

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. **9228-0**
 2. Agency Certification No. _____
 3. Subject to IA Action Yes No
 4. Competitive Level Code **X-14**
 5. Agency Use _____

6. Redescription New Change Other Field
 7. Full Labor Standards Act Exempt Nonexempt
 8. Position Status Competitive Exempt (Specify in Remarks) SES (Gen.) SES (OP)

9. Duty Station **OAKLAND VADPC**
 10. Position in 11. Position is 12. Sensitivity
 Supervisory 1-Non-Sensitive 3-Critical
 Managerial 2-Intermediate Sensitive 4-Special Sensitive
 Neither

13. Official Title of Position **Administrative Support Assistant**
 14. GS **303** 15. **6** 16. **6**
 17. Name of Employee or vacating agency **JAN 1/27/04**

18. Department, Agency, or Establishment **Department of Veterans Affairs**
 19. Direct Subdivision **VA Northern California Health Care System**
 20. Branch Subdivision **Oakland Outpatient Clinic**
 21. Position Title **Oakland Site Manager**

22. Employee Review: This is an accurate description of the major duties and responsibilities of my position.
 Signature of Employee (optional) _____
 Signature of Immediate Supervisor **Fanny L. Roberson, Administrative Officer**
 Signature of Higher-Level Supervisor or Manager (optional) **Ronald P. Chun, Site Manager**

23. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in accordance 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.
 Signature of Classifier **John Horton, HRS (Classification)**
 Signature of Position Classification Standards User in Classifying/Grading Position **Misc Clerk Assistant Services, GS-303 GLC for Clerical Assistance Work**

24. Position Review
 Signature of Employee (optional) _____
 Signature of Supervisor _____
 Signature of Classifier _____
 Remarks _____

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

POSITION DESCRIPTION
Administrative Support Assistant
GS 303-6

Purpose

Incumbent serves as Program Support Clerk and provides full clerical and other administrative support to the Medical/Surgical section and supporting staff of the Laboratory, Nursing, Pharmacy, and Medical Administrative Sections of the Oakland Outpatient Clinic.

Duties encompass wide range clerical responsibilities associated with unique and specific support needs from each section, which necessitates an ability to function in various capacities on a continual basis.

SUPERVISION:

The incumbent is directly under the supervision of the Chief Administrative Officer (CAO). During the absence of the CAO, the Supervisory for Medical Support Assistance will assume supervision. The incumbent is delegated full authority by the CAO for all administrative activities.

Mail, Correspondence, and Reports 25 percent

Processes incoming and outgoing materials such as correspondence, reports memoranda, and other forms of written communication. Performs the following types of duties; edits letters, composes letters and reports, reviews correspondence for accuracy and completeness, prepares public presentation outlines, 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. Advises the supervisor of important office issues arising during the supervisor's absence, and brings significant items in reports, files and correspondence to the supervisor's attention. Prepares Controlled Substance Reports for Pharmacy and submit names quarterly to Director's office. Conducts unannounced audits when appropriate and submits finding to the director office.

Public Contact Work 15 percent

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Formal clearances are required to manage outside contacts and their impact on programs. A significant amount of time is spent in public contact work because the program mission of the organization is so interlocked with other organization or agencies. Acts as liaison to other managers and staff within the organization and provides accurate advice on procedures, reports, requirements, and other matters necessary to implement the supervisor's policies, directives, and instructions. Informs them of the supervisor's views on current issues and programs.

POSITION DESCRIPTION
Administrative Support Assistant
GS 303-6

Maintaining Appointments, Calendars, & Schedules 25 percent

Schedules appointments, coordinates meetings, and/or schedules conferences. Provides general calendar maintenance clerical services such as maintaining calendars and recording appointments, arranging for meeting and small conference administrative details, or following up on action items with appropriate staff members independently. Independently determines staff that should attend meeting, or represent the organization at conferences. Such decisions are based on knowledge of the manager's views on such issues. Attends meetings, prepares the agenda and meeting minutes for General Staff, Medical Staff/Section. The incumbent arranges for meeting space, speaker, and support arrangements for conferences. This includes the performance of such activities as writing letters to the speakers and participants, arranging transportation to and from the meeting site, social arrangements, and clerical support.

Support Services 35 percent

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 work orders and clinic cancellation/reinstatements and clinic set-up request.

Volunteer Coordinator

Receive/Review and follow - up on volunteer applications upon receipt, file timecards in appropriate file, distribute food coupons. Maintains a record of the General Post Fund (GPF), donations and expenditures made and prepares documents for spending these funds. Prepare acknowledgment letters for donated funds.

Timekeeper

Serve as the timekeeper for seven (7) T&L Post timecards everyday and keep appropriate documents to support enters. Distribute Leave and Earnings statement to staff supervisors. Submit Jury Duty correspondence to payroll when appropriate Monitors and reports time and attendance. Researches T&A's and compiles reports. Prepares material for the supervisor's use by reviewing and researching time and attendance records and logs, and compiling information on such items as salary costs, hours worked, full time equivalencies, and other similar items.

Transportation

Maintains schedules of GSA government vehicles for the clinic. This includes scheduling vehicles for staff use, sending vehicles for servicing (as required), maintaining vehicles log book, receive/review accident reports and sending monthly reports to Motor Pool. Check for accuracy.

Human Resources

Serves as the organization's liaison to the Human Resources office. Monitors, coordinates, and provides information to facilitate personnel management activities of the work unit. Maintains personnel records for employees of the office. Prepares and tracks progress of SF-52 forms (request for Personnel Actions), maintains files of completed 52s and maintains a record of office vacancies.

Performs other related duties as assigned.

Factor 1-4 550 Points

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GS 303-6

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 service.

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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 or 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 is adequately lighted, heated, and ventilated.



DEPARTMENT OF VETERANS AFFAIRS

POSITION REPORT

NATURE OF PROPOSED ACTION
RedescriptionPOSITION NO.
9278-0

EXISTING

CLASSIFICATION TITLE

Administrative Support Assistant

SCHED.
GSSERIES
303GRADE
6

ORGANIZATIONAL TITLE

NO. POSITIONS
1

NAME OF EMPLOYEE

SECOND ORGANIZATIONAL SUBDIVISION
Oakland Outpatient Clinic

STATION AND LOCATION

VAMC Martinez, CA

THIRD ORGANIZATIONAL SUBDIVISION

FIRST ORGANIZATIONAL SUBDIVISION

Northern California Health Care System

FOURTH ORGANIZATIONAL SUBDIVISION

PROPOSED

PROPOSED CLASSIFICATION TITLE

Administrative Support Assistant

SCHED.
GSSERIES
303GRADE
6

PROPOSED ORGANIZATIONAL TITLE

NO. POSITIONS
1

EVALUATION SUMMARY

CLASSIFICATION TITLE

Administrative Support Assistant

SCHED.
GSSERIES
0303GRADE
6

ANALYSIS AND EVALUATION (Use additional blank sheets if more space is required)

Reference: Miscellaneous Clerk and Assistant Series, Jan 1979, TS-34, Nov 1979, TS-37;
for Clerical and Assistance Work, Jun 1989, TS-98.

Series and Title Determination: The duties and responsibilities depicted in this position description are of a general administrative and office support type and belong in the GS-300 group. A review of the GS-0300 series does not reveal alignment with an established, specific, and appropriate series. Thus, the use of GS-0303, Miscellaneous Clerk and Assistant Series, is considered appropriate for this work. Since there are no title criteria for positions in this series, the approved VA title, Administrative Support Assistant is assigned.

Grade Level Determination: The general duties of this position are evaluated by reference to the Grade Level Guide for Clerical and Assistant Work. Two factors, Nature of Assignment and Level of Responsibility are considered in grading positions with this standard. These factors are evaluated separately as follows:

Nature of Assignment: At the GS-6 level, technical or assistance work at this level requires considerable evaluative judgment within well-defined, commonly occurring aspects of an administrative program or function. The work may involve providing direct assistance to specialists or analysts by performing a segment of their work, or it may involve responsibility for a stream of products or continuing processes based on direct application of established policies, practices, or criteria. Assignments involve a relatively narrow range of case situations that occur in a broad administrative program or function. This work typically involves identifying issues, problems, or conditions and seeking alternative solutions based on evaluation of the intent of applicable rules, regulations, and procedures. Assignments requiring evaluative judgment are narrowly focused, address a single product or action, and are relatively clear-cut. The employee usually deals with problems or situations that remain stable, and resemble past problems or situations. Assignments often involve problems or situations where there is not one absolutely correct solution, only a best or most appropriate one. Work requires practical knowledge of guidelines and precedent case actions relating to a particular program area equal to that acquired through considerable work experience or specialized training. The work also requires skill to recognize the dimensions of a problem and express ideas in writing. This position does not meet the GS-7 level, where the work consists of specialized duties with continuing responsibility for projects, questions, or problems that arise within an area of a program or functional specialty as defined by management. Work assignments involve a wide variety of problems or situations common to the segment of the program or function for which the employee is responsible. The work involves identifying and studying factors or conditions and determining their interrelationships as appropriate to the defined area of work. The employee must be concerned about taking or recommending actions that are consistent with the objectives and requirements of the program or functions.

Level of Responsibility: At the GS-6 level, the supervisor assists with precedent assignments by providing an interpretation of policy or the concepts and theories of the occupation. Completed work is evaluated for appropriateness and effectiveness in meeting goals. Guidelines such as regulations, instructions, evaluation criteria, and prior case or action files are available, but they are often not completely applicable to the assignment or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines for application to specific cases or problems. The employee bases decisions and recommendations on facts and conventional interpretations of guidelines rather than on theory or opinion. The employee contacts others, as described above under clerical work, to provide, receive, or develop information in order to identify problems, needs or issues, and/or to coordinate work efforts or resolve problems. This position does not meet the GS-7 level, where the supervisor makes assignments in terms of objectives, priorities, and deadlines. The employee independently completes assignments in accordance with accepted practices, resolving most conflicts that arise. Completed work is evaluated for appropriateness and conformance to policy. Guidelines for the work are more complex than at the next lower grade because the employee encounters a wider variety of problems and situations which require choosing alternative responses. Guides, such as regulations, policy statements, and precedent cases, tend to be general and descriptive of intent, but do not specifically cover all aspects of the assignments. Employees must use significant judgment and interpretation to apply the guides to specific cases and adapt or improvise procedures to accommodate unusual or one-of-a-kind situations.

Classification: Administrative Support Assistant, GS-303-6. The position is FLSA non-exempt and not subject to duplication.

CONCUR

DATE

EVALUATED BY

John G. Hurton

DATE
1/28/04

TITLE AND ORGANIZATIONAL LOCATION

TITLE

Human Resources Specialist (Classification)

3-30-04: 3:56PM:Oakland Site mgr ofc

:1 510 287 7019

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**Statement of Collateral Duties and Responsibilities
Volunteer Liaison**

Service: Site Managers Office/Oakland OFC

Name of Volunteer Liaison: Geraldine Lambert

PD # amended: 9278-Q

INTRODUCTION: The purpose of this addendum is to define the term Volunteer Liaison, to describe the minimum set of duties and responsibilities of a collateral assignment as the service's Volunteer Liaison and to establish the basic knowledge and skills required to successfully function in this capacity.

DEFINITION: The Volunteer Liaison is the employee within the service who has been designated by the Service Chief, Site Manager or other designated official, to assist in the delivery of volunteer activities. The Volunteer Liaison receives instructions on the work to be performed and assists the Chief, Voluntary Service in the placement of volunteers. He/she uses basic knowledge of volunteer placement to independently carry out the interview and placement of volunteers. At the highest levels, supervision is limited to guidance and review on matters that require professional advice or judgment.

The Volunteer Liaison performs tasks that require the application of knowledge of the volunteer interview and placement process. He/she actively participates in the volunteer processes by performing potential volunteer screening, interview, orientation and the placement of volunteers in an appropriate assignment. The Volunteer Liaison works closely with the Chief, Voluntary Service.

MINIMUM SET OF DUTIES AND RESPONSIBILITIES:

The incumbent performs such tasks as:

- Screening potential volunteers to ascertain he/she has the time to donate to volunteering.
- Interviewing potential volunteers and completing the necessary paperwork. Mailing or faxing the appropriate signed forms to the Chief, Voluntary Service at Sacramento VA Medical Center.

Forms to be completed (and faxed or mailed to the Chief, Voluntary Service) and signed by both or either the volunteer and the Volunteer Liaison include: Volunteer Application (front and back), VHA Privacy Policy Training Record (HIPPA), volunteer assignment position description, Annual Mandatory Training form and the Load Sheet for Volunteers.

BASIC KNOWLEDGE AND SKILLS REQUIRED BY THE POSITION:

The Volunteer Liaison is required to apply his/her knowledge of the screening and interview process when placing volunteers in assignments. The Volunteer Liaison works closely with the Chief, Voluntary Service. The Volunteer Liaison receives instructions on the placement and interview process from the Chief, Voluntary Service.

Signed:



(Employee) Volunteer Liaison

3-20-2004
(Date)



(Administrative Officer/Site Manager/Designee)

3/30/04
(Date)

NOTES: