

4217

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
650-00042-0

2. REASON FOR SUBMISSION
 REDESCRIPTION NEW
 REESTABLISHMENT OTHER
EXPLANATION (Show any positions replaced)

3. SERVICE
 HDQTRS. FIELD

4. EMPLOYING OFFICE LOCATION
Providence, RI

5. DUTY STATION
650

8. GPM CERTIFICATION NO.

Management Assistant PD
GS-344-6

7. FAIR LABOR STANDARDS ACT
 EXEMPT NONEXEMPT

8. FINANCIAL STATEMENTS REQUIRED
 EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE EMPLOYMENT AND FINANCIAL INTERESTS

9. SUBJECT TO IA ACTION
 YES NO

10. POSITION STATUS
 COMPETITIVE
 EXCEPTED (Specify in Remarks)
 SES (Gen) SES (CR)

11. POSITION IS:
 SUPERVISORY 1-NON-SENSITIVE 3-CRITICAL SENSITIVE
 MANAGERIAL 2-NON-CRITICAL SENSITIVE 4-SPECIAL SENSITIVE
 NEITHER

13. COMPETITIVE LEVEL CO
XOL
14. AGENCY USE

18. CLASSIFIED/REVIEWED 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	Facilities Services Assistant	GS	1603	05	(W)	3/8/2011
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Management Assistant	GS	0344	6		

18. ORGANIZATIONAL TITLE OF POSITION (If different from official title)

17. NAME OF EMPLOYEE (If vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT
DEPARTMENT OF VETERANS AFFAIRS
A. FIRST SUBDIVISION
VETERANS HEALTH ADMINISTRATION
B. SECOND SUBDIVISION
PROVIDENCE VA MEDICAL CENTER

C. THIRD SUBDIVISION
FACILITIES MANAGEMENT SERVICE
D. FOURTH SUBDIVISION
MAINTENANCE & OPERATIONS SECTION
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
ALLEN SOMERS, Supr, Maintenance & Operations
SIGNATURE *[Signature]* DATE **1/26/11**

B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)
EDWARD DOHENEY, Assc. Chief, FMS
SIGNATURE *[Signature]* DATE **1/28/11**

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
HAND BOOK OF OCCUPATIONAL CLASSES & FAMILIES MAY 2009, EQUIPMENT, FACILITIES, AND SERVICES ASSISTANT GRADES, GS-1603 MAY 2003 GRADE LEVEL GUIDE FOR CLERICAL & ASSISTANT WORK IS-91-TUN 1989

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Jacqueline R. Weaver Classification Specialist
SIGNATURE *[Signature]* DATE **3/8/2011**

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
FPL GS-5

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

MANAGEMENT ASSISTANT

GS-344-6

P.D.

I. SKILLS AND KNOWLEDGE

- a. The incumbent works with the Maintenance Supervisor and the FacilityDude (Computer Based) Maintenance Management System to schedule preventive maintenance and equipment repairs within the PVAMC based upon priorities established by Facilities Management Service (FMS) management.
- b. The incumbent is responsible to ensure that the preventive maintenance & equipment repair work order system is performing adequately; i.e., work orders are entered and closed out promptly and work requesters are informed of the status of work orders. FMS management is provided with reports and data generated from work orders and associated sources for use in trending and achievement of goals.
- c. The incumbent is responsible for reports and studies generated from functions such as work order and Preventive Maintenance (PM) statistics, monthly PM inspections, pending work orders and information required for monthly FMS requirements.
- d. The incumbent follows up on incomplete and complete work orders with FMS staff to review details of pending work orders and any problems, which may occur. This is a critical element of the position and requires constant tact and courtesy when dealing with customers and staff.
- e. The incumbent is responsible for issuing monthly PM schedules, making changes to inspection sheets, data entry for equipment and maintaining warranty equipment file, and monthly PM reports, and other JCAH and Quality Improvement requirements.
- f. The incumbent maintains the records and keeps an up-to-date running file for the Joint Commission Interim Life Safety Measures (ILSM), the Joint Commission Environment of Care (EOC) documentation, Life Safety and Emergency Management data bases and JCAH Emergency Generator testing and maintenance records. All of the Joint Commission initiatives are of utmost importance and directly affect the accreditation of the PVAMC so a high degree of accuracy is required in maintaining these records.
- g. The incumbent is responsible for the maintenance and upkeep of the FMS policies and Standard Operating Procedures. This requires the incumbent to oversee and coordinate the tri-annual review and updating of the policies and procedures.
- h. The incumbent maintains the records for the System Wide Ongoing Assessment & Review Strategy (SOARS) inspections including tracking the generation and completion of tasks on a computer data spreadsheet.
- i. The incumbent maintains the Physical Access Request form records in a "Common" file database that are used by the PVAMC staff and contractors to request, approve and issue keys and badge access authority to PVAMC facilities. Incumbent works closely with the Chiefs of FMS and Police (security) as well as the FMS locksmith.
- j. Other duties assigned to support the mission of FMS.

Factor 1 – Knowledge Required by the Position

Must have a general knowledge of trades/shops/crafts associated with FMS functions.

Must have extensive knowledge in the FacilityDude computerized system, relating to work order, PM and other computerized work order software.

Must be able to communicate with all medical center staff orally and in writing.

Knowledge and skills to coordinate the work of the office with other Services, including advising staffing subordinate offices of new procedures or regulations and/or information to be provided for use in reports.

Knowledge of a wide variety of equipment and systems. Equipment must be categorized as to the type (personal property or building service) and to which section within FMS has the responsibility for its maintenance. The equipment must then be entered into the regular inventory or included in the unique JCAH inventory with proper PM schedules.

Knowledge of engineering terminology.

Ability to operate a computer terminal to input information into system files.

Knowledge of proper English usage, spelling, sentence structure, and grammar (to properly compose correspondence from notes).

Knowledge of basic mathematical skills

Request for Material or Services.

Knowledge of proper filing procedures.

Factor 2- Supervisory Controls

The supervisor or higher level employee provides general standing instructions on what is to be done, procedures and methods to follow, data and information required, quality and quantity of work expected, and deadlines. They provide additional, specific instructions for new, difficult, or special assignments including suggested procedures, sources of information or reporting formats and techniques. The employee independently carries out recurring management and/or program analysis, clerical or technical tasks or assignments without specific instructions. For example, the employee maintains established records of management or program analysis data and reports, provides standard explanations of procedures and requirements, identifies clear errors in data, and complies management program analysis data into prescribed formats. The employee refers problems and unfamiliar situations not covered by instructions to the supervisor or higher level employee for further guidance. At this level, some employees work more independently than others do, receiving little day-to-day supervision. However, their work is limited or controlled by readily applicable instructions or procedures that specifically describe how the work is done and the kind of adaptations or exceptions that can be made. Supervisory instruction is necessary only for new or special assignments. The supervisor or higher level employee assures that finished work and methods used are technically accurate and in compliance with established instructions, methods, procedures, and deadlines.

For example, the supervisor checks recurring reports for inclusion of required information, accuracy of calculations, and other data, and adherence to prescribed formats. Review of work increases with more difficult assignments if the employee has not previously performed similar assignments.

Factor 3 - Guidelines

Guidelines include but are not limited to VA manuals, FMS Policies, PVAMC Policies, FacilityDude Work Order & PM Procedure Manuals, JCAH Standards, Quality Improvement Standards, manufacturer's literature and established operating procedures.

Some guidelines in procedures for handling routine work are available. Problems are referred to the Supervisor in some cases. Considerable latitude is present for judgement in other instances (some judgement is allowed in setting priorities within the assignments). Unpublished guidelines include oral direction and established procedures.

Because of the unique or complicating characteristics of the assignments, guidelines lack specificity or are not completely applicable to the work requirements, circumstances, or problems. For example, standard procedures

for tracking program or project status require frequent modifications due to fluctuations in budgets, production goals, or workload, and established records or forms management practices require adaptation for consistent use by organization with different functions and administrative needs. The employee uses judgement in interpreting and adapting guidelines to apply to specific situations such as evaluating and determining the cause or extent of deviations from established production or work order completion rates.

Factor 4 - Complexity

The work consists of various duties, projects, or assignments involving different and unrelated management or program analysis technical processes and procedures. Assignments or projects involve various actions or steps that are not completely standardized or prescribed in instructions, guidelines or precedent cases; adaptation modification of established procedures and methods; various types and sources of information; nonrecurring problems, trends, or issues; and management or program operations with varying or changing conditions (e.g., work units or program areas with different functions or requirements or with periodic changes in workloads, budgets, staff levels, work processes, or program objectives; or similar features.)

Must be able to work well with people using tact and diplomacy. This is especially important when dealing with work order requestor who is typically more interested in his/her own needs rather than FMS or PVAMC priorities, workloads, job assignments, and material availability. It is essential that this person communicate these issues back to the requestor in a diplomatic manner.

Must understand the FacilityDude computer system to operate the work order, PM program and reporting aspects, etc. This means the individual must understand preventive maintenance philosophy, work center assignments, categories of equipment assigned and trade assignments within FMS.

The work consists of duties involving several related sequential steps, processes and methods. Decisions made by the incumbent in performing the work require recognizing the difference among various complex situations. The incumbent needs to have knowledge of FMS sections as well as that of the Office of the Chief. Difference in action taken and responses made by the program assistant depends on the sources of information, type of transaction, or other factual matters.

Incumbent executes and performs assignments by preparing documents, formats, and specific processing functions on video display terminals. This requires a varying number and sequence of steps and use of different functions from one assignment to another. Some assignments at this level involve using one type of software to create or edit a variety of format changes within each document. Other assignments at this level involve using two or more types of software, (e.g., word-processing and data base management, spreadsheet, etc.) that can be combined in a number of ways and that require extensive entry data from drafts. In deciding how to proceed, the employee must recognize differences in existing procedures and applications and make choices from among established alternatives. Such choices regard, for example the specific software package to use the specific format for different types of documents or different sections within the same document, or the best printer type.

Factor 5 - Scope and Effect

The purpose of the work is to apply specific procedures to perform a full range of clerical and technical tasks, to review, assign and follow-up on work orders to obtain necessary information for accurately documenting data from the completed work orders. The work affects the accuracy and timely completion of assignments and contributes to the effectiveness of the Service.

Factor 6 – Personal Contacts

Personal contacts are with a wide variety of people both within and outside of the PVAMC. They include but are not limited to medical staff, service chiefs/supervisors, engineers, co-workers in FMS and Logistics, Contracting personnel, contractors, Architects/Engineers, salespeople and manufacturers representatives.

Factor 7 – Purpose of Contacts

Contacts are made for expanding information flow, providing information, gathering data, and to assist others who have business with FMS. Contacts are to obtain factual information and clarification regarding service requests, operations, and safety requirements. In the event of a system malfunction these contacts are to determine the nature and scope of the malfunction. Contact with Logistics personnel involves coordination to ensure parts and materials are obtained in a timely manner.

Factor 8 - Physical Demands

The majority of the work is sedentary.- However, some walking, standing, bending, carrying light items and climbing is necessary to follow up on work performed in facility mechanical spaces and other locations where facility equipment is situated.

Factor 9 – Work Environment

The work is performed in an office setting and involves normal risks and discomforts typical to an office. Some trips outside to other buildings and mechanical spaces and the boiler plant are necessary to compile data necessary for the preventive maintenance program during the day.

1/11/2011

