

POSITION DESCRIPTION (Please Read Instructions on the Back)

1 Agency Position No.
9603-0

2. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location VAMC Syracuse, NY	5. PERSONNEL COPY VAMC Syracuse, NY	6. OPM Certification No.
Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other	7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests	9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Explanation (Show any positions replaced)			
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify) _____ <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)	11. Position Is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive	13. Competitive Level Code
14. Agency Use			

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Grade	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Support Services Specialist	GS	0342	06	J	7/25/08
e. Recommended by Supervisor or Initiating Office	Support Services Specialist	GS	0342	6	SE	3-10-08

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
Medical Center

b. Second Subdivision
Vice Line

c. Third Subdivision
A&MMS

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 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
Bill Findley, Materials Handler Foreman

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Ed Flick, Chief, A&MMS

Signature: *Bill Findley* Date: 3-10-08

Signature: *Ed Flick* Date: 3-10-08

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
Same as previous classification signed by John Horton

Typed Name and Title of Official Taking Action
Sharon Burkett HR Specialist (Classification)

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: *Sharon Burkett* Date: 7/25/08

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

24. Remarks
A review of the changes to the PD was conducted. The major duties did not change therefore there is no change to the title, series, or grade. There has not been a change to any of the 4 standards used to evaluate the position in 2001. The evaluation of the position in 2001 remains the evaluation of record.
Description of Major Duties and Responsibilities (See Attached)

PRINCIPAL DUTIES AND RESPONSIBILITIES

Responsibilities include oversight of the Mailroom and Reproduction Services for the Medical Center and associated Outpatient Clinics. The incumbent is responsible for maintaining a historical file of the originals of local forms and Medical Center memorandums reproduced and stocked. He/she operates a high volume multifunctional digital commercial copying machine to include programming, adding paper, staples and toner, clearing paper jams as necessary and performing minor maintenance such as cleaning auto document feeder glass, vacuuming and wiping down interior and exterior of machine, emptying stapler, hole punch drop trays and setup adjustments between jobs. The machine is capable of copying 105 single side pages per minute and scanning and storing electric files. The reproduction machine also has a booklet maker attachment and must be programmed for each individual job. He/she is also required to operate and maintain a paper drill, high speed folding machine and hydraulic paper cutter in the performance of their duties.

As the Fund Control Point (FCP) Official and Contracting Officers Technical Representative (COTR) for Medical Center Reproduction machines he/she is required to collect report and maintain monthly usage data for approximately 54 leased digital copiers throughout the Medical Center and assigned clinics. Based on this usage data he/she is responsible for certifying the accuracy of the monthly contract payments to the vendor. The historical usage data and knowledge of future anticipated needs is utilized to help develop the budget for the reproduction FCP which is approximately \$133,000 annually. Incumbent also orders and maintains a supply of the various copier toner bottles, staple cartridges and photo conductor units utilized in the daily operation of the copiers.

The incumbent's responsibility as Fund Control Point Official and COTR for the Mailroom Contract is the oversight of contracted employees which include one Mailroom supervisor, one assistant and seven Mailroom clerks assigned to the Mailroom and Pharmacy prescription packaging area. Oversight of the Mailroom operation entails monitoring the progress of the contractor and making the corrections required to ensure the proper quality of work is performed, performing the quality assurance checks specified by the contract, auditing the contractor's invoices for compliance with the contract and then certifying them for payment. Postage for the metering machines is purchased from the U.S. Postal Service on an as needed basis. Managing and accounting for all funds concerning the Mailroom operations, which include Mailroom service contract (\$230,000), U.S. Postal Service mail meter fund accounts, administrative accounts, business reply account, mail permits, fees and Federal Express overnight and ground shipping with an overall budget annual of in excess of \$500,000. He/she adjusts the Mailroom equipment cleans it, performs minor maintenance and trouble shoots problems as necessary.

The incumbent is responsible for all documentation for items mailed with U.S. Postal Service or shipped overnight express or parcel post service. He/she maintains all records and files, Certifies all invoices for payment.

Incumbent answers questions and address problems that the contractors Mailroom lead supervisor can not handle. He/she reviews the Mailroom systems to determine if there are more efficient methods of accomplishing the work of processing incoming mail routing interfaculty mail and processing outgoing mail. Responsibilities include updating Medical Center Memorandums and policies pertinent to this function, monthly reporting to Logistics Manager and VHA Mail Manager in Denver, CO.

The incumbent is designated as an Accountable Officer for verification of receipts for Controlled Substances received in the Medical Center Pharmacy and Custodial Officer for all equipment within the Mailroom and Reproduction area.

KNOWLEDGE REQUIRED

- Knowledge of the organizational structure and function of the Medical Center, Outpatient Clinics, Vet Center, multiple care lines, agency and U.S. Postal Service requirements to process incoming and outgoing mail and to direct the routing of mail and packages to over 150 units.
- Knowledge of Federal Acquisition Regulations (FAR), Veterans Affairs Acquisition Regulation (VAAR) as certified COTR and FCPO.
- Knowledge of the confidential and sensitive nature of medical records, mail and distribution information and HIPPA regulations, Privacy Act, U.S. Postal Service Regulations and Federal statutes is required.
- Knowledge of U.S. Department of Transportation (DOT) Regulations concerning the shipping of Dangerous Goods and Hazardous Materials.
- Knowledge of U.S. Occupational Health and Safety Administration (OSHA) Regulations concerning the compliance with Material Safety Data Sheet (MSDS) program within assigned areas of responsibilities.
- Reproduction Services must have a good understanding and working knowledge of Copyright laws, U.S. Government and Veterans Affairs Correspondence Manual, Standardized forms, publications, Unified Graphics Standards and the distribution and maintenance of form and publications.
- Proficient in the utilization of desk top computer and many software applications in the daily performance of position. Such as Microsoft Outlook, Excel, Word, Vista and DMS Financial Service Center Central on line certification.
- Knowledge of procedures pertaining to Fund Control Point Official. Incumbent authorized to expend government funds for the ordering of supplies and services for their Fund Control Points. He/she has all the options in Vista menu Control Point Clerk, Control point Requestor with the ability to approve request by utilizing electronic signature.

SUPERVISORY CONTROLS

In conjunction with the supervisor the incumbent establishes overall priorities and deadlines. Other than this interaction the incumbent plans, coordinates, organizes and directs all activities of the Medical Center Mailroom and Reproduction Service. He/she establishes the daily priorities, plans the work, coordinates with customers and resolves issues that arise. As the resident expert in the functioning of the Mailroom and

Reproduction Services the incumbent is given great latitude in working with customers and resolving issues. Only the most unusual or sensitive issues are brought to the attention of Warehouse Chief or Logistics Manager for their involvement.

GUIDELINES

Guidelines consist of a variety of written instructions. These include Medical Center Memorandums and policies, Network policies; VA Central Office issued policies and directives, negotiated contracts, equipment operator manuals and U.S. Postal Service Regulations. These guidelines are applicable in a variety of differing work situations. The incumbent is required to use judgment to determine the applicable regulation for the situation at hand. The incumbent is responsible for the update of policies and procedures regarding the Reproduction and Mailroom areas and for ensuring that the policies are adhered to.

COMPLEXITY

The incumbent insures the proper daily processing and distribution of mail within the Medical Center. He/she provides facility wide Reproduction Services for large capacity copying requests and reproduction of all local forms. The incumbent performs several different steps in the performance of his/her assigned duties in set up and operation of equipment. For reproduction requests the job may require work to be accomplished in differing order on one of several pieces of equipment. The equipment has to be set up and adjusted based on the parameters of the job. Work in the Mailroom has to be completed in sequence on different machines based on the requestor's specifications. There are limitations based on the capabilities of machines, on the volume requested and the grade of the paper stock utilized. The incumbent must make the determination whether the work can be performed locally or must be forwarded to the Network printing shop.

SCOPE AND EFFECT

The Mailroom and Reproduction Services are provided to all services and sections of the Medical Center. Services provided are an integral part of the daily operations of the Medical Center and play a direct role in services provided to veterans. The incumbent directly contributes to the quality and timeliness of the reproduction of clinical and administrative forms utilized in veterans care and mail received and sent to veterans informing them of appointments, cancellation of appointments, acceptance into clinics, prescriptions and other items of interest. Failure to provide services accurately and timely could affect patient care. Since the incumbent reproduces documents for all the services in the Medical Center he/she is in a position to view and make recommendations to the requestors regarding consolidating and condensing forms and booklets. He/she has direct influence on the responsiveness of the maintenance contractor for the copying machines. Inoperable copiers have a direct impact on the ability of customers to perform their work. The incumbent is responsible for forwarding suggestions to the supervisor for increased operational efficiencies and cost savings within the assigned areas of responsibility.

PERSONAL CONTACTS

Contacts include co-workers, all levels of staff and management (both clinical and administrative), Network care line personnel, staff of other VA facilities, the Financial Service Center, U.S. Postal Service, Federal Express service and maintenance contractors. Contacts are made in person, via phone, letter, memo, fax or electronic mail.

PURPOSE OF CONTACTS

The incumbent has contact with the above named individuals to discuss and clarify work requests that they have submitted. Some individuals discuss the scope of the project and request the incumbent's help beforehand to define the most efficient method of reaching the established objectives. Often times he/she must contact the customers to resolve a problem with or to modify the printing requests. The incumbent must also relay information regarding conflicts with copyright laws and the customers requested print order.

PHYSICAL DEMANDS

The work requires the incumbent to stand and walk for extended periods of time while setting up and operating mail processing and reproduction equipment, letter inserter, letter opening, mail metering machines, high speed digital copier, paper cutting, paper folding and paper drilling machines. Periods of kneeling, bending, stooping and stretching are required when trouble shooting or performing preventive maintenance. He/she is required to regularly lift moderate weights and occasionally heavy items such as boxes of paper (50 plus pounds) and cases of envelopes. The work requires knowledge of special safety precautions and the utilization of Personal Protective Equipment (PPE).

WORK ENVIRONMENT

The work is performed in the basement area of the Medical Center. The area is well lighted, ventilated and adequately maintained. The incumbent is subject to high levels of machine noise, paper and toner dust and lubricants such as grease and oil. The work requires knowledge of special safety precautions. The incumbent is required to wear ear protectors and safety shoes and protective clothing are recommended.

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 establish 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 VHA 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.

Quality Assurance

The employee promotes quality awareness. Quality is designed into services and quality monitors and goals developed. Employees are encouraged to submit suggestions and are given assistance in developing ideas. Employees are given input into the planning processes and into decisions that affect their work. Employees are continuously trained to do the best job possible. Employees are supplied with the information, authority, and resources to do the job. An atmosphere is fostered where employees strive to exceed their customers' expectations and improve quality and efficiency through a continuous improvement in products and processes.