

POSITION DESCRIPTION (Please Read Instructions on the Back)

HRMS - FILE COPY

Agency Position No. **30015-0**

2 Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation (Show any positions replaced):		3 Service <input type="checkbox"/> Home <input checked="" type="checkbox"/> Field <input type="checkbox"/> New <input type="checkbox"/> Other		4 Employing Office Location VARI (VARIATION)		5 Federal Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		6 Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		7 Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
						8 Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen) <input type="checkbox"/> SES (CR)		9 Position is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		10 Sensitivity <input checked="" type="checkbox"/> 1 Non-Sensitive <input type="checkbox"/> 2 Critical <input type="checkbox"/> 3 Non-Confidential <input type="checkbox"/> 4 Special Sensitive	
										11 Competitive Level Code X01	
										14 Agency Use	

12 Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a Office of Personnel Management						
b Department, Agency or Establishment						
c Second Level Review						
d First Level Review	Secretary (CA)	GS	318	5	JL	7/14/09
e Recommended by Supervisor of Initiating Office						

16 Organizational Title of Position (if different from official title) Department of Veterans Affairs		17 Name of Employee (if vacant, specify)	
18 Department, Agency or Establishment Department of Veterans Affairs		19 Third Subdivision	
a First Subdivision Department of Veterans Affairs		10 Fourth Subdivision	
b Second Subdivision		11 Fifth Subdivision	
		Signature of Employee (optional)	

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

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 appointments and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

20 Typed Name and Title of Immediate Supervisor		21 Typed Name and Title of Higher Level Supervisor or Manager (optional)	
Signature		Signature	
Date		Date	
		10/20/09	

22 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.		23 Position Classification Standards Used in Classifying/Grading Position Secretary Series, GS 318 TS 64 06/82, TS-34, 01/79, OAGEG, TS-100, 11/70	
Typed Name and Title of Official Taking Action Joanna Galay HR Specialist (VISA)			
Signature		Date	
Joanna Galay		7/14/09	

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.

24 Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a Employee (optional)										
b Supervisor										
c Classifier										

24 Remarks
Bus Code 8888 NACI Security Level

POSITION DESCRIPTION

SECRETARY (OA)

GS-318-5

PD #30015 -0

This position is located at the VA Roseburg Healthcare System, Dental Service. The incumbent serves as Secretary to the Dental Service Manager and is responsible for performing administrative tasks in support of Service missions.

Major Duties

Receives office visitors and telephone calls; screens for nature of contact, making referrals to appropriate personnel. Responds to inquiries, answering questions not requiring technical knowledge. Records messages from telephone and personal contacts. Retrieves readily obtainable information to support telephonic discussions and assists in decision making processes. Maintains Service Manager's calendar, scheduling patient appointments, meetings, conferences, visitors, etc. Schedules appointments and meetings on own initiative, based on personal knowledge of availability and workload.

Initiates contact with patients to schedule or confirm appointments, ensuring smooth scheduling by eliminating late cancellations. Commits Manager to either conduct meetings in the office or attend elsewhere, authorized to arrange a mutually acceptable time for those concerned for a proposed appointment or meeting; rearranges appointments when conflicts arise. Arranges meeting places, contacts attendees, advises of scheduled meetings, briefs attendees before scheduled meetings on topics to be discussed, assists in preparing meeting materials. Assist with travel arrangements for Service personnel, e.g., complete training requests, make reservations, or other travel arrangements, etc.

Types letters, reports and memoranda in final form from written sources, notes, or rough draft. Types correspondence and personnel related documents maintaining confidentiality. Responsible for grammar, spelling, capitalization, punctuation, and format; supplies missing data when necessary. Composes routine correspondence, memoranda, or replies to general inquiries not requiring technical knowledge on own initiative or from brief oral instructions.

Establishes and maintains office filing system in accordance with Records Control Schedule 10-Maintains various office records, reports, including handbooks and directives. Receives requests for information that can be assembled from files, based on knowledge of office operations and programs; prepares information personally or follows up with other staff members insuring timely responses to requested information.

Reviews incoming correspondence, screening for items that can be handled personally, referring others to staff for appropriate action. Maintains suspense files on action items; conducts follow-ups to insure compliance with suspense dates. Reviews outgoing correspondence for procedural, grammatical accuracy, correctness, adequacy, and compliance with existing policies; insures enclosures are attached; advises originator of discrepancies or irregularities. Gathers data and prepares reports, as directed or required.

Serves as time and leave clerk. Responsible for maintaining and posting entries, insures proper posting of tours; verifies leave use and the accuracy and completeness of entries; corrects annotations and

reviews for appropriate approvals, submits timecards to Fiscal Service; corrects erroneous entries and maintains appropriate records and files.

Processes requests for personnel actions. Prepares forms for signature. Maintains service personnel information, such as position descriptions, service record cards, organization charts, etc.

Maintains current knowledge of VA and facility clerical procedures and provides guidance to other staff members. Performs liaison duties as required between Dental Service, subordinate staff, and other VARHS services. Prepares minutes of meetings from notes taken, e.g., Dental Service staff meetings, special consultants, meetings chaired by Service Manager.

Maintains detailed daily patient flow and treatment statistics for performance monitors and reports. Ensures timely submission of reports.

Retrieves, files, and maintains patient records verifying information for accuracy. Maintains records of Dental Service budget and control points; maintains accurate inventory of supplies, ordering when necessary and follow-up on delivery status and timely receipts; assist Manager with CMR equipment inventories; maintains accurate account records.

Has regular access to printed and electronic files containing sensitive data that must be protected under the provisions of the Privacy Act and other applicable laws, federal regulations, VA statues and policy, and VHA policy. Employee is responsible for 1) protecting that data from unauthorized release or from loss, alteration, or unauthorized deletion and 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement that the employee signs.

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITON

Knowledge of the Service organization, functions, duties, policies, and program missions sufficient to perform all procedural administrative/clerical task of the office. Knowledge of administrative/clerical rules, procedures, and operations applicable to clerical assignments, to include knowledge to carry out and coordinate, in a timely manner, many different procedures, each of which might involve numerous steps. Responsible for obtaining and monitoring a full range of office support services; requisitioning office /dental supplies, requesting various personnel actions or services; preparing varied recurring reports and documents from information received/retrieved from staff, files, and other sources; referring phone calls and visitors and receiving and distributing correspondence.

Knowledge of grammar, spelling, punctuation, and agency formats sufficient to recognize and correct errors in correspondence and reports; dental and medical terminology used in a variety of diagnostic/treatment procedures. Knowledge of basic bookkeeping/accounting procedures, computer, and calculator operations sufficient to maintain budget records and accounts. Knowledge of time and leave manuals, regulations, and requirements sufficient to maintain Service time records. Knowledge of local facilities and procedures sufficient to arrange conference/meetings, order equipment/supplies, and schedule patient treatment or examinations. Knowledge of manuals, regulations, policies, and procedures relating to Dental Service activities.

FACTOR 2. SUPERVISORY CONTROLS

Works under general supervision of the Manager, Dental Service, who defines objectives and overall priorities of work in the office in accordance with established policies and practices. Supervisor periodically checks for conformity to policy, procedures, and/or instructions, although work methods are

rarely reviewed in detail. Performance is evaluated for appropriateness, adequacy, soundness, and compliance with policy and requirements.

FACTOR 3. GUIDELINES

Guidelines include agency regulations, interim issues, directives, medical center memoranda, bulletins, or procedural and manual instructions. Incumbent exercises judgment and interpretive skills in applying general guidelines to specific situations and adapting office policy to be congruent with general policy guidelines. Incumbent locates and selects appropriate guides and adapts them to actual work situations. May also determine which established alternative is most applicable to respective work situations. Unusual or technical procedures are reviewed and/or coordinated by the Service Manager.

FACTOR 4. COMPLEXITY

Performs a full range of procedural administrative/clerical tasks that involve varied related steps, processes, and/or methods in support of the office, e.g., requisitioning office supplies, office equipment, repairs, and printing services; arranging meeting places; preparing periodic reports from various office sources; etc. Work assignments require decisions involving various choices; incumbent must recognize differences among recognizable situations. Actions to be taken or responses differ from sources of information, or other readily verifiable differences. Decisions are based on knowledge of procedural requirements and an awareness of specific functions and/or staff assignments of the office.

FACTOR 5. SCOPE AND EFFECT

The purpose of the work is to carry out specific administrative office procedures. Duties affect the accuracy and reliability of Dental Service delivery processes.

FACTOR 6. PERSONAL CONTACTS

Contacts are with employees from other departments engaged in different functions, missions, and kinds of work, e.g., fiscal engineering, supply, human resources; patients and family members. Purpose of contacts may require incumbent to discern nature of contact.

FACTOR 7. PURPOSE OF CONTACT

Purpose of contact is to obtain, clarify, exchange, or provide facts concerning dental issues, work efforts, other information, or requisition services.

FACTOR 8. PHYSICAL DEMANDS

Work is primarily sedentary; however, the work may include some walking, bending, and carrying of light items, e.g., papers, books, office supplies, etc.

FACTOR 9. WORK ENVIRONMENT

Work is performed in an office setting with no unusual discomforts, though there is the normal medical center hazard of communicable diseases. Work area is adequately lighted, heated, and ventilated.

STATION NUMBER/ORGANIZATION 653/Roseburg		
PROJECT NAME (Optional)	POSITION TITLE/GRADE Secretary GS-318-5	POSITION DESCRIPTION NUMBER (PD #) 30015-0

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
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STEP 2 - POSITION RISK POINTS <i>See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2</i>	STEP 3 - POSITION SENSITIVITY LEVEL <i>National Security Classified Information</i>
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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	3	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	
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 Low Risk per VHA Directive 0710 dated 05/18/07 SIGNATURE OF INFORMATION SECURITY OFFICER _____ DATE (MM/DD/YYYY) _____
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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 checked="" 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
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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
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR Joanna I Garay, HR Specialist (VISN 20 Classification)	DATE (MM/DD/YYYY) 7/15/09
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