

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
596- **7585A**

2. REASON FOR SUBMISSION <input type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input checked="" type="checkbox"/> OTHER		3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION VAMC Lexington, KY	5. DUTY STATION 596- Lexington, KY	6. OPM CERTIFICATION NO.
EXPLANATION (Show any positions replaced) <i>To update PD more than 2 years old.</i>		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
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. POSITION IS: <input type="checkbox"/> SUPERVISORY <input type="checkbox"/> MANAGERIAL <input checked="" type="checkbox"/> NEITHER	12. SENSITIVITY <input type="checkbox"/> 1 - NON-SENSITIVE [CRITICAL SENSITIVE <input checked="" type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE		13. COMPETITIVE LEVEL CO X-01
14. AGENCY USE					

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Communications Clerk (Typing) (OA)	GS	394	5	JC	4-20-10
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Communications Clerk (OA)	GS	394	5		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)
Communications Clerk (Dispatcher/Gate)

17. NAME OF EMPLOYEE (if vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Department of Veterans Affairs	C. THIRD SUBDIVISION
A. FIRST SUBDIVISION VAMC Lexington, KY	D. FOURTH SUBDIVISION
B. SECOND SUBDIVISION Police Service	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. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR
J. Matt Hisel, CPT, Watch Commander, Police Svc

B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)
Phillip A. Wright, Chief of Police Svc

SIGNATURE: *[Signature]* DATE: 10/20/09

SIGNATURE: *[Signature]* DATE: 10-27-09

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.

POSITION CLASSIFICATION STANDARDS USED IN CLASSIFYING/GRAIDING POSITION
GS-394, Comm. Clerk
Group standard for clerical + Admin. Asst work.

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Laura Faulkner, Chief of Human Resources

INFORMATION FOR EMPLOYEES: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed 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.

23. POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)										
B. SUPERVISOR										
C. CLASSIFIER										

24. REMARKS
FPL - GS-5 Bus code: 1234 TDP: NO
FLSA - N/E Func - 00 supv - 0 Purchase card holder stmt. included.

25. DESCRIPTION OF MAJOR DUTIES AND RESPONSIBILITIES (See Attached)

Veterans Affairs Police
United States Department of Veterans Affairs
VA Medical Center – Lexington, KY
POLICE COMMUNICATIONS CLERK:
DISPATCHER/CLERK/ATTENDANT

Incumbent serves in a multifunctional role with Police Service with assignments and duties include dispatching, contact with personnel via radio, telephone, computer and/or other communication equipment, Personnel Identification Verification (PIV) ID badges and gate attendant. Handles or directs calls to appropriate personnel based on experience, training, policies and procedures. The complexity of these assignments will range from minor to above average tasks. Performs other duties as assigned. The complexity of these assignments will range from minor to above average tasks.

MAJOR DUTIES:

While serving as police dispatcher, the incumbent receives and compiles information from various sources relating to police and emergency incidents, taking appropriate action regarding fire alarms, intrusion, and duress and hold up alarms, and directs response and/or notifies responsible personnel, depending on the type of incident or request. Operates a variety of communications and security equipment, such as computers, alarm processors, radio consoles, SSTV system, and remote controllers, card access, time-lapse video tape recorders, and related peripherals. While serving as the parking garage gate attendant, the incumbent maintains a physical presence in and at the "gate control office" and records data relating to VA Patient parking garage at Cooper Division. The incumbent monitors vehicles by ensuring that only persons that are authorized gain access and operates parking related equipment that allows access, while maintaining statistical data and tracking occupancy/available parking spaces. Coordinates special parking needs as they are approved and if necessary, blocks off such spaces. Denies vehicle access when the garage is filled to capacity unless the person entering has a specific space, e.g., Employee of the Month, Safety Award Winner, top management, etc. Checks VA identification for VA employees reporting that access has been granted. Records vehicle identification information such as make, model, color, and tag number of vehicles that are questionable as to their true intent for gaining access to park and notifies the police dispatcher for follow up inquires. Maintains a visual awareness of their surroundings in the garage and notifies police dispatcher and requests police assistance on suspicious persons, unusual events, patient distress, etc. Maintains a positive image as the first point of contact to the medical center, maintains temper under stressful times, and prepares reports as needed on situations involving persons that are likely to become issues.

Compiles and prepares reports relating to events occurring in the operation of the police operations office for dissemination of the completed product to various supervisors, department heads, and top management officials for coordination of emergency situations.

Monitors the operation of all communication/security and related electronic equipment daily. In the event of a malfunction, coordinates with appropriate maintenance personnel to effect repairs. Thereafter, confirms correct operation of the repaired equipment.

Conducts hourly radio station identification code checks as required by the Federal Communications Commission, and radio checks every 30 minutes with uniformed police officers. Maintains accurate radio/alarm activity records/logs to include date, times, and results

of communications and activities. Responsible for the orderly flow of communications between the police operations office, officers of the everyday functions of the police activity for the medical center. Monitors security surveillance cameras located throughout the CD and detects criminal activity in progress, suspicious behavior patterns, suspects, and known offenders, and takes supporting law enforcement action and continuously monitors that person until they are intercepted and detained.

Furnishes information to persons of Police Service policies and VA regulations for the purpose of preventing infractions of VA regulations and preventing unnecessary police responses. Testifies in criminal court as a witness in cases where the criminal activity was observed by them. Provides information to employees and the public concerning ticketing information and furnishes traffic direction via gate communication system.

During the absence of a female officer, performs a "pat down" of female prisoners or suspects to protect officers (female employee). Assists outside law enforcement officers on official business and receives and protects the firearms of visiting officers.

Incumbent has access to sensitive data/information and is responsible for maintaining security of the information contained in any computerized system in accordance with the privacy act and other applicable laws, federal regulations, state regulations, VA statutes and policy, VHS&RA policy, as well as Medical Center policy. Incumbent will safeguard individually assigned access/verify codes, not disclosing them to any person. Incumbent will not disclose or issue hard copy outputs of data/information he/she has access to from any government security system. Incumbent will always ensure that he/she is completed, and is responsible for using computerized systems for official business only.

Rating Factors

FACTOR I-Knowledge required by the position

Must have knowledge of procedures required to transmit or receive messages via radio, and intercom. Knowledge of agency policy, procedures, technical manuals, and instructions for processing incoming and outgoing messages. Knowledge of the normal formats, commands, and common terminology of the organizational unit is required. Knowledge of proper radio transmission on logging on procedures is required. Must have a working knowledge to perform basic trouble shooting and testing techniques to determine possible cause of equipment malfunctions, and take corrective action to restore operating function when possible, or coordinate with appropriate personnel to restore equipment to proper working condition.

Must acquire and maintain Kentucky CJIS LINK/NCIC certification. Knowledge and understanding of the rules governing the use of radio frequencies, transmission, storage, and divulgence of information received via radio or NCIC. This position requires knowledge of the Freedom of Information Act and Privacy Act statutes and regulations.

As dispatcher, incumbent must have the ability to attain a high degree of efficiency to resolve problems encountered during a tour of duty. Must have the ability to work effectively under pressure of time and amid distractions. Must have the ability to use a standard typewriter keyboard, and computer systems with accuracy. Must have the ability to spell, punctuate, and use correct grammar. Errors that result in the loss of information, erroneous work products, or damage to the program itself are costly. The dispatcher's knowledge of each separate system, security alarm, SSTV, and medical center computer can often mean the difference between

timely accomplishment of work and costly errors. His/her alertness, and the speed and accuracy of their judgment as to what they should do and what they should not do, are critical requirements at such times.

FACTOR II-Supervisory Controls

Duties are performed with a considerable degree of independence and freedom from direct supervision. General supervision is provided by the Police Shift Supervisor. Assistance is available from the supervisor in matters that may affect or be affected by agency policy. However, immediate decisions may have to be made in possible life and death situations without consulting a supervisor. Incumbent handles all assignments according to policies and directives, determines specific approach and methodology to be used with limited direction from the supervisor.

Completed work is spot checked to determine completeness, appearance, soundness of decisions, and compliance with established procedures.

FACTOR III-Guidelines

Guidelines are available but not completely applicable to the work or have gaps in specificity. The employee uses judgment in procedures, such as those for format, operational steps for receiving and working of a fire or security alarm have been established. Specific guidelines, such as agency or unit instructions, directives, publications, manuals are available for reference. Since the incumbent is required to operate under only general guidelines or procedures, he/she must make interpretations when necessary.

The employee perform limited independent duties in carrying out prescribed law enforcement and security support processes in specialized or general law enforcement program offices, and/or assist specialists by performing defined in terms of what, when, and how the work is to be done. Due to the uniqueness of each emergency situation, the employee may occasionally have to make critical decisions. Undue delay in making these judgments and decisions or making poor judgments can cause major delay in response to an alarm which could cause injury or death to patients, employees, and/or others. Guidelines for gate attendant are set for by service and medical center policy.

FACTOR IV-Complexity

Communications involves a good understanding of the interrelationship between equipment procedures and personnel. The incumbent must be well versed in the capabilities and limitations, as well as to be able to apply trouble-shooting techniques to ensure reliability in the event of emergencies. The work includes various duties involving different and unrelated processes and methods. While functioning as the dispatcher, the incumbent must have the ability to exercise a high degree of discretion and independent judgment and will on occasion be required to give sound advise to VA police officers in the field of areas of interest not clearly defined. The dispatcher is responsible for the orderly and accurate flow of information to the police officers in the field. Procedures involve the receipt and transmission of routine and emergency instructions, request for assistance, interpreting data from police, fire and access system activity.

Incumbent must be able to type at least 40 wpm.

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4-20-10*

FACTOR V-Scope and affect

The purpose of the work is to perform communication and other pertinent services via various means associated with police standards to produce a rapid and accurate information and communication system, radio, computer, telephone, intercom, and personal contact with the general public and employees. The results of this work affect the accuracy, timeliness, public relations, and general safety of the medical center environment as a whole. The decisions concerning the response to life, safety, security alarms, and calls for emergency service may mean the difference between life and death for individuals or passive property damage or loss to the Federal Government. Information being processed must be timely and correct to ensure appropriate personnel can respond as required.

FACTOR VI-Personal Contacts

Personal contacts include professional personnel at this agency and other facilities. People contacted generally are engaged in different functions, missions, and kinds of work, e.g. representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate facility include employees, staff physicians, resident physicians, service chiefs, patients, outpatients, applicants, and visitors. Personal contacts are frequently made by phone with surrounding municipal, federal, and state police officials.

FACTOR VII-Purpose of Contacts

Contacts at the local level include, but are not limited to, the taking of complaints, rendering assistance and information, denying or providing building access, obtaining and forwarding specific or sensitive information to proper authority. Contacts include technical representatives concerning physical security equipment, state, city, county law enforcement representatives, as well as those representing federal agencies.

FACTOR VIII-Physical Demands

The work is primarily sedentary in nature in an office environment or gatehouse. Most duties can be accomplished from a sitting position. The nature of the duties to be performed require constant occupation of the gatehouse from the hours of 7:00 AM to 3:30 PM Monday through Friday (except holidays) and the dispatch office 24 hours a day. As a result, there may be long periods of time between breaks due to the lack of an available officer to provide relief. The mental stress is much more demanding than the physical stress because of the split-second decisions that must be made as a police or fire alarm activates, telephone ringing, and radio communication requesting instructions, information, or persons become confrontational in either a verbal or physical manner. Must have a keen sense of hearing in responding to numerous audible and visual signals of wire communication receivers and occasionally weak radio transmissions or signals.

FACTOR IX-Work Environment

The incumbent performs duties in a temperature and humidity controlled environment at a radio/telephone console with associated equipment. Systems and equipment are electronic in nature, emitting signals and tones of varying degrees of intensity. The area is confining with a

normal noise level. The room is subject to being cooler than normal because of glass exterior walls and fans to cool the SSTV System. As the gate attendant, the incumbent is primarily confined in a gatehouse type booth with an interior measuring approximately 3.5 feet by 5 feet. The incumbent is exposed to extreme cold and hot temperatures with moderate ability from climate control. Frequent vehicle traffic causes exposure to carbon monoxide from vehicle exhaust and minimal to moderate engine noises. The incumbent is required from time to time to exit the gatehouse to perform duties that may require lifting, carrying objects short distances that weight up to 20 pounds, and stepping up to curb heights.

Depending on the requirements of the service, the incumbent(s) may perform the following function:

Purchase Card Holder: The incumbent will make sure that the Government Purchase Card is only used for official government purchases and under no circumstances shall the card be used for personal benefit. The cardholder must comply with the requirements of VHA Handbook 1730.01, Use and Management of the Government Purchase Card Program, VA Handbook 4080, Government Purchase Card Procedures, and all Federal, VA, and local acquisition policies and regulations.

The incumbent shall verify availability of funds prior to making a purchase and complying with the single purchase limit and monthly limits placed on the card. The cardholder is delegated as a fund control point clerk and has the authority to commit funds in order to initiate the procurement process. The incumbent must ensure that orders are delivered and reconciled promptly.