

POSITION DESCRIPTION (Please Read Instructions on the Back) 1. AGENCY POSITION NO.
4049

2. REASON FOR SUBMISSION <input type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input checked="" type="checkbox"/> OTHER <small>EXPLANATION (Show any positions replaced)</small>	3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION Phoenix, AZ	5. DUTY STATION Phoenix VAHCS	8. OPM CERTIFICATION NO.
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 checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE	13. COMPETITIVE LEVEL CO X14
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	Program Support Assistant (OA)	GS	0303	06	<i>JH</i>	2/23/10
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Program Support Assistant (OA)	GS	0303	06		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)		17. NAME OF EMPLOYEE (if vacant, specify)	
		Hill	
18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Department of Veterans Affairs		C. THIRD SUBDIVISION Chief of Staff	
A. FIRST SUBDIVISION Veterans Health Administration		D. FOURTH SUBDIVISION Surgery	
B. SECOND SUBDIVISION Phoenix VAHCS		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 Jenny Doucet-Cronin, AO Surgery	B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional) William Dolan, MD, Chair, Surgical Department
SIGNATURE <i>Jenny Doucet-Cronin</i> DATE 2/23/10	SIGNATURE <i>William Dolan</i> DATE 23 Feb 2010

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/GRAADING POSITION
PCS Misc Clerk & Asst Ser 303, TS-37, 11/79, TS-34, 1/79. Mgmt Prog Cler & Asst Ser. GS-344, TS-124, 5/83. Class Hnbk TS-107, 8/91

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Ted Hill, Human Resources Intern

SIGNATURE *Ted Hill* DATE 2/23/10

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

24. REMARKS

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



STATION NUMBER/ORGANIZATION

44/Phoenix Veterans Affairs Healthcare System

SUBJECT NAME (Optional)

POSITION TITLE/GRADE

Program Support Assistant (OA), GS-0303-06

POSITION DESCRIPTION NUMBER (PD #)

4049

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

- MAJOR
- SUBSTANTIAL
- MODERATE
- LIMITED

B. SCOPE OF OPERATIONS:

- WORLDWIDE
- GOVERNMENTWIDE
- MULTI-AGENCY
- AGENCY

C. PROGRAM RISK LEVEL

- MAJOR
- SUBSTANTIAL
- MODERATE
- LIMITED

STEP 2 - POSITION RISK POINTS

See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	1
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	1
6.	Total Risk Points (Sum of Lines 1-5) ▶	5

STEP 3 - POSITION SENSITIVITY LEVEL

National Security Classified Information

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.

- SENSITIVITY LEVEL
- SPECIAL SENSITIVE
 - NON-CRITICAL SENSITIVE
 - CRITICAL SENSITIVE
 - 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.

- CONCUR WITH RISK LEVEL (See STEP 2)
- INCREASE RISK LEVEL TO: MODERATE RISK HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS

- HIGH RISK
- MODERATE RISK
- LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER

DATE (MM/DD/YYYY)

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:

- NO ADJUSTMENT
- INCREASE RISK LEVEL TO:
 - MODERATE RISK
 - HIGH RISK

Sensitivity Level:

- NO ADJUSTMENT
- INCREASE SENSITIVITY LEVEL TO:
 - NONCRITICAL SENSITIVE
 - CRITICAL SENSITIVE
 - SPECIAL SENSITIVE

STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL

- HIGH RISK
- MODERATE RISK
- LOW RISK

FINAL SENSITIVITY LEVEL DESIGNATION

- SPECIAL SENSITIVE
- CRITICAL SENSITIVE
- NON-CRITICAL SENSITIVE
- NONSENSITIVE

SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR

DATE (MM/DD/YYYY)

Ted Hill, Human Resources Intern

02/23/2010

Position Description No.

OFFICE AUTOMATION ASSISTANT
GS—303-06

INTRODUCTION

The employee interacts on a daily basis with staff throughout the Department, as well as with patients and their families. The employee provides support to physicians and technicians and facilitates numerous administrative and/or clerical processes, including personnel issues and patient care. The Surgical Department consists of the following sections: General Surgery, Vascular Surgery, Thoracic Surgery, Urology, Otolaryngology (ENT), Hand & Plastics, Orthopedic, Podiatry, Gynecology, Ophthalmology, Pre-Procedure, Same Day Surgery, Anesthesia, Pain Management Clinic, Vascular Lab and Tumor Registry. The Surgical Department has an operative workload of approximately 4,700 cases per year.

Primary Purpose

The primary purpose of this position is to provide logistical and administrative support to the Surgical Services program.

Duties

Performs a wide variety of administrative and/or clerical tasks associated with maintaining and supporting the work performed within the Surgical Services Administrative Office. Works closely with Chiefs of various Surgical Departments and provides assistance that facilitates the efficient functioning of the program. Performs other administrative and/or secretarial duties as assigned by the Administrative Officer, senior Program Support Assistant or Chief of Surgical Services. Processes the credentialing, privileging and scope of practice, as appropriate, for approximately 94 staff (contract staff included--physicians, physician assistants, and CRNA's).

Credentialing and Privileging

Processes the credentialing, privileging and scope of practice, as appropriate, for approximately 94 staff (contract staff included--physicians, physician assistants, and CRNA's), to include monitor other requirements of this duty, i.e. BLS/ ACLS certifications, Licensure renewals, Education/training, etc.

Maintains a schedule to ensure timely renewal of credentialing and privileging. Provides appropriate renewal forms to physicians and sends out peer appraisals. Compares previous credentialing information to new information to identify changes. Ensures appropriate justification for changes is submitted. Tracks all new and renewal packets for timeliness and reviews them for completion, requiring frequent contact with outside offices and the Credentialing Section, Human Resources Department. Assembles material for Department Chair review and signature.

Prepares memorandums for appointment of new staff, consultants and WOC physicians, including recommendations for grade/step, travel pay or other special conditions and requests for emergency privileges. Contacts "new hires" to obtain information and completes the VETPRO enrollment form.

Procurement Support

Serves as the program's liaison to the purchasing/procurement office to arrange for monitor and secure equipment, service and products. Incumbent will input equipment requests from the various departments within Surgical Services; will ensure that all documentation is submitted at time of their requests; will communicate with requestor, seeking additional information and/or resolve possible issues with request; will communicate with Acquisition & Materiel Management (A&MM) staff, as needed; will comply with policy RFMS/90-06 and takes independent action in regard to gathering data in support of the requests. Incumbent will maintain a spreadsheet for follow-ups and tracking of requests.

Typing/Word Processing

Performs typing and office automation at or above the established minimum proficiency level. Types from voice recordings or written material, agendas and minutes of numerous Department conferences, as needed. Material sometimes contains complex medical terminology and pharmaceutical references. Prepares sign-in sheets for the conferences; schedules rooms; submits/ room set-up and audio-visual equipment requests.

Provides administrative support to the Chief or other Department staff, including typing correspondence, reports or other material and scheduling meetings and locations. Takes independent action in regard to gathering data for the purpose of preparing correspondence, reports, presentations, etc.

Public Contact

Serves as a point of contact for Surgical Services. Responds to patient and staff inquiries regarding all aspects of the Services, including administrative and patient care issues. Provides assistance through personal knowledge, researches to obtain information, or refers the caller to appropriate staff. Transfer calls or take messages for physicians. Screens calls and personally answers calls when the requested information concerns routine and procedural requirements. Supplies the requested information when the question concerns information the employee is familiar with or can easily get.

The incumbent will receive a variety of complaints and inquires made by patients, their families, staff, visitors and others are received and the incumbent must manage these contacts by obtaining requested information, resolving problems or arranging referrals to the appropriate department or staff. Incumbent may, on occasion, review patients' computerized medical records to obtain information regarding appointments, medications, patient provider names, dates of events, etc. Researches and resolves issues or makes appropriate referrals for assistance and document patient concerns in the patient advocate tracking program. Incumbent only brings to the attention of the Administrative Officer or Chief Surgical Services that which requires their attention. The incumbent handles many telephone calls and inquires. Most calls involve inquires, which can be addressed by the incumbent or referred to the appropriate department.

In addition, serves as back-up support for the Program Support Assistant in preparing final response to controlled correspondence in regard to patient complaints.

The complexity and range of duties requires that numerous contacts be established and maintained with individuals and organizational elements within the medical center as well as with VA hierarchical program offices, city, and state governmental agencies, and private sector entities.

Mail, Correspondence, and Reports

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. Provides general clerical mail and correspondence services such as: preparing a variety of recurring reports; reviewing outgoing correspondence for proper attachments; or consolidating/coordinating submittals of information. Researches files and assembles background information on the subject of incoming material prior to referral.

Incumbent uses independent judgment, based upon understanding and knowledge, in determining what correspondence, directives, publications and other materials requires the attention of Chief, Surgical Services, others within the service, or which can be managed independently. Reviews outgoing correspondence for accuracy, grammatical correctness, compliance with proper format and procedures, completeness and commitments. Maintains suspense files to ensure timely action or response on all reports, congressional inquiries and other correspondence and project deadlines.

Office Automation

Performs typing work from written material on an electric typewriter and/or using word processing software and equipment. Integrates several types of software to generate specific working documents and forms such as spreadsheets, database, word processing, desktop publishing, graphics and other similar products. Selects appropriate system, application and format. Incumbent serves as primary ADPAC to Surgical Services: inputting REMEDY Tickets; address employees requests for new menu options; need for PKI; VPN access, etc.

In the performance of official duties, the employee has access to printed and electronic files containing sensitive information, which must be protected under the provisions of the Privacy Act of 1974, and other applicable laws and regulations. The employee is responsible for (1) protecting that information from unauthorized release or from loss, alteration, or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release to access codes, etc., as set out in the computer access agreement and VHA Directives.

Data collection & Tracking Support

Performs work involving the collection, compilation, and/or tracking of data and statistical information in support of Surgical Services operations. Prepares, executes and/or tracks program specific information such as Equipment requests/turn-ins, Credentialing/Privileging, BLS, OPPEs/FPPEs, etc.

Back-up Duties

Serves as back-up to Program Support Assistant with researching and preparing response for controlled correspondence.

Serves as back-up to Program Support Staff in maintaining an inventory listing for office supplies for the Office of the Chief and who places bi-monthly orders via computer (DHCP); canvasses staff to anticipate needs and ensures an appropriate level of supplies are available for daily or special needs.

Provides back-up assistance for Same Day Surgery and Vascular Lab. These assignments may require computerized appointment scheduling and contacting patients, based on consults.

Provides back-up to the Program Support Assistant for processing AIS access for medical Students and Residents.

Provides back-up support to Program Support Assistant on Travel Requests and providing travel information to employees.

Factor 1-Knowledge Required by the Position

Knowledge of the duties, priorities, commitments, policies, and program goals of the Department sufficient to perform both routine and non-routine assignments. Knowledge required to coordinate the work of the office with the work of other offices and for recognizing the need for such coordination in various circumstances.

Skill is required in collecting data from reference sources and organizing and analyzing information for a variety of purposes.

Knowledge of medical center organization, structure and the component relationships thereof, and the various Surgical Specialty clinics and programs. Must have knowledge of the functions, policies, procedures, objectives, philosophy, and commitments of Surgical Services to adjust fluctuating workload, set priorities in accomplishing assigned work. When necessary, must advise staff in subordinate services in the application of appropriate references and proper procedures in preparing various documents, reports and correspondence.

Computer knowledge for utilizing several menus within VISTA and CPRS is required, including scheduling ability and the ability to review computerized medical records. Knowledge of MS Word, MS Excel or comparable word processing or spreadsheet software is required in order to complete correspondence, reports and other assignments. Working knowledge and skills related to scheduling procedures; including knowledge of VISTA as it relates to workload capture, registration requirements, billing procedures and eligibility. Working knowledge of Windows NT, Microsoft Office, Microsoft Outlook, and other software utilized in the course of Surgical Services functions.

Possession of adequate typing skills.

Knowledge of grammar, punctuation, spelling correspondence formats and procedures in order to prepare responses and memos on various programs and to provide reports. Knowledge of spelling, grammar, punctuation and require formats is necessary to the writing or correspondence, reports, etc., and the proof reading of material originating within the departments.

Skill is required in operating transcription equipment and transcribing dictation from machine dictation or handwritten material.

Organizational skills are required to ensure multiple tasks are accomplished in a timely manner.

Knowledge of communications skills, such as, barriers, passive listening, etc. is essential. The incumbent must effectively communicate with patient and their families, who are many times quite upset and aggressive. Conflict resolution skills and ability are essential as a prerequisite to enable effective communication.

Knowledge of VA manuals, VA Headquarters issuances, regulations, etc., and how to locate information within the various publications.

Knowledge of basis statistical and arithmetical functions.

Knowledge of various filing systems.

Knowledge of medical ethic and other privacy requirements.

The complexity and range of duties requires that numerous contacts be established and maintained with individuals and organizational elements within the medical center as well as with the VA headquarters program officials. City and state and national figures have contract with the medical center as well.

Is able to automate administrative function within Surgical Services. Various reports, charts, etc., must be automated for more efficient and effective use.

Ability to identify problems and develop potential solutions and either taking independent action or referring to the Surgical Services.

Knowledge of secretarial/clerical and Same Day Surgery positions in order to provide back-up coverage, when necessary.

Factor 2-SUPERVISORY CONTROLS:

Work is performed independently, with problems or unusual cases referred to the Supervisor for resolution. As appropriate, carries out assignments, handles problems and deviations in work assignment using established policies and judgment. Supervisor will conduct a cursory review of work accomplished/submitted for signature. Incumbent reports directly to the Program Support Assistant, Surgical Services assigned to the program unit.

The incumbent works under the general supervision of the Surgical Services Administrative office and independently plans and organized day-to-day activities based on established priorities, philosophy, policies and objectives. Day-to-day activities are not subject to detailed review and the incumbent is fully responsible for the quality and accuracy of work produced. The incumbent must deal with a variety of unanticipated demands, problems situations and interruptions. Must be flexible and exercise initiative, discretion and good judgment in dealing with these matters, referring only unusually complex or sensitive issues to the supervisor or seeking additional instruction as needed. Completed work is only reviewed as the natural course of events, i.e. signing correspondences, etc.

Factor 3-GUIDELINES:

Guidelines include state, federal and VHA regulations. Other guidelines include medical center policies compute manuals, and instructions. Incumbent is expected to use some judgment when applying guidelines and policies and to interpret those guidelines for unusual cases. Incumbent will interact extensively with clinical and administrative staff on the rules and regulations governing the medical center.

Guidelines are available as needed for reference purposes. They include dictionaries, both regular and medical, VA regulations and manuals, policies and operations manuals, and directives pertaining to administrative procedures, medical procedures, and correspondence and report manuals and filing systems. Incumbent must use initiative and judgment in the

application of guidelines to specific cases. Deviations from guidelines or situations, which are not within the scope of existing guidelines and without precedence, requires judgment based upon knowledge, experience, and awareness of the Surgical Services expectations.

Factor 4-COMPLEXITY:

The work involves a variety of tasks in different functions of Surgical Services that require decision and actions to be taken according to the incumbent's analysis of the problem or work. The incumbent must be able to effectively differentiate and prioritize based on many competing requirements to ensure efficient utilization of the Surgical Service Program. The administrative and technical knowledge required is broad due to the range of duties performed. Assignments involve the directing of employees throughout the medical center and with emphasis on providing and improving timely, compassionate and competent health care services. This results in a high degree of difficulty in identifying the correct course of action, requiring application of technical knowledge as well as intellect and sometimes originality in reaching a successful resolution. The incumbent must act independently in determining proper action. Activities involve compiling information from a variety of sources, both written and verbal, and coordinating responses and communications with multiple subordinate service and/or outside agencies and institutions. Incumbent may be required to prepare reports of a technical, medical and administrative nature for submission to VA medical center and VA Headquarters components.

Factor 5-Scope and Effect

The purpose of the work is to manage the day-to-day operation and processing of the Surgical Services program. The work effect the accuracy of data and the delivery of medical care to employees. Interaction in this position is highly visible involving direct interaction with Service Line Chiefs, program managers, department supervisors, physicians, nurses and the general staff. Reputation, high standards, cleanliness, appropriateness and image must be maintained at all times. The effective functioning of office operations in the Surgical Services office impacts on the quality of patients' care and enhances the public image of this medical center and the Veterans Administrations. Activities have a direct impact on the delivery of health care to employees and the image of the medical center.

Factor 6-Personal Contacts

Contact is with all levels of management, professional and administrative staff. Personal contacts include top management officials, administrative officers, department chiefs, medical staff and other employees from all organizational elements within the medical center, VISN staff, private practice physicians, consultants, congressional member and community leaders as well as others. This contact must at all times be diplomatic, courteous, friendly, helpful, and efficient so as to provide maximum customer service to individuals contracting and utilizing Surgical Services.

Factor 7-Purpose of Contacts

The purpose is to exchange information, process data and resolve problems. Personal, telephonic and electronic mail contacts involve a broad range of issues such as scheduling appointments, and specific tests, the exchange of information, advising the employee/supervisor, and providing personalized responsive service.

The incumbent assists in planning and coordinating the clerical and administrative functions in the Surgical Services office, including contact with other departments regarding advice on work

efforts, obtaining necessary information, coordination correspondence, providing assistance or resolving operations problems.

Ensures that reports and responses to correspondence are submitted on time and in the proper format. Often deals with patients and their families who are dissatisfied, distraught, and angry. At times, deals with other persons who may be uncooperative and hostile where diplomacy, tact and good judgment are required. Provides information or makes appropriate referral for follow up on congressional inquiries and contracts from other interested organizations and other individuals.

Factor 8-Physical Demands

Physical requirements for the position include intermittent light lifting or carrying of 15 lbs or less, reaching, pulling, sitting, bending, as well as carrying medical records, office supplies and filing.

Factor 9-Work Environment

The work is basically performed primarily in an office setting within a medical center that is adequately lighted, heated, and ventilated.

Factor 10-Other

Incumbent has access to printed and electronic files pertaining to employees. This data must be protected under the provisions of the Privacy Act, and other applicable laws, federal Regulations and VA policies. The incumbent must maintain complete confidentiality in the office, on the telephone, in electronic communication and in memoranda. The incumbent is responsible for protecting Employee Records and related data from unauthorized release, loss, alteration or deletion.

Customer Service

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.



Department of Veterans Affairs

POSITION EVALUATION STATEMENT
FACTOR EVALUATION SYSTEM

NATURE OF PROPOSED ACTION
Position Description Review

POSITION NO.
4049

CLASSIFICATION TITLE Program Support Assistant (OA)	SCHED. GS	SERIES 0203	GRADE 06
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ORGANIZATIONAL TITLE Program Support Assistant (OA)	NO. POSITIONS 1
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ORGANIZATION Phoenix VAHCS	SUBDIVISION Surgery	LOCATION Phoenix, AZ
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EVALUATION FACTORS	POINTS ASSIGNED	STANDARD USED (Give Benchmark No., Factor Level No., etc.)	COMMENTS
1. KNOWLEDGE REQUIRED BY THE POSITION	550	1-4	See below
2. SUPERVISORY CONTROLS	125	2-2	See below
3. GUIDELINES	275	3-3	See below
4. COMPLEXITY	150	4-3	See below
5. SCOPE AND EFFECT	150	5-3	See below
6. PERSONAL CONTACTS	30	1-A	See below
7. PURPOSE OF CONTACTS	N/A	N/A	N/A
8. PHYSICAL DEMANDS	5	8-1	Sedentary
WORK ENVIRONMENT	5	9-1	Office Setting

SUMMARY	TOTAL POINTS	1290	
	GRADE CONVERSION	GS-6	

REMARKS (As appropriate, desk audit findings or other considerations not previously documented which affect final grade.)

Ref: Position Classification Series and Assistant Series, GS-0303, TS-37, November 1979; TS-34, January 1979. Management and Program Clerical and Assistant Series, GS-0344, TS-124, May 1993. The Classifier's Handbook, TS-107, August 1991.

- Applies basic data gathering methods to consolidate into reports. Work represents diversity within a defined operation and involves limited aspects of higher level work.
- Incumbent performs work independently. Supervisor provides instructions, procedures, methods, information, quality of work and deadlines.
- Incumbent uses judgement in following Federal, state and agency guidelines.
- Incumbent decides on actions to be taken in considering characteristics, practices, objectives and interrelationship of work units, areas and operations.
- Purpose of work is to manage day-to-day operations and processing of the surgical services program.
- Personal contacts are generally within the agency. Purpose of contacts is to exchange information, process data and resolve problems.

CONCUR	DATE	EVALUATED BY	DATE
		Ted Hill	02/23/2010
TITLE AND/OR ORGANIZATIONAL LOCATION		TITLE	
		Human Resources Intern	