

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No. **10335-0**

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced)  Redescribes & Replaces 9344-A Sec, GS-318-6		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location <b>VANCHCS</b>	5. Duty Station <b>Fairfield, California</b>	6. OPM	
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		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 checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitiv <input checked="" type="checkbox"/> 2-Noncritical Sensitiv <input type="checkbox"/> 4-Special		13. Competitive Level <b>X01</b>	
				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	<b>SECRETARY (OA)</b>	<b>GS</b>	<b>318</b>	<b>7</b>	<b>MK</b>	<b>4-6-11</b>
c. Second Level Review						
d. First Level Review	<b>Secretary (OA)</b>	<b>GS</b>	<b>318</b>	<b>7</b>	<b>JCH</b>	<b>10/9/08</b>
e. Recommended by Supervisor or Initiating Officer	<b>Secretary</b>	<b>GS</b>	<b>0318</b>	<b>07</b>		

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

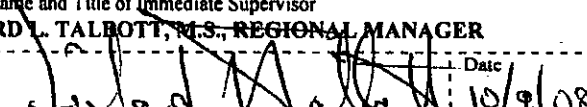
17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment <b>Department of Veterans Affairs</b>	c. Third Subdivision <b>Pacific Western Regional Office, Fairfield, California</b>
a. First Subdivision <b>VHA</b>	d. Fourth Subdivision
b. Second Subdivision <b>Readjustment Counseling Service</b>	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 and Title of Immediate Supervisor <b>RICHARD L. TALBOTT, M.S., REGIONAL MANAGER</b>	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Signature:  Date: <b>10/9/08</b>	Signature: _____ Date: _____

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  
**PCS for Secretary Series, GS-318 OAGEG**

Type Name and Title of Official Taking Action <b>John Horton, HRS (Classification)</b>	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: <b>NCHCS</b>  Date: <b>10/9/08</b>	

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

24. Remarks  
**This position has been identified as Low Risk. OHRM Review 4-6-11 see Posn Eval Report.**

25. Description of Major Duties and Responsibilities (See Attached)

**Position Description**  
**SECRETARY (OA)**  
**(GS-0318-07)**  
**Readjustment Counseling Service**  
**Pacific Western Region**  
**Regional Manager's Office**

**Introduction:**

The purpose of the Department of Veterans Affairs (VA) Readjustment Counseling Service (RCS) is to assist all combat veterans and their family members to achieve successful readjustment to civilian life. The 232 community based Vet Centers of RCS also provide readjustment services to combat veterans of World War II, Korea, Vietnam, Lebanon, Grenada, Panama, the Persian Gulf; peacekeeping veterans of Somalia; Global War on Terrorism and those who were sexually assaulted during their military service. Special attention is given to veterans who have not achieved adequate social, psychological, and/or vocational readjustment as a result of their combat or other traumatic military experience. Veterans are known to have multiple problems associated with self, significant others, work, and relations with society generally, as well as problems related to their military experience that require specialized readjustment counseling and related services. The community-based Vet Center's provides veterans with community outreach, counseling, therapy, treatment and direct services and referral to VA and community resources. In addition, the RCS program provides community education regarding the problems and needs of the veteran. RCS team members work in cooperative collaboration with one another and with professionals, paraprofessionals, volunteers and others in VA facilities and community agencies to help veterans recognize and resolve their problems and needs.

The incumbent serves as Secretary to the Regional Manager of the Western Region of the Readjustment Counseling Service.

**Major Duties**

**Public Contact Work**

25 percent

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. The incumbent is regularly involved in contacts with visitors and callers from such organizations as: congressional offices, members of the news media, state and local officials, high ranking officials in the field or industry, public action groups, attorneys, national firms or organizations. Active interest in the office's programs outside the organization represent a substantial portion of the supervisor's work time and often greatly affect the program or mission, requiring frequent program adjustments. Acts as confidential assistant, liaison person, and participant in the management of the office. Receives all visitors and telephone calls to the Regional Manager's Office, ascertains the nature of the call or business of visitors and determines the appropriate action. Authorized to handle and dispense administrative information to persons upon determination of their right to receive it. Answers questions regarding the Program and services available, arrange team and community organization outreach meetings, maintain coordinators confidential team files, maintain other confidential files of the Regional Manager Office. Acts as a pivot point for and between officials, team community, Agency, and Central Office, and be able to meet and communicate with diverse groups of individuals with confidence and competence.

Mail, Correspondence, and Reports

25 percent

Processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Performs the following types of duties: edits letters, composes letters and reports, reviews correspondence for accuracy and completeness, and develops standard or form letters and replies to inquiries. Maintains control records on incoming correspondence and action documents and follows up on work in process to insure timely reply or action. Reviews documents prepared for signature or requiring coordination by the Regional Manager. Responsible to ensuring conformance with regulations, grammar, form and special policies of the Program. Advises and instructs subordinate offices through discussions with author, member, or clerical assistant to obtain higher degrees of compliance with established policy, procedure, and correspondence regulations. Develops background information and prepares outlines for the supervisor's engagements, papers, and correspondence/reports. Ensures that requests for action or information are made known to personnel or regional team members who can satisfy the request. Follows up on required actions. Assists the Vet Center's administrators in the procedural aspects of expediting the work of the office. Informs and instructs employees concerning procedures for preparation of correspondence. Uses initiative to obtain clarification of instructions from originating offices of appropriate focal points. Determines which are of importance or interest to the Program, Manager, and/or Team Members, and refers them accordingly. Prepares his/her own initiative a digest of content echelons of the Program and, on his/her own initiative, ensures that the Team Leaders are informed and assists them and their members in interpreting instructions and in determining the action required of them.

Maintaining Appointments, Calendars, & Schedules

25 percent

Schedules appointments, coordinates meetings, and/or schedules conferences. Researches and provides background on subject matter of meetings without direction. Attends meetings, prepares meeting minutes, and follows up on action items with appropriate staff members independently.

Human Resources

25 percent

The Secretary assists the Regional Manager and his/her subordinates in all Human Resource actions, including drafting and preparing position description documents, performance appraisal forms, and personnel action documents. The Secretary works directly with the Human Resource Specialist of each of the 12 VA support facilities to prepare personnel actions documents, and tracks the progress of such actions. The Secretary prepares and coordinates personnel action requests for the 39 Vet Center teams in the region, as well as maintaining a hardcopy ledger of all actions.

Performs other related duties as assigned.

**Factor 1-4 Knowledge Required by the Position**

**550 Points**

The incumbent must have knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform non-routine assignments such as reviewing publications directives, and other materials which may affect the Program and taking appropriate follow-up action; and to anticipate and prepare materials the Regional Manager needs in order to respond to correspondence or phone calls. Knowledge sufficient to recognize which information

is or is not relevant to the problem at hand. Knowledge required in coordinating the work of the office with the work of the other offices sufficient to recognize the need for such coordination in various circumstances. Knowledge of the substantive projects of the Program as related to the clerical administrative support functions. Knowledge and skill to coordinate the work of the office with other Team sites/offices, including clerical help in subordinate offices on new procedures or regulations and on information to be provided for use in meetings and reports. Skill in operating office automation equipment; a qualified typist is required. Knowledge of grammar, spelling, punctuation, and required formats. Knowledge of formalized system of internal procedures including extensive reporting requirements when appropriate.

The incumbent must have the capability, patience, willingness, and knowledge to deal with veterans suffering stress.

**Factor 2-3 Supervisory Controls**

**275 Points**

The incumbent works under the supervision of the Regional Manager, making commitments for the Regional Manager with regard to established policies. The Regional Manager sets priorities and deadlines for some specific assignments. The secretary sets day-to-day work flow priorities, based on knowledge of program projects and demands and plans and carries out the work of the office and handles problems and deviations in accordance with established instructions, priorities, policies, commitments, and program goals of the supervisor and accepted practices of the occupation. The methods used by the incumbent are almost never reviewed in detail. Completed work is evaluated for adequacy, appropriateness, and conformance to established policy. By its very nature, much of the work cannot be reviewed in detail.

**Factor 3-3 Guidelines**

**275 Points**

Guidelines include a large body of unwritten policies, precedents, and practices which are not completely applicable to the work or are not specific and which deal with matters relating to judgment, efficiency, and relative priorities rather than with procedural concerns. The secretary applies and adapts guidelines to specific problems for which guidelines are not clearly applicable.

**Factor 4-3 Complexity**

**150 Points**

The work includes various duties involving different and unrelated steps, processes, and methods. Decisions regarding what needs to be done, and how to accomplish them, are based on the secretary's knowledge of the duties, priorities, commitments, policies, and program goals of the Regional Manager and the teams and the staff and involve analysis of the subject, phase, or issues involved in each assignment in regards to the unique problems of the combat veterans and their family members and the ability to recognize and identify their problems and to respond and refer appropriate. The chosen course of action is selected from many alternatives.

**Factor 5-3 Scope and Effect**

**150 Points**

This position serves an office that clearly and directly affects work beyond the organization's boundaries. The secretary devises and modifies methods and procedures that affect the accomplishment of the mission of the office. The secretary identifies and resolves various problems and situations that affect the orderly and efficient flow of work in transactions with parties outside the organization. The incumbent ensures that the clerical and administrative work of the Program conforms to the appropriate policies and procedures. The incumbent reviews the

work of others and gives advice concerning procedural requirements. The degree to which this is done well affects the reliability and acceptability of the work of subordinate units/teams. Serves as liaison between supervisor and subordinate units; arranges meetings involving staff from outside the immediate office; consolidates reports submitted by subordinate units. Incumbent modifies methods and procedures that affect the accomplishment of the mission of the Program. Provides advice to teams to assist them in providing information needed for the orderly and efficient flow of work in transacting with the Program, the community and the veterans.

**Factor 6-3 Personal Contacts**

**60 Points**

The personal contacts are with individuals or groups from outside the agency or in the same agency. Contacts require the incumbent to identify and locate the appropriate person to contact or to apply significant skill and knowledge in determining to who a telephone call or visitor should be directed. People contacted are engaged in different functions, missions, and kinds of work than are people in the secretary's organization. Visitors and callers contact the office or are contacted by the office for several different purposes, to receive one of several different services, or to find several kinds of information. The secretary must clarify the reason for the contact with the office. Contacts include employees of the Program, contractors, or representatives of professional organizations, the news media and high level officials both within the agency and in other agencies who deal with the Program on a wide variety of matters; the combat veterans, face-to-face with community members and agencies and the public in general, nationally recognized representatives of the news media, Administrator of Veterans Administration, members of Congress.

**Factor 7-2 Purpose of Contacts**

**50 Points**

The purpose of the contacts is to plan, coordinate, and advise on work efforts to resolve operating problems in the Regional Manager's Office and the 39 Vet Centers and to also insure that reports and responses to correspondence are submitted by the staff are on time and in proper format; make travel arrangements and scheduling conferences; to handle and refer basic office demands as appropriate. Such contacts might include solving problems, following up on commitments, or arranging meetings.

**Factor 8-1 Physical Demands**

**5 Points**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, and carrying of light items like papers or books. No special physical demands are required to perform the work.

**Factor 9-1 Work Environment**

**5 Points**

The work environment involves everyday risks or discomforts and requires normal safety precautions typical of such places as meeting and training rooms, libraries, or commercial vehicles. The work area is adequately lighted, heated, and ventilated.

**Other Significant Factors**

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 and handles conflict and problems in dealing with the customer constructively and appropriately.

a) Young Adulthood (20-40): Demonstrated ability to evaluate patient progress in developing a career, forming intimate relationships, selecting a health life style, and acquiring solid problem solving skills.

b) Middle Age (40 to 65): Demonstrates ability to evaluate to evaluate patient progress in the following areas: attaining personal growth and meaning; maintaining balance in terms of family life, work and community involvement; and health maintenance/prevention of illness.

c) Senior Adulthood (65 to 75): Demonstrates ability to evaluate patient adaptation to retirement, adjustment to decreased body functioning, and capacity for dealing with inevitable losses.

d) Middle old (74-84): Demonstrates ability to evaluate patient adaptation to declines in speed of movement, reaction time, and sensory abilities and cognitive functioning; status of chronic medical conditions; maintenance of social relationships to avoid isolation; and, patient progress in life review in order to achieve psychological integration.

e) Elder Adulthood (85+): Demonstrates ability to evaluate the following: patient safety issues secondary to decrease in sensory, motor, and cognitive functioning; status of chronic medical conditions; maintenance of social relationships to avoid isolation; and, patient progress in life review in order to achieve psychological integration.

#### 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

POSITION EVALUATION STATEMENT FACTOR EVALUATION SYSTEM		NATURE OF PROPOSED ACTION New	POSITION NO. 10335-0		
CLASSIFICATION TITLE Secretary (OA)		SCHED. GS			GRADE 7
ORGANIZATIONAL TITLE Same		NO. POSITIONS 1			
ORGANIZATION Readjustment Counseling Service		SUBDIVISION Pacific Western Regional Off		LOCATION Fairfield, CA	
EVALUATION FACTORS	POINTS ASSIGNED	STANDARD USED (Give Benchmark No., Factor Level No., Etc.)	COMMENTS		
1. KNOWLEDGE REQUIRED BY THE POSITION	550	FL-1-4 Knowledge Type III	Positions at this level require knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform non-routine assignments. There is a system of formal internal procedures and administrative controls, and a formal production or progress reporting system. Coordination among subordinate units is sufficiently complex to require continuous attention. The responsibility for coordination of work outside the organization requires procedures and administrative controls equivalent to those described above for this level.		
2. SUPERVISORY CONTROLS	275	FL-2-3	Incumbent performs duties under the general supervision of the Regional Manager, who sets deadlines for some specific assignments. Incumbent performs duties of the job independently and determines the approach to resolve problems.		
3. GUIDELINES	275	FL 3-3	Guidelines typically include a large body of unwritten policies, precedents and practices which are not completely applicable to the work.		
4. COMPLEXITY	150	FL 4-3	Decisions regarding what needs to be done involve various choices requiring the secretary to recognize the existence of and difference among a variety of situations.		
5. SCOPE AND EFFECT	150	FL 5-3	Work has affect beyond the boundaries of the office. Secretary identifies and resolves problems that affect the orderly flow on work in transactins with parties outside the organizatin.		
6. PERSONAL CONTACTS	110	FL 6-3	Contacts are with higher level agency officials, members of congressional staffs, the media and affiliated university staff.		
7. PURPOSE OF CONTACTS		FL 7-2	The purpose of the secretary's work is to plan, coordinate, or advise on work efforts or to resolve operating problems.		
8. PHYSICAL DEMANDS	5	FL 8-1	The work is sedentary		
9. WORK ENVIRONMENT	5	FL 9-1	The work environment involves everyday risks or discomforts.		
SUMMARY	TOTAL POINTS	1520			
	GRADE CONVERSION	GS-7			

Reference: Secretary Series, GS-0318, Jan 1979, TS-1979, Jun 1982, TS-64, July 1999 and Office Automation Grade Evaluation Guide, Nov 1990, TS-100, July 1999.

Series and Title Determination: The 318 series includes all positions the duties of which are to assist one individual, and in some cases the subordinate staff of that individual, by performing general office work auxiliary to the work of the organization. The incumbent performs work as the principal administrative support position in the Office of the Regional Manager, operating independently of any other such position in the office. The qualifications of a qualified typist are required in the operation of automated office equipment. The duties and responsibilities of the incumbent fall completely within the 318 series. The authorized title Secretary is used, followed by the parenthetical (OA) since the incumbent uses office automation equipment and the skills of a qualified typist are required.

Grade Level Determination: This position has been evaluated using the above referenced standard. The total number of points credited by the FES evaluation above is 1695 which converts to a grade of GS-7 (1355-1600) on the Grade Conversion Table.

Conclusion: Based on the analysis provided above, the position is determined to be properly classified as Secretary (OA), GS-0318-7.

FLSA: The position does not meet the exemption criteria as defined in 5CFR, Part 551 and subsequent guidance and is therefore determined to be FLSA non-exempt

*UHRM Review 4-6-11: at Vet Ctrs as GS-6s. This is the Regional support position.*

EVALUATED BY: John G. Horton *John G. Horton* 10/9/2008

TITLE AND/OR ORGANIZATIONAL LOCATION  
HR Specialist (Classification)

*HRS CLASS  
UHRM Compa Class Suc.*

Replaces VA Form 3963a  
June 1997R

*I fully concur with this evaluation.*

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. 9344.A

2. Reason for Submission
Redescription [ ] New [x]
Reestablishment [ ] Other [ ]

3. Service
Hdqtrs [ ] Field [x]

4. Employing Office Location
VANCHCS

5. Duty Station
Benicia, California

6. OPM

Handwritten notes:
(Show any positions replaced)
Replaced by 10355-0 10/9/2008
Redescr. bps & Replaces
# 8088-0 Sec. 65-318-S

7. Fair Labor Standards Act
Exempt [ ] Nonexempt [x]

8. Financial Statements Required
Executive Personnel Financial Disclosure [ ]
Employment and Financial Statement [ ]

9. Subject to IA Action
Yes [x] No [ ]

10. Position Status
Competitive [x]
Excepted (Specify in Remarks) [ ]
SES (Gen.) [ ] SES (CR) [ ]

11. Position is
Supervisory [ ]
Managerial [ ]
Neither [x]

12. Sensitivity
1-Non-Sensitive [x]
2-Noncritical Sensitive [x]
3-Critical Sensitive [ ]
4-Special [ ]

13. Competitive Level Code
X01

14. Agency Use

Table with 7 columns: 15. Classified/Graded by, Official Title of Position, Pay Plan, Occupational, Grade, Initial, Date. Rows include U.S. Office of Personnel Management, Department, Agency or Establishment, Second Level Review, First Level Review (Secretary (Typing)), Recommended by Supervisor or Initiating Office (Secretary).

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 VHA
b. Second Subdivision Readjustment Counseling Service
c. Third Subdivision Pacific Western Regional Office, Benicia, California
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)

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
CHERYL L. BURGOR, M.S.W., DEPUTY REGIONAL MANAGER
Signature: Cheryl Burgor, Date: 8-30-02
b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
RICHARD L. TALBOTT, M.S., REGIONAL MANAGER
Signature: Richard Talbott, Date: 8/30/02

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.
Type Name and Title of Official Taking Action
Louise Garcia, Acting Ch. HRMS
Signature: Renee P... Date: 9-12-02

22. Position Classification Standards Used in Classifying/Grading Position
PCS/318
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.

23. Position Review table with columns for Employee (optional), Supervisor, Classifier, and their Initials and Dates.

24. Remarks

Description of Major Duties and Responsibilities (See Attached)



**POSITION DESCRIPTION  
SECRETARY (TYPING)  
WESTERN REGION  
READJUSTMENT COUNSELING SERVICE  
GS-318-6**

**Major Duties:**

The incumbent serves as Secretary to the Regional Manager of the Western Region of the Readjustment Counseling Service.

As Secretary to the Regional Manager, the incumbent acts as confidential assistant, liaison person, and participant in the management of the office. The incumbent receives all visitors and telephone calls to the Regional Manager, ascertains the nature of the call or business of visitors and determines the appropriate action. The incumbent refers important business and high-ranking visitors to Regional Manager or, when that is not practical, takes messages for his/her attention or makes later appointments for visitors. The incumbent refers business requiring personal consultation and techniques to the Regional Manager for appropriate attention. The incumbent is authorized to handle and dispense administrative information to persons upon determination of their right to receive it.

The Secretary to the Regional Manager responds to requests for information concerning Program functions and services. The incumbent personally prepares responses regarding the Regional Manager's schedule from source material. The incumbent anticipates the need for information and systematically prepares material so that it is immediately available for the Regional Manager's need. In the absence of the Regional Manager, in cases that would normally receive his/her personal attention, the incumbent assumes responsibility for ensuring that requests for action or information are made known to personnel or regional team members who can satisfy the request. The incumbent follows up on required actions and informs the Regional Manager of their status. When the Regional Manager is absent but accessible, the incumbent decides whether important or emergency matters should be brought to his/her attention.

The Secretary makes arrangements for conferences, including such matters as selecting a location, establishing and tracking a schedule of actions, drafting an agenda, and generating and recording attendance lists. The incumbent contacts teams and provides them with information from community agencies and groups and individuals. The incumbent assembles background material for the Regional Manager.

The Secretary reads incoming correspondence, publications, regulations, and directives that may affect the Program, determines those that can be acted upon personally and takes necessary action. When necessary, the incumbent uses initiative to obtain clarification of instructions from originating offices of appropriate focal points. The incumbent determines which are of importance or interest to the Program, Manager, and/or Team Members, and refers them accordingly. In other cases, the incumbent prepares on his/her own initiative a digest of content echelons of the Program and, on his/her own initiative, ensures that the Team Leaders are informed and assists them and their members in interpreting instructions and in determining the action required of them. The Secretary briefs the Regional Manager on such activity, its results and status.

The Secretary maintains control records on incoming correspondence and action documents and follows up on work in process to insure timely reply or action. The incumbent reviews documents prepared for signature or requiring coordination by the Regional Manager. The incumbent is responsible to ensuring conformance with regulations, grammar, form and special policies of the Program, and returns such communications to the originator for corrections when not in conformance with known format, if not complete, or when correspondence regulations have not been followed. The incumbent advises and instructs subordinate offices through discussions with author, member, or clerical assistant to obtain higher degrees of compliance with established policy, procedure, and correspondence regulations.

The Secretary assists the Regional Manager and his/her subordinates in all Human Resource actions, including drafting and preparing position description documents, performance appraisal forms, and personnel action documents. The Secretary works directly with the Human Resource Specialist of each of the 12 VA support facilities to prepare personnel actions documents, and tracks the progress of such actions. The Secretary prepares and coordinates personnel action requests for the 31 Vet Center teams in the region, as well as maintaining a hardcopy ledger of all actions.

The Secretary assists the Regional Manager's subordinates in the procedural aspects of expediting the work of the office, such as distributing requests for reports, explaining report requirements, and arranging for submission of reports to be assembled by the incumbent into general reports. The incumbent informs and instructs employees concerning procedures for preparation of correspondence and contacts teams to remind them to submit required reports if deadlines are not met.

The Secretary signs routine correspondence of non-technical or non-clinical nature in supervisor's name or in his/her own name. This includes requests to teams for information, letters arranging team telephone conferences, transmittals for information packets, etc.

As instructed, the incumbent makes necessary arrangements for travel by the Regional Manager, arranging schedules of visits, making reservations, notifying organizations and officials to be visited, and submitting travel vouchers and reports.

The Secretary types letters, memoranda, reports, agenda and other documents, as required.

In addition to general office responsibilities, the Secretary must be able to answer questions regarding the Program and services available, arrange team and community organization outreach meetings, maintain coordinators confidential team files, maintain other confidential files of the Regional Manager (Supervisory), act as a pivot point for and between officials, team community, Agency, and Central Office, and be able to meet and communicate with diverse groups of individuals with confidence and competence.

The incumbent must have the capability, patience, willingness, and knowledge to deal with veterans suffering stress.

### **1. Knowledge Required:**

Knowledge of the duties, priorities, commitments, policies, and Program goals of the staff sufficient to perform assignments such as reviewing publications directives, and other materials which may affect the Program and taking appropriate follow-up action; and to anticipate and

prepare materials the Regional Manager needs in order to respond to correspondence or phone calls.

Knowledge of the substantive projects of the Program as related to the clerical administrative support functions. Knowledge and skill to coordinate the work of the office with other Team sites/offices, including clerical help in subordinate offices on new procedures or regulations and on information to be provided for use in meetings and reports.

Skill in operating a typewriter; a qualified typist is required.

Knowledge of grammar, spelling, punctuation, and required formats.

Knowledge of formalized system of internal procedures including extensive reporting requirements when appropriate.

## **2. Supervisory Controls:**

The incumbent works under the Regional Manager. The Regional Manager sets priorities and deadlines for some specific assignments; incumbent plans and carries out the assignment in accordance with established policy and procedures; incumbent sets day-to-day work flow priorities, based on knowledge of program projects and demands.

## **3. Guidelines:**

Guides include Phase I Training Manual, Operation Outreach, dictionaries, styles manuals, and agency instructions, concerning such matters as correspondence, time and leave regulations, and the handling of confidential information.

Incumbent uses judgment to select the guidelines which is appropriate for the specific situation. When existing guidelines cannot be applied, the incumbent refers the problem to the Regional Manager or to qualified personnel, for an interpretation.

## **4. Complexity:**

The work involves different and unrelated processes and methods. Decisions regarding what needs to be done are based on secretary's knowledge of the duties, assignments, priorities, commitments, policies, and Program goals of the Regional Manager and the teams, and involve analysis of the subject, and of the issues involved, the unique problems of the Vietnam era veterans and the ability to recognize and identify their problems and to respond and refer appropriate.

Incumbent sets up conferences requiring planning and arranging of travel and hotel accommodations for participants; and incumbent arranges travel and accommodations for Regional Manager when appropriate.

**5. Scope and Effect:**

The incumbent ensures that the clerical and administrative work of the Program conforms to the appropriate policies and procedures. The incumbent reviews the work of others and gives advice concerning procedural requirements. The degree to which this is done well affects the reliability and acceptability of the work of subordinate units/teams. Serves as liaison between supervisor and subordinate units; arranges meetings involving staff from outside the immediate office; consolidates reports submitted by subordinate units.

Incumbent modifies methods and procedures that affect the accomplishment of the mission of the Program. Provides advice to teams to assist them in providing information needed for the orderly and efficient flow of work in transacting with the Program, the community and the veterans.

**6. Personal Contacts:**

Contacts include employees of the Program and high level officials both within the agency and in other agencies who deal with the Program on a wide variety of matters; the Vietnam era veterans, face-to-face with community members and agencies and the public in general, nationally recognized representatives of the news media, Administrator of Veterans Administration, members of Congress.

**7. Purpose of Contacts:**

The purpose of the contacts is to plan and coordinate the work of the Regional Manager's office.

The purpose of the secretary's contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems; insure that reports and responses to correspondence are submitted by the staff on time and in proper format; make travel arrangements and scheduling conferences; to handle and refer basic office demands as appropriate.

**8. Physical Demands:**

The work is sedentary. There is some carrying of light items such as papers and files.

**9. Work Environment:**

The work is performed in an office setting.