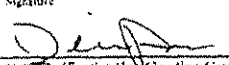
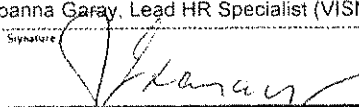


POSITION DESCRIPTION (Please Read Instructions on next page)

2 Reason for Information <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any position number)					1 Service <input type="checkbox"/> Hybrid <input checked="" type="checkbox"/> Field		4 Employing Office Location Boise, ID		5 Duty Station VAMC 531		1 Agency Position No. 60112-0				
3 Previously classified as Secretary, GS-018-05, dated 06/08/1992 PD# 00316-0					7 Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt		8 Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Interests		9 Subject to IA Action Yes <input checked="" type="checkbox"/> No		10 Competitive Level Code X01				
13 Classified/Graded by a U.S. Office of Personnel Management			Official Title of Position SECRETARY (OA)			Pay Plan GS		Occupational Code 318		Grade 06		Initials DP		Date 05/11/10	
b Department, Agency or Establishment			c Second Level Review			d First Level Review		e Recommended by Supervisor or Initiating Office Secretary (OA)		f GS 0318		g 06 DP		h 05/11/10	
14 Department, Agency, or Establishment Dept. of Veterans Affairs						c Third Subdivision VAMC, BOISE, ID									
a First Subdivision Veterans' Health Administration						d Fourth Subdivision Medical Administration Service									
b Second Subdivision VISN 20						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 Denise Plowman, Chief, MAS						b Typed Name and Title of Higher-Level Supervisor or Manager (optional)									
Signature 			Date 05/11/10			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 Joanna Garay, Lead HR Specialist (VISN 20 HR)						22 Position Classification Standards Used in Classifying/Grading Position Secretary, GS-318, 1/79, TS-1979 & 6/82, TS-64; Office Automation Clerical & Assist, 11/90, TS-100; Office Automation GEG, 11/90, TS-100									
Signature 						Date 9/8/10									
23 Position Review						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 exemptions on exemption from FLSA is available from the personnel office or the U.S. Office of Personnel Management.									
a Employee (optional)		Initials Date		Initials Date		Initials Date		Initials Date		Initials Date					
b Supervisor		Initials Date		Initials Date		Initials Date		Initials Date		Initials Date					
c Classifier		Initials Date		Initials Date		Initials Date		Initials Date		Initials Date					
24 Remarks Security Level: NACI Full Performance Level PD GS-5 This position is rated Low Risk for Public Trust positions.															
25 Description of Major Duties and Responsibilities (See Attached)															

POSITION DESCRIPTION

Secretary

GS-318-5

PD # 60112-0

INTRODUCTION

This position is located in Medical Administrative Service, Boise VA Medical Center, Boise, ID. The Boise VAMC is located on over 61 acres of land, consists of 48 primary and secondary buildings and is adjacent to the United States Federal Building, United States Army Reserve Center, the Idaho State Veterans Home, and the Boise VBA Regional Office. The Boise VAMC is located in Ada County, which has a population of more than 380,000. The Boise VA Medical Center is a multi mission, complexity level 2 medical center and is comprised of over 1000 Federal employees, over 500 volunteers, fee basis employees, WOC employees, contract employees, work studies, STEP, SCEP, and TCF Interns. Attached to the Boise VA Medical Center are geographically separated clinics including a Community Based Outreach Clinic (CBOC) in Caldwell, Idaho, a CBOC in Twin Falls, Idaho, an expansion clinic in Burns, Oregon, and a Mental Health Clinic in Salmon, Idaho. Also, an outreach clinic is currently being established in Mountain Home, Idaho. The Boise Vet Center along with these other assets serve veterans in Idaho and Eastern Oregon. The Boise VAMC has sharing agreements with Gowen Field, Mountain Home Air Force Base, Indian Health Service, U.S. Forest Service, State of Idaho, and community health facilities.

The Boise VA Medical Center is an acute care teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research. The actively affiliated Boise VA Medical Center is an 87 bed hospital, providing patient treatment to a veteran population of over 80,000 and residency training in 3 medical specialties. Comprehensive health care is provided through Primary Care, Secondary Care and Long-term Care in thirty (30) medical specialty programs to support the hospital's basic patient care activities. Over 3,200 in-patients are treated at the hospital annually, hospital out-patients exceed 385,000 annually, and geographically separated clinics administer over 27,000 out-patients annually.

The Boise VA Medical Center is a Dean's Committee Hospital with strong affiliations with the University of Washington School of Medicine in the fields of Primary Care, Internal Medicine, and Family Practice and is also an active site for clerkships for third and 4th year medical students under the auspices of the WWAMI network, with over 275 University residents, interns, and students trained at the Boise VA Medical Center each year; Idaho State University College of Pharmacy; and the Boise State University Schools of Nursing and Social Work. There are also numerous internship programs in allied health professions.

The Boise VA Medical Center Research department has approximately 50 projects including funded projects totaling approximately \$1.5 million and 18 unfunded projects. The Boise VA Medical Center Research department employs 24 paid employees and 35 WOC employees. Areas of research include aging, clinical pharmacology, neuro-pharmacology, cardiovascular pharmacology, pulmonary physiology and pharmacology, immune-pharmacology, infectious disease, and physician diagnosis. Funding for a new biomedical research center for the State of Idaho on the grounds of the Boise VAMC has been approved by VACO, architectural design is 50% complete, and construction will begin in 6 months.

MAJOR DUTIES:

SECRETARIAL DUTIES 50%

PUBLIC CONTACT WORK

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Provides general telephone and visitor refill services. Directs visitors and refers caller to appropriate staff member based on specific request or by ascertaining the nature of the call. Personally provides information of a routine nature. Inquires vary widely and information given requires explanation of office functions, describing specific requirements, providing basis instructions, or a similar degree of detail. Inquires received require evaluation to determine the most useful and appropriate

information, resolve inconsistencies in available information or provide alternatives. Responses involve research about the office and its program from files and records. Personally provides information about the office, its function, and standing operating procedures, as well as similar information. Screens calls and personally answers calls when the requested information concerns routine and procedural requirements.

MAIL, CORRESPONDENCE, AND REPORTS

Process incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Process all returned mail to the VA, finding new address and re-mailing out, or placing a bad address indicator in the computer system. Performs the following types of duties, edits letters, composes letters and reports, review correspondence for accuracy and completeness, prepares public presentation outlines and develops standard or form letters and replies to inquires. Prepares a wide variety of recurring internal reports and documents from information obtained from available fields such as time and attendance, overtime, production, travel, and/or budgetary reports. Reviews outgoing correspondence for proper attachments, signatures, clearances, and conformance to agency procedures

MAINTAINING APPOINTMENTS, CALENDARS, SCHEDULES

Schedules appointments, coordinates meetings, and/or schedule conference. Maintains calendar and records appointments based on supervisor's or staff member's concurrence. Reminds other of his/her schedule. Arranges meeting space and notifies participants of meeting particulars. Attends meetings to take notes and notes commitments made for future follow-up. Based on the subject matter of the meeting, arranges for meeting and small conference administrative details.

MANAGING FUND CONTROL POINTS FOR A VARIETY OF MAS SECTIONS:

174-Idaho State Veteran Home-DOM

173-Idaho State Veteran Home-Nursing

4090-Copier's (machine and copie charges)

4122-Federal Express and UPS, Hasler-rental of the mail machine for Twin Falls, Burns and Boise. Hasler-folder for Boise

4099-MAS misc (transcription) (maintenance for postage machines in Burns, Twin Falls, and Boise)

STATE HOME

Pays state home bill for the Idaho State Nursing and Dom Home. Processes all paperwork for the veterans. Enter veterans into event capture for tracking purposes. Enters report on line for Central Office.

DECEDENT AFFAIRS DUTIES: 50%

Completes all administrative functions relative to death notifications, funeral arrangements, and the release of personal effects and funds left at this Division of the Medical Center upon demise of a patient.

Conducts interviews either telephonically or in person of the next of kin, Medical Center professional and administrative staff, VA Regional Office, County Coroner, Bureau of Vital Statistics, mortuaries and staff of national cemeteries in order to accomplish decedent affairs duties.

Determines from existing records, or other evidence presented, the legal next of kin for purposes of notification and other actions related to the death of a patient.

Provides all information and assistance necessary to assure that funeral and burial arrangements conform to the desires of the next of kin. Contacts with the mortuary selected must be made for disposition of remains as well as arrangements for family interview.

Obtains consent for autopsy from the legal next of kin and ensures that consent for release of autopsy is signed or telephonically recorded. Acts as liaison between the coroner, funeral homes, and laboratory service for autopsies. Arranges removal and transport of veterans who expire in the community with an autopsy is to be

performed at the Medical Center. Responsible for determining who is legally entitled to the deceased patient's personal funds and effects in the possession of VA at the time of death.

OFFICE SUPPLIES AND EQUIPMENT

Obtains and monitors the use of services, supplies, or equipment for the office. Obtains standard office supplies and services, e.g. publications, stationary supplies, or maintains of office equipment such as copies.

FACTOR LEVELS

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the duties, priorities, commitments, policies, and program foals of the staff sufficient to perform non-routine assignments. Knowledge sufficient to recognize which information if or is not relevant to the problem at hand. Knowledge required coordinating the work of the office with the work of the other offices and for recognizing the need for such coordination in various circumstances.

Incumbent has general knowledge of the office routine and procedures sufficient, to receive and refer phone calls and visitors to staff members;

Incumbent demonstrates knowledge of a range of clerical practices and procedures sufficient, for example, to file material and obtain requested data from files; knowledge of grammar, spelling, punctuation, and required formats sufficient to recognize and correct such errors in correspondence and reports, and prepare a wide variety of recurring internal reports and documents from information obtained from the staff, files, and other sources.

Incumbent obtains and monitors a full range of office support services such as printing, maintenance, and supply services. This requires knowledge of the procedures applicable to the control, authorization, securing, and justification of such services;

FACTOR 2 - SUPERVISORY CONTROLS

The supervisor provides assignments, indicating generally what is to be done, quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignment including suggested work methods our advice on the availability of source materials. The secretary uses initiative in carrying out the recurring work of the office independently, referring only problems and unfamiliar situations not covered by instructions to the supervisor for help. The supervisor assures that finished work is accurate and in compliance with instructions and established procedures.

FACTOR 3 - GUIDELINES

Guidelines typically include dictation Aries, styles manuals, agency instructions concerning such matters as correspondence, or the handling of classified information, ands operating policies of the supervisor or organization. The secretary locates and selects the appropriate guidelines, references, and procedures for application to specific cases, referring situations to which the existing guidelines cannot be applied or significant proposed deviations to the supervisor. The secretary may also determine which f the established alternatives to

FACTOR 4 - COMPLEXITY

The work includes various duties involving different and unrelated steps, processes, and method. Decisions regarding what needs to be done, and how to accomplish them, are based on the secretary's knowledge of the duties, priorities and commitments, policies, and programs goals of the assignment. The chosen course of action is selected from many alternatives

FACTOR 5 - SCOPE AND EFFECT

The purpose of the work is to carry out specific procedures and affects the accuracy and reliability of further processes. The position relieves the supervisor of various routine and administrative work items and ensures that the work conforms to the appropriate policies and procedures.

FACTOR 6 - PERSONNEL CONTACTS

The personal contacts are with employees in the same agency but outside the immediate organization. People

contacted are engaged in different functions, missions, and kinds of work than are people in the secretary's organization. The contacts are with members of the general public, as individuals or in groups, in a moderately structured setting (as in the case where contacts are established on a routine basis but the exact purpose of the contact may be unclear at first). 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.

FACTOR 7 - PURPOSE OF CONTACTS

The purpose of the contacts is to obtain, clarify, or give facts or information directly related to the work like exchanging information on leave balances for the staff and providing telephone or receptionist service.

FACTOR 8 - PHYSICAL DEMANDS

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 demand is required to perform the work.

FACTOR 9 - WORK ENVIRONMENT

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 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 problems in dealing with the customer constructively and appropriately.

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 access agreement that the employee signs.

GEMS

Shall perform GEMS responsibilities as defined in the VAMC Directive "Green Environmental Management Systems Policy" and shall consider environmentally preferable and recycled products in all purchasing decisions. Shall comply with the relevant environmental statutes, regulations and Executive Orders.

Safety

Shall conform to all VHA and local directives related to safety, life safety, health, hazardous materials and emergency management directives.

Position Designation of National Security and Public Trust Positions

Position Designation Record

Agency **Boise VA Medical Center – Medical Administration**
 Service
 Position Title **Secretary**

Series and Grade/Pay Band **GS-318-5**
 Position Description Number **60112-0**

Designation Level	National Security	
	Investigation	Form Required
Tier 1	NACI	SF 85

**Joanna
Garay**

Digitally signed by: Joanna Garay
 DN: CN = Joanna Garay C = US
 O = Dept of Veterans Affairs OU
 =VISN 20 Classification Team
 Date: 2010.09.09 09:52:22 -08'00'
 Reason: I am approving this document

Signature: _____ Date: 9/8/10

Joanna Garay, HR Specialist (VISN 20 HR)

For Official Use Only

POSITION EVALUATION REPORT

REASON FOR SUBMISSION: Redescription – Replaces PD #5160

POSITION DESCRIPTION NUMBER: 60112-0

ORGANIZATIONAL LOCATION: Boise VA Medical Center, Medical Administration Service

REQUESTED CLASSIFICATION: Secretary (OA) GS-318-6

FINAL CLASSIFICATION: Secretary (OA) GS-318-5

REFERENCES: PCS for Secretary Series, GS-318, 1/79. TS-1979 and 6/82. TS-64; PCS for Office Automation Clerical and Assistance Series, 11/90, TS-100; Office Automation Grade Evaluation Guide, 11/90, TS-100

Background: This is a redescription of a Secretary PD GS-318-5 previously classified on 6/8/1992. A desk audit was performed with the incumbent Amy Stark and with Denise Plowman, Supervisor, (MAS/BO) Boise, ID On August 5, 2010 who have requested an upgrade on the additional duties of the position providing assistance in decedent affairs and increases administrative duties. The incumbent provides support to the Business Office/Medical Administration service. The secretarial duties were reduced to 50% of the time and decedent affairs duties were added 50% of the time. The incumbent functions as the Death Benefits Coordinator and deals with funeral homes, family, nursing homes & coroners. The VA paid title for the added duties is Details Clerk. However, the primary purpose of the position is to perform and coordinate all clerical and administrative support activities required to accomplish the work in support of the Chief, Medical Administration Service. The results of the desk audit revealed the following:

1. Secretarial Duties:

- Incumbent indicated she has been in the position over 10 years, she provides Secretarial support to the Chief, BO/MAS in which are indicated at 50% of the time. The position has changed over the years due to the additional duties of decedent affairs duties have been added to her position description.
- Incumbent provides secretarial support the Chief, MAS/BO competing office administration, which includes daily scheduling of appointments/meetings, the Chiefs calendar, time cards administrator (approximately 98-100 employees) in addition, the secretary is the main receptionist, in which she receives visitors, patients, relatives, and other visitors from all areas of the hospital. The secretary screens and takes in all calls, and routes the calls to the appropriate department.
- Incumbent types all correspondence and review all correspondence that if sent to the Director's Office. Checks all outgoing mail, and drafts memo's and letters for final content.
- The incumbent maintains a schedule of all reports. Maintains records as to when reports are due, when submitted, or returned for correction.
- The incumbent maintains 6-8 fund control points, and prepares Misc Obligation and Invoice for Medical Services.
- Incumbent is responsible for the preparation of necessary paperwork to support the Idaho State Home, which she provides a report as to the census of the state home, and is reported on an excel spreadsheet.
- Incumbent provides support service for the department supervisors which include: HIMS; Ambulatory Care, Outpatient Care Clinic, and Admin Support Service.
- Incumbent is responsible to obtain office supplies and obtains them thru an office supply vendor, by looking in a catalog and ordering the appropriate supplies (on-line). Also, keeps the paper stock age levels by going to A&MM to obtain cases of paper for the service.

2. The incumbent provides 50% of time devoted to death benefits coordinator, in which she must deal with the funeral homes, family members, nursing homes, and the corners office. There are several ways that deaths are monitored: on station, at the medical facilities in which the veteran is not being reimbursed by the VA, and Medical Facilities being reimbursed on a fee basis and or at a contracted Nursing. The incumbent coordinate with the contracted funeral home to make arrangements for the burial of veterans that have no next of kin. Incumbent provides administrative support to all issues surrounding beneficiary deaths. In addition, the incumbent must work with the physicians to help them file electronically the Death Certificate, the family members to explain the death benefits (etc):

- Incumbent works with the AOD on duty as the backup for support purposes.
- Incumbent provides a Death Report of all veteran members that have passed away, this report is provided to the VISN, the pharmacy, the lab and to QM. The report is in an excel spread sheet form and is indicated as simple to complete this report.
- Both the State Home Report & the Death Report are done in excel format, and are considered straight forward, and are not considered complicated reports.
- The supervisor provides the incumbent assignment on what is to be done, and the time frames and/or deadlines. The secretary does work independently only going to the supervisor for problems/issues that she cannot resolve.
- Incumbent does not provide training to any other secretaries, as she is the only secretary within the service.
- Incumbent does not supervise any employees or students.

Since this position is a mixed series position, reference to the Classifier's Handbook TS-107 August 1991 was made. The handbook states that a "mixed series" position involves work covered by more than one occupational series. For most positions, the grade-controlling work determines the series. Sometimes, however, the lower grade duties are more closely related to the basic purpose of the position. When the work of the position falls into more than one occupational group, the proper series may be more difficult to determine. You must consider a number of factors as described below regarding the position. Consider these factors together, since no single one necessarily will result in the most logical decision.

- *Paramount knowledge required:* Most positions have a paramount knowledge requirement even though there may be several different kinds of work assigned to the position. The paramount knowledge is the most important type of subject matter knowledge or experience required to do the work.
- *Reason for existence:* The primary purpose of the position or management's intent in establishing the position is a positive indicator to the appropriate series.
- *Organizational function:* The mission or function of an organization can often provide an indication of the appropriate series for a position. Thus, for example, the Supply Clerical and Technician Series, GS-2005, may be the most appropriate series for a position located in a supply services organization and assigned supply, procurement, and financial clerical duties. On the other hand, a similar position located in an acquisitions organization may be classified better in the Procurement Clerical and Technician Series, GS- 1106.
- *Line of promotion:* The normal line of promotion for the position and/or similar positions in the organization frequently will indicate the occupational specialization toward which the position is oriented.
- *Recruitment source:* Supervisors and managers can help by identifying the occupational areas that provide the best qualified applicants to do the work.

According to the supervisor, the paramount knowledge of the position is secretarial principles. The organizational function of the position in both series is in the Business Office/Medical Administration Service. The primary reason for existence is to provide secretarial assistance to the service Chief with secondary support in decedent affairs.

This PD was evaluated using both the GS-318 and GS-303 series for comparison to grades based on various duties performed.

Series, title, and standard determination: Secretary Series, GS-0318 TS-64 June 1982, TS-34 January 1979. The duties of a secretary are in some respects similar to those found in many of the specialized clerical series. Nevertheless, the value of these duties frequently cannot be evaluated by reference to the standards for the individual clerical series because the tasks, as performed by the secretary, are part of a broader and more inclusive responsibility which requires that the secretary be aware of virtually everything happening in the entire organization. The typical secretarial position requires a general knowledge of substantive work of the organization under the jurisdiction of the persons assisted and, as the secretary's participation in the management of the organization increases and as the nature and extent of that management effort increases through differences in the work situation, the amount of knowledge required increases accordingly. The duties of positions in this series require knowledge of clerical and administrative procedures, various office skills, and the ability to apply those skills to increase the effectiveness of others. Although the positions may acquire knowledge of the work of the organization, technical or professional knowledge of a specialized subject-matter area is not required.

The parenthetical title (OA) is added to reflect the position's requirements for significant knowledge of office automation equipment and the requirement for a fully qualified typist. Therefore, the appropriate title and series of the position is Secretary (OA) GS-318.

Grade determination: Secretary Series, GS-0318 TS-64 June 1982, TS-34 January 1979. The GS-318 standard is written in the Factor Evaluation System (FES) format, which uses nine factors.

Evaluation Factors:

Evaluation Factors	Points Assigned	Factor Level	COMMENTS
1. Knowledge required	350	1-3	*See comments below
2. Supervisory Controls	275	2-3	Works within established objectives and priorities; carries out the secretarial support work of the office, including problem resolution, in accordance with established policies and procedures.
3. Guidelines	125	3-2	Locates and selects the appropriate guidelines, references, and procedures for application to specific cases, referring situations to which the existing guidelines cannot be applied or significant proposed deviations to the supervisor.
4. Complexity	75	4-2	Work includes different and unrelated processes and decisions are based on knowledge and experience of the functions and priorities of the organization.
5. Scope & Effect	75	5-2	Purpose of the work is to carry out specific procedures and affects the accuracy and reliability of further processes.

6/7. Personal Contacts & Purpose of Contacts	75	6-2/ 7-2	Contacts are with employees throughout the service, facility or with the general public in moderately structured settings. Contacts are to plan, coordinate, or advise on work efforts or to resolve operating problems. In addition to obtaining and giving out factual information, the employee screen calls and visitors, obtain office supplies, arrange meetings, follow-up on commitments, maintain the supervisor's calendar.
8. Physical Demands	5	8-1	The work is sedentary. Typically, the employee sits comfortably to do the work.
9. Work Environment	5	9-1	The work area is adequately lighted, heated, and ventilated.
TOTAL POINTS	985		
GRADE CONVERSION 1105-1350 =	GS-05		

***Notes for Factor Level 1 Knowledge Required**

Knowledge Type:

- Knowledge Type I includes basic or commonly used rules, procedures or operations to perform routine receptionist, typing, timekeeping, correspondence control and filing services for an office.
- Knowledge Type II includes an extensive body of rules, procedures or operations and of the organization's functions to perform the procedural work of the office.
- Knowledge Type III includes the duties, priorities, commitments, policies, and program goals of the office to perform non-routine assignments. Type III also includes responsibility for coordinating work with other offices.
- Knowledge Type IV requires a basic foundation of administrative concepts, principles and practices to independently review and improve extensive office procedures, develop new procedures, study and evaluate equipment needs, and review and recommend improvements to subordinate clerical staff in the organization.

At Knowledge Type III, positions require knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform nonroutine assignments. The incumbent in this position performs a number of different administrative and clerical functions such as preparing reports, communicating with different customers, maintaining the supervisor's calendar, independently handling administrative processes and actions, decedent affairs duties, and coordinating administrative matters with the supervisor. The incumbent is knowledgeable of the supervisor's views on specific matters sufficient to relay information or provide instructions on what the supervisor wants to accomplish.

Work Situation:

Work Situation refers to the complexity of the organization served (i.e., the immediate office in which the secretary works and any subordinate offices) which affects the extent of office rules, procedures, operations, and priorities the secretary must apply.

- Work Situation A includes small organizations of limited complexity where supervision is primarily through face-to-face meetings and internal procedural and administrative controls are simple and informal.
- Work Situation B includes organizations divided into subordinate segments, direction of the staff through intermediate supervisors and subordinate groups with different functions and administrative requirements.

Also included in Work Situation B are organizations described in Work Situation A that have extensive responsibility for coordinating work outside the organization.

- Work Situation C includes organizations with staff operations, typically three or more levels deep and heavily involved with outside organizations.

The incumbent will provide direct secretarial support to the Medical Administration Section and Chief where internal administrative controls are limited to the section. The employee is not required to provide support outside the organization. Therefore Work Situation A is awarded.

Level 1-3 (350 points) in combination with Work Situation A.

Evaluation Results: Based on the evaluation, this position is appropriately classified as Secretary, GS-318-5.

Details Clerk Evaluation

TITLE AND SERIES DETERMINATION: An evaluation was completed for the Details Clerk decedent affairs duties using the GS-303 series. The GS-303 Miscellaneous Clerk and Assistance Series since it includes clerical and assistance work for which no other series is appropriate. The work requires practical knowledge of standard procedures in a technical field, requiring extended training or experience. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope. In determining the appropriate classification of this position, the duties and responsibilities were reviewed against the position classification standards for the Miscellaneous Clerk and Assistant Series, GS-303, dated December 1997, and the Grade Level Guide for Clerical and Assistance Work, dated June 1989. Examples of duties performed by the incumbent include coordinating information and assistance necessary to assure that funeral and burial arrangements conform to the desires of the next of kin. Contacts with the mortuary selected must be made for disposition of remains as well as arrangements for family interview. The appropriate title for this position is Details Clerk.

GRADE DETERMINATION: The GS-303 series has no grade level criteria; therefore, classification is accomplished by cross-referencing other appropriate standards. Based on the duties of this position, the Grade Level Guide for Clerical and Assistance Work was selected as the most appropriate standard for grade level criteria. The grade level in this guide is defined under two broad criteria's: Nature of assignment and level of responsibility.

Nature of Assignment: GS-5 THE LAW

Perform, under general supervision, difficult and responsible work in office, business, or fiscal administration requiring:

- (i) considerable training and supervisory or other experience;
- (ii) broad working knowledge of a special subject matter or of office procedure and practice; and
- (iii) the exercise of independent judgment in a limited field.

Nature of Assignment

GS-5 - Work consists of performing a full range of standard and non-standard clerical assignments and resolving a variety of non-recurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The employee must identify and understand the issues involved in each assignment and determine what steps and procedures are necessary and the order of their performance. Completion of each transaction typically involves selecting a course of action from a number of possibilities.

The work requires extensive knowledge of an organizations rules, procedures, operations, or business practices to perform the more complex, interrelated, or one-of-a-kind clerical processing procedures.

The duties in this position meet the GS-5 level. The incumbent provides specific general administrative duties in support of the decedent affairs office. Completes all administrative functions relative to death notifications, funeral arrangements, and the release of personal effects and funds left at this Division of the Medical Center upon demise of a patient. Conducts interviews either telephonically or in person of the next of kin, Medical Center professional and administrative staff, VA Regional Office, County Coroner, Bureau of Vital Statistics, mortuaries and staff of national cemeteries in order to accomplish decedent affairs duties. Determines from existing records, or other evidence presented, the legal next of kin for purposes of notification and other actions related to the death of a patient. Provides general clerical public contact support services such as preparing State Home and Death Reports in standard Excel formats.

Level of Responsibility:

GS-5 - The supervisor assigns work by defining objectives, priorities, and deadlines and provides guidance on assignments which do not have clear precedents. The employee works in accordance with accepted practices and completed work is evaluated for technical soundness, appropriateness, and effectiveness in meeting goals.

The level of responsibility for this position being evaluated meets the GS-5 level since the supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The incumbent works independently within established instructions and guidelines and refers to the supervisor for additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

Evaluation Results: Based on the above evaluation, this position is appropriately classified as a Details Clerk GS-303-5.

CONCLUSION: Although the secretarial duties were reduced to 50% of the time and additional decedent duties were added there were no significant changes to the overall grade of the position based on the above evaluations. Therefore, this position remains appropriately classified as Secretary, GS-318-5.

Evaluated By: James Hansmann, HR Specialist (VISN 20 Classification) Date: August 23, 2010

Reviewed By: Joanna Garay, Lead HR Specialist (VISN 20 HR) Date: September 7, 2010