

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. 2997

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Reason (Show any positions replaced)		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location Phoenix, Az		5. Duty Station VA Medical Center		6. OPM Certification	
Program Support Clerk, 65-5				7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input checked="" type="checkbox"/> Employment and Financial		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
				10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input checked="" type="checkbox"/> 2-Noncritl <input type="checkbox"/> 4-Special	

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review						

e. Recommended by Supervisor or Initiating Office	Administrative Support Assistant	GS	0303	6		
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16. Organization Title of Position (If different from the official title) Administrative Support Assistant	17. Name of Employee (if vacant, specify)
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18. Department, Agency, or Establishment Veterans Affairs	c. Third Subdivision Police and Security Department
a. First Subdivision VA Medical Center Phoenix, Az	d. Fourth Subdivision
b. Second Subdivision Resource Management Services	e. Fifth Subdivision

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.	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) PAUL H WEST CHE Administrator/RMA, Signature <i>Paul H West</i> Date 11/15/00
a. Type Name and Title of Immediate Supervisor JAMES A FOSTER JR, Asst. Administrator Signature <i>James A Foster Jr</i> Date 10-24-00	

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.	22. Position Classification Standards Used in Classifying/Grading Position
Typed Name and Title of Official Taking Action RICHARD PASQUALE, Actg. Administrator/RMS Signature <i>Richard Pasquale</i> Date 11/15/00	Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

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

24. Remarks

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

POSITION DESCRIPTION

Administrative Support Assistant, GS-0303-6

Position Number:
Organizational Code:
Organizational Location: This position is located within the Police and Security Department within Resource Management Service
Primary Purpose: The incumbent will perform a wide variety of tasks to successfully support the established administrative functions of the department.

Performs a wide variety of administrative tasks associated with maintaining and supporting the work performed within the organization. Such work includes a variety of administrative functions necessary to the smooth management of an office and ranges from correspondence and information control to tracking equipment, supplies, and services. In addition, the position may act as the primary liaison between the program office and administrative offices outside the organization.

Acts as the primary liaison between the program office and administrative offices outside the organization.

Support Services 40 percent
Serves as the organization's liaison on office support services and closely works with personnel of other product lines to generate statistics. Answers questions concerning policies and procedures related to office support services. Plans and coordinates a variety of general office support services in support of the work of an organization, such as requisition, purchase, storage, and maintenance of stock levels; installation, repair, maintenance, and disposal of office equipment, etc.

Performs a variety of administrative tasks associated with maintaining and supporting the work performed within an organization.

Correspondence and Information Control 20 percent
Monitors and controls business correspondence and records throughout an organization, including the coordination of action papers with office and agency staff. Maintains the correspondence control system which monitors the receipt and distribution of correspondence. Inputs data, via a computer terminal, concerning incoming and outgoing correspondence. Establishes a file system to track all correspondence coming into and departing the department. Develops background information by obtaining information from sources which may be available in only one or a very few places; is specialized and not a matter of widespread knowledge; and is complicated because it is scattered in numerous documents or only in the memories of a few employees. Organizes material for the Chief of Police.

Monitoring Office Resources 20 percent
Obtains and monitors the use of services, supplies, and equipment. Prepares resource status reports for the Chief's use. Obtains regularly required office supplies and services, e.g., publications, stationary supplies, and maintenance of office equipment. Purchases the facility United States flags that are displayed at two locations throughout the medical center.

Central Control Point for Office Systems 15 percent
Plans and establishes office control systems such as those for the control of the location, arrangement, access to, and use of office files. Within established agency guidelines, acts as a central resource person for implementing and maintaining office control systems, such as those for the location, arrangement, access to, and use of office files, and for maintenance, transfer, and disposition of records.

Performs clerical or technical program support work for a variety of technical and/or program specialists in support of the line programs of an agency.

Performs program support functions for one or more agency programs.

Performs general program support work such as the collection, compilation, research, and/or tracking of data and program information. Meets with representatives of other Product Lines to disseminate acquired information and investigate possible means of upgrading collection methods.

Data Collection & Tracking Support 5 percent
Performs work involving the collection, compilation, and/or tracking of data and statistical information in support of an organization's program operation. Receives and processes documents and reports in accordance with established procedures. Reviews documents and reports for completeness and enters pertinent information into an automated tracking system. Uses software applications to record and track a variety of department statistics such as incident reports, missing patient reports, in order to prepare/assist in preparation of reports. Maintains reports on pollution advisory days. Evaluates documents, e.g., sampling plans, permit applications, and other data collection forms. Coordinates incoming data from a variety of sources. Reviews

documents, reports, and/or applications for omissions and inconsistencies, and ensures data entry is complete and accurate. Enters pertinent information into an automated tracking system.

Factor 1-4 550 Points
Knowledge Required by the Position

Practical knowledge of standard procedures in a technical field, requiring extended training or experience, to perform such work as adapting equipment when this requires consideration of the functioning characteristics of equipment; interpreting results of tests based on previous experience and observations; or extracting information from various sources when this requires considering the applicability of information and the characteristics and quality of the sources.

Factor 2-2 125 Points
Supervisory Controls

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 supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Factor 3-3 275 Points
Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommended changes.

Factor 4-3 150 Points
Complexity

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

Factor 5-2 75 Points
Scope and Effect

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. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

Factor 6-2 25 Points
Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted generally are engaged in different functions, missions, and kinds of work, e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate installation.

Factor 7-1 20 Points
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 8-1 5 Points
Physical Demands

The work is sedentary. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; or driving an automobile, etc. No special physical demands are required to perform the work.

Factor 9-1 5 Points
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:

This position requires frequent travel.

Proficiency in English required.

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.

Provides care and/or services appropriate to the age of the patients being served. Assesses data reflective of the patient's status and interpret the information needed to identify each patient's requirements relative to their age-specific needs and to provide care needed as described in the services' policies and procedures.

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 VHS&RA 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.

Uses MS Word or comparable word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text; formatting letters, reports and memoranda; and transmitting and receiving e-mail.

Uses MS Excel or other comparable spreadsheet software to develop and change spreadsheets in order to graphically display data.

Uses the Veterans Health Information & Technology Architecture (VistA) to access information in the Medical Center Computer System.

POSITION CLASSIFICATION
EVALUATION STATEMENT

Position Number:
Organizational Code:

POSITION TITLE, SERIES, GRADE:
Administrative Support Assistant, GS-0303-6

Evaluation Factors	Tentative Level	Final Level
Nature of Assignment	1-6	1-6
Level of Responsibility	2-6	2-6
Tentative Grade:		GS-6
Final Grade:		GS-6

Principal duties account for 100 percent of the time

Standard used to evaluate the position:
Grade Level Guide for Clerical and Assistance Work June 1989 TS-91

Human Resources Specialist

Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

STATION NUMBER/ORGANIZATION
44/Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional) POSITION TITLE/GRADE POSITION DESCRIPTION NUMBER (PD #)
Administrative Support Assistant, GS-0303-06 2997

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	1
6.	Total Risk Points (Sum of Lines 1-5) ▶	7

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: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR DATE (MM/DD/YYYY)
Dorine Tinsley 10/12/06