

PD Tracking Number - 34013

Series, Title and Grade

0303, Program Support Clerk, GS-04

Department - NCA

Introduction Statement

Incumbent provides general office support and assistance at the Tahoma National Cemetery.

Major Duties

MAJOR DUTIES

Performs one or more of the following duties: Greets visitors, receives and delivers telephone messages; date-stamps incoming mail; performs simple filing duties; maintains office supplies; updates any type of manual log; types labels, envelopes, and simple forms; and operates fax machines and copy machines. Assists higher level employees with special projects. Assistance may include running errands inside and outside office unit.

Receives requests for interment from next-of-kin (NOK), funeral directors, military commands, or other responsible persons, either in person or by telephone; independently examines and reviews the varied, numerous discharge documents or related documents issues by each branch of service and determines acceptability and validity of documents to support proof of service; authorizes scheduling of burial time; maintains a record of unverified cases and advises supervisor of status of verifications. In the absence of valid, substantiating documents, or adequate data, conducts full and detailed investigation by requesting additional information, fingerprints, physical description and/or scars, names of father and mother. Place of birth, place of entry into service, etc., and contact various agencies, i.e., BIRLS, VARO's, VAMC's, RMC, St. Louis, local military commands and states' record repositories. Maintains all data on the Interment Application Worksheet, and contacts NCA Scheduling Office to resolve problem cases. Informs funeral director or other responsible person on status of application for burial. Screens all requests for interment against Record of Interment (ROI) files to determine any previous burials of family members. Incumbent is responsible for obtaining documentation regarding active duty personnel and their dependents to determine eligibility for burial.

Schedules and confirms military honors and/or chaplain services by contacting appropriate military sources; i.e., Army, Navy, Air Force, Coast Guard or Marine Corps.

Coordinates authorized disinterments from the national cemetery between funeral directors and cemetery staff. Corrects records and prepares required reports.

Performs computer operations utilizing Microsoft Windows, Microsoft Word, Microsoft Excel, communications programs, and all other functions affiliated with these programs.

Composes correspondence in response to inquiries relative to interments and/or eligibility determination, including correspondence generated by routine, administrative functions. Prepares a wide variety of correspondence in final form using Microsoft Word Processing.

Responds to inquiries from visitors, including NOK, funeral directors, veterans organizations, etc., about grave locations, Honolulu Memorial, burial regulations and procedures and the usual visitor questions regarding bus schedules, tourist attractions and cemetery statistics.

Performs other duties as assigned.

Other Significant Facts

Customer Service:

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA 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 NCA 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.

Factor Levels

#### FACTOR 1: KNOWLEDGE REQUIRED BY THE POSITION

This position requires knowledge of a body of standardized rules, procedures and operations requiring considerable training and experience to perform the full range of standard clerical assignments and to resolve recurring problems. This position also requires the incumbent to perform the full range of assignments consisting of related steps, processes or methods.

Overall knowledge of the mission and functions of Tahoma National Cemetery.

Must possess the knowledge of burial eligibility criteria (policy and regulations) and must be able to discern from a myriad of documents such eligibility. In the absence of such documentation, must be capable of gathering and developing information leading to such determination.

Because of multiple assignments, incumbent must be conversant with varied and numerous directives, policies, regulations, i.e., NCA Manuals (M40-1, M40-2, M40-3), etc., issued by VA, DA, GSA, State, etc.

Skill in typing and operating a calculator. Must be computer literate with ability to work with IBM compatible Personal Computer and associated programs, i.e., Microsoft Windows, Microsoft Word Processing, Microsoft Excel, Electronic Mail, etc., and have practical knowledge of computer hardware.

Basic knowledge of clerical procedures to answer the telephone, file material and perform other miscellaneous office functions. Knowledge of English grammar and spelling.

Ability to follow written and oral instructions.

#### FACTOR 2: SUPERVISORY CONTROLS

Works under the general supervision of the Cemetery Director. The Cemetery Director assigns duties to be performed and advises the employee of changes or revisions in established procedures. Employee performs recurring work independently, seeking guidance on unfamiliar situations or questions. Work is reviewed during progress and upon completion for accuracy and compliance with instructions.

#### FACTOR 3: GUIDELINES

Written or oral instructions are detailed and specific. A substantial portion of these instructions are easily understood and little interpretation. When instructions are not clearly understood, the incumbent refers questions to the supervisor.

#### FACTOR 4: COMPLEXITY

The clerical duties performed are routine and repetitive in nature and clear-cut.

#### FACTOR 5: SCOPE AND EFFECT

The purpose of the work is to perform routine clerical tasks in support of the Cemetery's work requirements. The work and accuracy have little impact beyond the immediate organization.

#### FACTOR 6: PERSONAL CONTACTS

Contacts are via radio, telephone, or face-to-face with cemetery co-workers, inter- and intra-agency personnel, funeral directors, veterans organizations, bereaved, national and international dignitaries, and the general public from all over the world. In the course of these contacts, incumbent is exposed to belligerent and hostile individuals.

#### FACTOR 7: PURPOSE OF CONTACTS

The purpose of the contacts is to exchange work-related information.

#### FACTOR 8: PHYSICAL DEMANDS

The work includes some walking, standing, bending and carrying of light items such as paper however the weight of which cannot exceed 2 pounds.

#### FACTOR 9: WORK ENVIRONMENT

The work is performed in an office setting which is air-conditioned, lighted and comfortable; however, is exposed to constant interruptions by visitors and telephone calls. Exposed to traffic hazards in the daily operation of government-owned vehicle.

