

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.

4582

2. REASON FOR SUBMISSION <input type="checkbox"/> REDESCRIPTION <input checked="" type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER EXPLANATION (Show any positions replaced)		3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION VAMC	5. DUTY STATION Phoenix, AZ	6. OPM CERTIFICATION NO.
7. FAIR LABOR STANDARDS ACT <input checked="" type="checkbox"/> EXEMPT <input 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 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
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	Secretary (OA)	GS	0318	6	SC	12/10/08
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Program Support Assistant	GS		6		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)

17. NAME OF EMPLOYEE (if vacant, specify)
 Fox, Mary Jane

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Department of Veterans Affairs	C. THIRD SUBDIVISION Health Administration Service
A. FIRST SUBDIVISION Veterans Health Administration	D. FOURTH SUBDIVISION
B. SECOND SUBDIVISION Phoenix VA Health Care System	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 Rick C. Beard, Chief, HAS		B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)	
SIGNATURE 	DATE 12/08/2008	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.

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
 Stephanie Coomer, HR Specialist

SIGNATURE

DATE
 12/10/08

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

BUS: 8888

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

Health Administration Service (136)
Secretary (OA)
GS-318-06

Introduction

The Secretary is administratively under the director of the Health Administration Services Office. The incumbent provides administrative support to the Chief of Health Administration Service (HAS). The incumbent assists in all our administrative duties and in the principal office coordinator for the HAS service line. The HAS service line consists of 272 FTE's.

Principle duties and responsibilities

Incumbent functions as Secretary to the Chief, Health Administration Service (HAS). In that capacity, provides a full range of administrative support duties as collecting data preparing various one-time and recurring reports. The incumbent must handle confidential information with discretion, including HAS position description files, high level correspondence and other Medical Center information. Prepares data for Chief, HAS review for meetings, continues to update the Chief, HAS on urgent issues and assist with timeliness to meeting reminders, The incumbent creates a work log to track all data requests and reports with a due date for all assignment within RFMS. Researches and obtains all possible information on matters referred to the Chief, HAS and provides information and/or previous correspondence for background reference material... Incumbent works independently on a wide variety of projects for the Chief HAS. Work requires comprehensive knowledge of rules. Regulations and other guideline relating to completing assignments in the area assigned. Assist the Chief, HAS with the HAS budget development and tracking, keeps the minutes of staff meetings, and manages the front desk delivering customer on the phone and for reception at the HAS entrance.

The position is the focal point for coordination of application, establishment and review of reports, administrative training, and overall point of contact for Health Administration Service (HAS). Under the direction of the Chief, HAS, the incumbent is responsible for organizing and maintain an efficient and effective office operation. This includes management of administrative functions, distribution of workload, and assisting in assignments and projects with other staff within Health Benefits and Processing, Ward Administration, Office Operations, Health Information Management Service (HIMS), Data Management, Outpatient Service, FEE and MCCR. Coordinates suspense items, tracks, and ensures deadlines are met. The incumbent assists all HAS sections in preparation of suspense items, which includes gathering data and formulating or editing letters and reports, and provides guidance on established procedures, practices and guidelines with HAS and the VA. Makes available written instructions, reference materials, and supplies for staff within the service. The incumbent using judgment will determine distribution of supplies within HAS. Incumbent uses own judgment to determine distribution of actions items and follows status of work in progress to assure deadlines are met. Reviews completed work prior signature of the Chief, HAS to ensure

it conforms to appropriate rules and regulations. Obtain, organizes, files and retrieves reports, correspondence, and numerical data for use in preparing status report, briefing, and presentations. Analyzes work flow to determine potential problems areas and makes recommendation to create these areas and improved coordination between the various units and/or offices. From reports submitted by organization activities, measures progress and effectiveness of operation against objectives. Identifies and recommends ways of eliminating, bombing, simplifying, or improving procedures and processes.

Review, coordinates, and makes recommendation to refine HAS and related HAS supported programs. Review problems and determines the source of the problem and take what action is required to correct the problem.

Analyzes and adjusts data into comprehensive spreadsheets for various needs of department with HAS. Develops spreadsheets by setting up proper format: executing sequence of functions automatically, and updating, revising, calculating, and retrieving information to meet the Chief, HAS needs and for special non-standard reports. Is responsible for converting spreadsheet data from one software package to another. Requires knowledge of processing procedures and functions for several varieties of software and/or advance software functions to produce a wide range of documents to enhance productivity or meet the needs of complex formats.

Serves as the Education Tracking coordinator for HAS. Inputs education information for stations personnel trained by HAS staff (i.e. Purchase Card, Fund Control Point). Tracks education requirements and makes arrangements for staff training in order to meet education goals established by the Department of Veterans Affairs.

Secretary is the HAS timekeeper.
FACTOR 1: Knowledge Required

Provides administrative and office management support primarily to the Chief, HAS and all of HAS as time allows, which includes Health Benefits and Processing, Ward Administration, Office Operations, Health Information Management Service (HIMS), Data Management, Outpatient Service, FEE and MCCR.

Ability to manage a fast pace administrative office operations to assure the appropriate functions accomplished in a timely and appropriate manner.

Ability to manage confidential information, retain position description files, track high level correspondence ensuring deadline is met, interpret general procedural guidelines, create, proofread and/or edit correspondence ensure the appropriate grammar, and is proficient in suing computer software and mainframe systems.

Knowledge of executive duties, priorities, and commitments of the Chief, HAS sufficient to maintain the calendar, schedule appointments and meetings, schedule meeting rooms, and make travel, other arrangements and in conjunction with other HAS needs including travel, timekeeping, supply and personnel procedures sufficient to prepare request for service and obtain the necessary support.

Knowledge of the program of the service sufficient to distribute mail, screen request for information, personally provide routine information from the office records, and files, and refer non-routine requests to other staff members.

Special projects will be assigned and completed by the Secretary when required, to fulfill the needs of the Chief, HAS.

FACTOR 2: Supervisory Control

The secretary makes assignments by defining if the material is confidential and by defining objectives, priorities, and deadlines. The incumbent independently gathers data, prepares reports and makes recommendation consistent with normal practice, using experience in solving problem handling unusual occurrences. The incumbent is expected to determine the proper means of completing assignment and independently perform the work with little or no additional guidance. Completed work is evaluated for appropriateness and effectiveness. The incumbent and users of the data are available to provide advice if significant changes in operation or data requirements occur. Written work is subject to cursory review prior to signature, but much of the work is not reviewed in detail.

FACTOR 3: Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The incumbent uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The incumbent analyzes results and recommended changes. Guidelines applicable to the work include dictionaries, style manuals, the VA Correspondence Manual, instructions governing time and leave correspondence and handling of confidential information, operating procedures of the activity, and opening policies of the service. Established office operation procedures, manage HAS budget, manual for preparation of correspondence and reports and related procedural guides are available for used by the employee. In addition, specific guides which cover methods of entering, recording, checking, verifying, and consolidating data in forms, reports, records, and schedules used by the employing office available

FACTOR 4: Complexity

The work consists of duties that involve various related steps, processes, or methods. Included are a full range of procedural duties in support of the Chief, HAS and HAS, such as requisitioning supplies, printing, or maintenance service, filling out various travel forms for staff members, arranging meeting rooms, and preparing scheduled reports from information readily available in the files.

Where the work involves preparation of reports, it is often necessary to gather and consolidate information from a wide variety of management documents to prepare a completed report. A considerable volume of data may have to be extracted and rearranged; data may have to be interpreted and re-organized to arrive at the desired end product

The work requires the incumbent identify and consider relationships among the various data and reports. At this level, the incumbent extracts and arranges data from a wide variety of forms and records based upon a general knowledge of the purpose or end product for which data is used.

FACTOR 5: Scope and Effect

The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of a broader shape. The product or service affects the accuracy, reliability, or acceptability of further processes or services. The work facilitates the overall operations of the service

Answers the Chief, HAS telephone and greets visitors; ascertains the nature of the call or visit; personally handles routine administrative matters, or directs the caller to the proper person.

Distributes incoming mail, retaining administrative items for personal handling. Maintains a work log regarding all the due dates and reminds the supervisors and staff to assure timely response.

Maintains the Chief HAS calendar and schedules appointments; reschedules appointments as needed to avoid conflicts or to meet unforeseen situations. Prepares data for Chief, HAS review for meetings, continues to update the Chief, HAS on urgent issues and assist with timeliness to meeting reminders.

Relays information and guidance from the Chief, HAS to other staff members as directed.

Compiles information and data and prepares recurring and special reports under for the Chief, HAS and the HAS service line.

Maintains administrative files for HAS, including correspondence, recurring special reports, and other office records and files.

Maintains regulations and manuals for HAS; removes and discards obsolete material and files updated information.

Maintains Position Descriptions in a current status for HAS, Health Benefits and Processing, Ward Administration, Office Operations, Health Information Management Service (HIMS), Data Management, Outpatient Service, FEE and MCCR.

Prepares edits and proofreads correspondence based on oral instructions or handwritten drafts, using work processing software and equipment.

Knowledge of spelling, grammar, punctuation, and format to properly prepare a variety of correspondence and reports in final form.

Transmits, receives and acknowledges electronic mail and messages. Checks transmittals for proper clearances, prints hard copies of incoming mail or routes to other terminal as required.

Make travel arrangement for the staff when required.

Maintains electronic timecards for the service; records and reports time and attendance for all service employees.

Orders office supplies and equipment. Maintains a stock of commonly used office supplies and blank forms. Types and processes equipment and damaged item turn-ins. Controls. Issues and assigned office keys to staff within the service.

Provides guidance to services staff on administrative and procedural and policy requirements and assists the staff in meeting administrative requirements.

Performs other duties as assigned by the Chief, HAS to include special projects when needed.

FACTOR 6: Personal Contacts

Individual interacts with all levels of the general public, vendors, medical staff and representatives from various levels within VHA such as Network Office and Central Office. It is essential that the individual maintain good effective relations with all personnel. The purpose of contacts is to plan, coordinate, or advice on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

FACTOR 7: Purpose of Contacts

The purpose is to obtain, clarify, or give facts or information regardless of the nature of those facts: i.e., the facts or information may range from easily understood to highly technical.

FACTOR 8: Physical Demands

The work is mostly sedentary, however, some walking, bending and light lifting and carry of small items is required. The work is performed in an office setting

FACTOR 9: Work Environment

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

OTHER SIGNIFICANT FACTS

Customer Service

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

ADP Security

In the performance of office duties, the incumbent has regular access to printed and electronic files containing sensitive data, which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. The employee is responsible for protecting the data from unauthorized deletion and following applicable regulations and instructions regarding access to computerized files, release of access codes, etc.

POSITION CLASSIFICATION EVALUATION STATEMENT

PROPOSED TITLE/SERIES/GRADE: Secretary, GS-0318-06

FINAL TITLE/SERIES/GRADE: Secretary, GS-0318-06

ORGANIZATIONAL LOCATION: Phoenix VAHCS, HAS, Phoenix, AZ

REFERENCES: Position Classification Standard for Secretary Series, GS-0318. TS-64 June 1982, TS-34 January 1979

BACKGROUND: This is a new position. The incumbent serves as the secretary to the Chief of HAS. *PD was re-written when the initial classification came out as a GS-05.

SERIES DETERMINATION: Responsibility for this position includes maintaining office systems, procedures and communications to ensure team efficiency.

GRADE DETERMINATION: The grade evaluation guide for the Secretary series, which is in FES Format, is used to evaluate this position.

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	550	1-4
2. Supervisory Controls	125	2-2
3. Guidelines	125	3-2
4. Complexity	150	4-3
5. Scope and Effect	75	5-2
6. Personal Contacts	75	6. 2
7. Purpose of Contacts		7. 2
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	1110	
Grade Conversion (Range 1105-1350)	GS-06	

CONCLUSION: The proper title and series is Secretary (OA), GS-0318-06.



HR SPECIALIST (CLASSIFICATION)

12/10/08

DATE



STATION NUMBER/ORGANIZATION
644- Phoenix VA Health Care System

SUBJECT NAME (Optional)	POSITION TITLE/GRADE Secretary, GS-0318- ^{Se} 05 06	POSITION DESCRIPTION NUMBER (PD #) 4582
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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
See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

STEP 3 - POSITION SENSITIVITY LEVEL
National Security Classified Information

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	3
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	3
6.	Total Risk Points (Sum of Lines 1-5) ▶	9

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 CRITICAL SENSITIVE
 NON-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
 Stephanie Coover, HR Specialist (Classification)

DATE (MM/DD/YYYY)
 12/01/2008