNATURE OF INFORMATION SECURITY OFFICER <i>Thomas W. Febus - Jones</i> Thomas W. Febus, ISO DATE (MM/DD/YYYY) 02/21/08
---	--

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
---	---

STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
--	--

SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR <i>Mayra Garcia</i> Mayra Garcia, HRA (Classification)	DATE (MM/DD/YYYY) 02/21/08
---	-------------------------------