

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
06686-A

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

3. SERVICE
 HDQTRS. FIELD

4. EMPLOYING OFFICE LOCATION
VAMHCS Baltimore

5. DUTY STATION
512

6. OPM CERTIFICATION NO.

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 (1st.) SES (1st/2nd)

11. POSITION IS:
 SUPERVISORY
 MANAGERIAL
 NEITHER

12. SENSITIVITY
 1. NON-SENSITIVE 3. CRITICAL SENSITIVE
 2. NON-CRITICAL SENSITIVE 4. SPECIAL SENSITIVE

13. COMPETITIVE LEVEL CO
X01

14. AGENCY USE

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Information Receptionist	GS	304	4	CPA	7/29/2011
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Information Receptionist	GS	304	4		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title) 17. NAME OF EMPLOYEE (if vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT
 Dept. of Veterans Affairs
 A. FIRST SUBDIVISION
VHA
 B. SECOND SUBDIVISION
VISNS

C. THIRD SUBDIVISION
VA Maryland Health Care System
 D. FOURTH SUBDIVISION
Consumer Relations
 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 TITLE OF IMMEDIATE SUPERVISOR
 VALERY CALM-COLEMAN, ASSISTANT CHIEF CRS
 SIGNATURE: [Signature] DATE: 7/25/11

B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)
 RONALD B. HOFFMANN, CHIEF CRS
 SIGNATURE: [Signature] DATE: 7/25/11

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/GRADE POSITION
 Informations Receptionist Series
 June 1961-TS34

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
 Hilary Talbot, Human Resources Services (HRMS)
 SIGNATURE: [Signature] DATE: 7/30/11

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
 PDAT: NACI
 Bus Code: 1272

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

Instructions for Completing Optional Form 8 POSITION DESCRIPTION

In order to comply with the requirements of FPM Chapter 295, subchapter 3, and other provisions of the FPM, agencies must complete the items marked by an asterisk. Agencies may determine what other items are to be used.

- *1. Enter position number used by the agency for control purposes. See FPM Chapter 312, Subchapter 3.
- *2. Check one.
 - "Redescription" means the duties and/or responsibilities of an existing position are being changed.
 - "New" means the position has not previously existed.
 - "Reestablishment" means the position previously existed, but had been cancelled.
 - "Other" covers such things as change in title or occupational series without a change in duties or responsibilities.
 - The "Explanation" section should be used to show the reason if "Other" is checked, as well as any position(s) replaced by position number, title, pay plan, occupational code, and grade.
3. Check one.
- *4. Enter geographical location by city and State (or if position is in a foreign country, by city and country).
- *5. Enter geographical location if different from that of #4.
6. To be completed by OPM when certifying positions. (See Item 15 for date of OPM certification.) For SES and GS-16/18 positions and equivalent, show the position number used on OPM Form 1390 (e.g., DAES0012).
- *7. Check one to show whether the incumbent is exempt or non-exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act. See FPM Chapter 551.
8. Check box if statement is required. See FPM Chapter 734 for the Executive Personnel Financial Disclosure Report, SF 278. See FPM Chapter 735, Subchapter 4, for the Employment and Financial Interest Statement.
9. Check one to show whether Identical Additional positions are permitted. See FPM Chapter 312, Subchapter 4. Agencies may show the number of such positions authorized and/or established after the "Yes" block.
10. Check one. See FPM Chapter 212 for information on the competitive service and FPM Chapter 213 for the excepted service. For a position in the excepted service, enter authority for the exception, e.g., "Schedule A-213.3102(d)" for Attorney positions excepted under Schedule A of the Civil Service Regulations. SES (Gen) stands for a General position in the Senior Executive Service, and SES (CR) stands for a Career Reserved position.
11. Check one.
 - A "Supervisory" position is one that meets the requirements for a supervisory title as set forth in current OPM classification and job-grading guidance. Agencies may designate first-level supervisory positions by placing "1" or "1st" after "Supervisory."
 - A "Managerial" position is one that meets the requirements for such a designation as set forth in current OPM classification guidance.
12. Check one to show whether the position is non-sensitive, non-critical sensitive, critical sensitive, or special sensitive for security purposes. If this is an ADP position, write the letter "C" beside the sensitivity.
13. Enter competitive level code for use in reduction-in-force actions. See FPM Chapter 351.
14. Agencies may use this block for any additional coding requirement.
- *15. Enter classification/job grading action.

For "Official Title of Position," see the applicable classification or job grading standard. For positions not covered by a published standard, see the General Introduction to "Position Classification Standards," Section III, for GS positions, or FPM Supplement 512-1, "Job Grading System for Trades and Labor Occupations," Part I, Section III.

For "Pay Plan" code, see FPM Supplement 292-1, "Personnel Data Standards," Book III.

For "Occupational Code," see the applicable standard; or, where no standard has been published, see the "Handbook of Occupational Groups and Series of Classes" for GS positions, or FPM Supplement 512-1, Part 3, for trades and labor positions. For all positions in scientific and engineering occupations, enter the two-digit functional classification code in parentheses immediately following the occupational code, e.g., "GS-1310(14)." The codes are listed and discussed in the General Introduction to "Position Classification Standards," Section VI.
16. Enter the organizational, functional, or working title if it differs from the official title.
17. Enter the name of the incumbent. If there is no incumbent, enter "vacancy."
- *18. Enter the organizational location of the position, starting with the name of the department or agency and working down from there.
19. If the position is occupied, have the incumbent read the attached description of duties and responsibilities. The employee's signature is optional.
- *20. This statement normally should be certified by the immediate supervisor of the position. At its option, an agency may also have a higher-level supervisor or manager certify the statement.
- *21. This statement should be certified by the agency official who makes the classification/job grading decision. Depending on agency regulations, this official may be a personnel office representative, or a manager or supervisor delegated classification/job grading authority.
22. Enter the position classification/job grading standard(s) used and the date of issuance, e.g., "Mail and File, GS-305, May 1977."
23. Agencies are encouraged to review periodically each established position to determine whether the position is still necessary and, if so, whether the position description is adequate and classification/job grading is proper. See FPM Letter 536-1 (to be incorporated into FPM Chapter 536). This section may be used as part of the review process. The employee's initials are optional. The initials by the supervisor and classifier represent recertifications of the statements in items #20 and #21 respectively.
24. This section may be used by the agency for additional coding requirements or for any appropriate remarks.
- *25. Type the description on plain bond paper and attach to the form. The agency position number should be shown on the attachment. See appropriate Instructions for format of the description and for any requirements for evaluation documentation, e.g., "Instructions for the Factor Evaluation System," in the General Introduction to "Position Classification Standards," Section VII.

VA Maryland Health Care System
Consumer Relations Service

Information Receptionist
GS 304-4

INTRODUCTION

The incumbent will serve in the capacity of a customer service representative for the VA Maryland Health Care System (VAMHCS), Baltimore Medical Center at the Information Desk, Ambulatory Care Clinic, Emergency Department, and Annex. She/He will, in many cases, be the initial contact for Veterans or visitors to the medical center. The incumbent will be required to have a thorough knowledge of the services and physical layout of the facility, in addition to providing assistance to new Veterans wishing to enroll for VA health care. The incumbent is also responsible for supporting the activities of the Patient Advocacy Program, Patient-Centered Care Initiative, and the Consumer Relations Service, e.g., surveys, awards, data management for the VAMHCS.

DUTIES

Communicates with Veterans, families, and others in a pleasant and courteous manner to provide exceptional customer service.

Demonstrates compassion when listening to patients and reports to appropriate officials any unusual problems.

Greets, provides information, and gives directions to Veterans, families, and others about the medical center and annex.

Greets all visitors including surveyors from The Joint Commission and other agencies. Ensures the Office of Performance Improvement and the Executive Office are notified.

Serves as greeter near entrances to welcome and provide information to Veterans, families, and others.

Assists in resolving delays in the provision of health care.

Assists veterans seeking to enroll for VA health care.

Assists the patient advocates at the facility by screening complaints and concerns and rerouting to appropriate clinical or administrative areas for resolution, when necessary.

Maintains a positive working relationship with service/section level management officials and caregivers.

Demonstrates the ability to seek the appropriate assistance when needed.

Demonstrates complete understanding of hospital fire and safety procedures as outlined in the VAMHCS Fire and Safety Policy. Incumbent will have in-depth understanding of their role in fire and disaster emergencies and drills.

Performs as receptionist for the Primary Care Clinic/Emergency Department (ED), Consumer Relations Service, and the Baltimore Medical Center and Annex Lobby Information Desks as needed and assists with other tasks appropriate to skill level.

This individual provides assistance, as needed in the transport of Veterans from the Primary Care Clinic/Emergency Department to the appropriate inpatient unit. May assist in the transports of discharged patients from inpatient units to vehicle or transportation when needed.

Provides assistance/information to patients from community nursing homes to various clinical locations.

Transports patients to clinic appointments as needed.

Provides escort service to patients with wheelchairs, stretchers, IV's, oxygen or other equipment, or those requiring special assistance when *no escort service is available*.

Makes contacts with appropriate staff members to help answer patient questions and concerns.

Accesses patient and clinic information as necessary on the Decentralized Hospital Computer Program (DHCP) to provide patients with appointment locations and to verify future appointments.

Uses DHCP to access clinic locations, staff directory, and other hospital information to assist Veterans, families, and others.

Serves as a liaison between patient and/or family members and staff/caregivers regarding patient status and appointment times.

Provides coverage for Patient Advocates and Consumer Relations Service as needed to include clerical support with the following tasks/projects: filing; photocopying of service documents and letters; phone coverage and office reception duties; mailings of various informational materials to patients, employees, volunteers, Veterans service organizations, etc; customer service award processing; special events; and customer service training as needed.

Uses universal precautions and practices infection control procedures, i.e., hand washing techniques, etc.

Uses appropriate body mechanics to transport patients. Uses safe practices when assisting patients to and from vehicles.

Serves as an observer of patients requiring constant supervision.

FACTOR 1-KNOWLEDGE

Ability to interact with a diverse group of people from various backgrounds.

Ability to remain polite and courteous even with hostile, angry, and agitated individuals.

Ability to use a variety of resources to answer patient questions and address concerns.

Knowledge in use of proper equipment to move and transfer patients.

Knowledge of Decentralized Hospital Computer System (DHCP)/Microsoft Outlook to locate patient information, employee directory, and other relevant hospital information.

Knowledge of general clerical and reception duties and responsibilities for a busy service.

Knowledge of proper body mechanics to prevent injury to oneself.

Knowledge of proper techniques to prevent and deal with disruptive behavior.

Knowledge of appropriate customer service telephone etiquette and listening and communication skills to effectively serve Veterans, families, visitors, and staff members.

Knowledge of fire and safety regulations in order to interpret the regulations to patients and visitors.

Knowledge of infectious disease precautions in order to prevent infection.

Knowledge of physical layout of the Baltimore VA Medical Center and Annex.

FACTOR 2-SUPERVISORY CONTROLS

Functions under the supervision of the Senior Patient Advocate and Assistant Chief of the Consumer Relations Service. The employee will also work under guidance of the Patient Advocate Program Manager when performing duties within the service.

FACTOR 3-GUIDELINES

Guidelines consist of established medical center and VAMHCS policies, particularly those relating to Fire/Safety and Infection Control. Additional

Guidelines are established from verbal and written communications from Consumer Relations, Primary Care, Emergency Department and Police & Security Service. Judgment in interpreting and adapting guidelines to the specific conditions must be used.

FACTOR 4-PERSONAL CONTACTS

Contact is with Veterans, families, visitors, and professional and non-professional staff.

FACTOR 5-PURPOSE OF CONTACTS

Purpose of contacts with Veterans, families, visitors, nurses, physicians, and other health care personnel within the work environment is to exchange, provide, and obtain information relevant to the care of patients.

FACTOR 6-PHYSICAL DEMANDS

The work requires some physical exertion such as bending, pushing wheelchairs, walking, and standing. The potential for experiencing disruptive behavior is probable.

FACTOR 7-WORK ENVIRONMENT

~~There is a degree of hazard in working with Veterans/visitors exhibiting disruptive behavior. Work involves regular and recurring exposure to infection and contagious disease. Work may require employees to wear a uniform that will be provided by the service to ensure that they are clearly identified as Customer Service Representatives.~~

FACTOR 8-SAFETY

Adhere to established safety regulations.

VA Maryland Health Care System
Consumer Relations Service

Information Receptionist
GS 304-4

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INTRODUCTION

The incumbent will serve in the capacity of a customer service representative for the VA Maryland Health Care System (VAMHCS), Baltimore Medical Center at the Information Desk, Ambulatory Care Clinic, or Emergency Care Service. This individual will, in many cases, be the initial contact for veterans or visitors to the medical center and will be required to have a thorough knowledge of the services and physical layout of the facility, in addition to providing assistance to new veterans wishing to enroll for VA Health Care. The incumbent is also responsible for supporting the activities of the Patient Advocates and the Consumer Relations Service i.e. surveys and data management for the VAMHCS.

DUTIES

Assists in resolving delays in the provision of health care.

Assists veterans seeking to enroll for VA health care.

Assists the patient representatives at the facility by screening complaints and concerns and rerouting to appropriate clinical or administrative areas when necessary.

Maintains a positive working relationship with service/section level management officials and caregivers.

Demonstrates the ability to seek the appropriate assistance when needed.

Communicates with patients, families, and others in a pleasant and courteous manner.

Demonstrates compassion when listening to patients and reports to appropriate official any unusual problems.

Demonstrates complete understanding of hospital fire and safety procedures as outlined in the Fire/Safety Manual. Knows personal role in fire and disaster drills.

Performs as receptionist for the Primary Care Clinic/Emergency Care Service (ECS) or the Information Desk as needed and assists with other tasks appropriate to skill level.

Provides assistance, as needed in the transports of veterans from the Primary Care Clinic/ ECS to appropriate inpatient unit. May assist in the transports of discharged patients from inpatient units to vehicle or transportation when needed.

7/22/11
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Provides assistance/information to patients from community nursing homes to various clinical locations.

Transports patients to clinic appointments as needed.

Provides escort service to patients with wheelchairs, stretchers, IV's, oxygen or other equipment, or those requiring special assistance.

Makes contacts with appropriate staff members to help answer patient questions and concerns.

Accesses patient and clinic information as necessary on the Decentralized Hospital Computer Program (DHCP) to provide patients with appointment locations and to verify future appointments.

Utilizes DHCP to access clinic locations, staff directory, and other hospital information as it is disseminated.

Serves as a liaison between patient and/or family members and staff/caregivers regarding patient status and appointment times.

Provides clear and concise directions to patients to various locations within the medical center.

Refers patients to the proper location for information/issues that cannot be appropriately handled by the Customer Service Representative.

Provides coverage for the Patient Advocates and Consumer Relations Service as need, to include clerical support with the following tasks/projects: filing; photocopying of service documents and letters; phone coverage and office reception duties; mailings of various informational materials to patients, employees, volunteers, veterans service organization etc; customer service award processing; assists with special events or customer service training as needed.

Uses universal precautions and practices infection control procedures, i.e., hand washing techniques, etc.

Utilizes appropriate body mechanics to transport patients. Utilizes safe practices when assisting patients to and from vehicles.

Transports medical records when appropriate.

Serves as a companion for patients requiring constant supervision.

FACTOR 1- KNOWLEDGE

Ability to interact with a diverse group of people from various backgrounds

Ability to remain polite and courteous even with hostile, angry, or agitated individuals.

Ability to utilize a variety of resources to answer patient questions and address concerns.

Knowledge in use of proper equipment to move and transfer patients.

Knowledge of Decentralized Hospital Computer System (DHCP)/ Microsoft Outlook to locate patient information, employee director, other relevant hospital information.

Knowledge of general clerical and reception duties and responsibilities for a busy service.

Knowledge of proper body mechanics to prevent injury to oneself.

Knowledge of proper techniques to prevent and deal with disruptive behavior.

Knowledge of appropriate customer service, telephone etiquette, listening and communication skills to effectively deal with patients, families, visitors, and staff members.

Knowledge of fire and safety regulations in order to interpret the regulations to patients and visitors.

Knowledge of infectious disease precautions in order to prevent infection.

Knowledge of physical layout of the facility.

FACTOR 2- SUPERVISORY CONTROLS

Functions under the supervision of the Lead Patient Representative and Assistant Chief for Consumer Relations Service. The employee will also work under guidance from the Patient Advocate when performing duties within the service.

FACTOR 3- GUIDELINES

Guidelines consist of established medical center and VAMHCS policies, particularly those relating to Fire/Safety and Infection Control. Additional guidelines are established from verbal and written communication from the Office of Consumer Relations, Primary Care/ECS, and Police & Security Service. Judgment in interpreting and adapting guidelines to the specific conditions must be used.

FACTOR 4- PERSONAL CONTACTS

Contact is with patients, families, visitors, professional and non-professional staff.

FACTOR 5 – PURPOSE OF CONTACTS

Purpose of contacts with patients, families, visitors, nurses, physicians, and other health care personnel within the work environment is to exchange, provide, and obtain information relevant to the care of patients.

FACTOR 6- PHYSICAL DEMANDS

The work requires some physical exertion such as bending, pushing wheelchairs, walking and standing. The potential for disruptive behavior is probable.

FACTOR 7- WORK ENVIRONMENT

There is a degree of hazard in working with patients/visitors exhibiting disruptive behavior. Work involves regular and recurring exposure to infection and contagious disease. Work will also require that employee wear a uniform that will be provided by the service to ensure that they are clearly identified as a Customer Service Representative.

FACTOR 8- SAFETY

Adhere to established safety regulations.

This website uses features which update page content based on user actions. If you are using assistive technology to view web content, please ensure your settings allow for the page content to update after initial load (this is sometimes called "forms mode"). Additionally, if you are using assistive technology and would like to be notified of items via alert boxes, please [follow this link to enable alert boxes for your session profile](#).

U.S. OFFICE OF PERSONNEL MANAGEMENT

This page can be found on the web at the following url:

<http://www.opm.gov/investigate/resources/position/Summary.aspx?agency=Dept.%20of%20Veterans%20Affairs%20-%20VA%20Maryland%20Health%20Care%20System&posttitle=Information%20Receptionist&gradeseries=GS-0304-04&posdesc=06686-A&username=Christopher%20P.%20%20Adams&pt=1&step1a=noneOfTheAbove0&selectedSub1=0,&selectedDuties=protectinfo,gvtaservice,&step1b=sensitive,delivery,&totlpoints=2&selectedRadios=protectinfoI>

FEDERAL INVESTIGATIVE SERVICES

Position Designation of National Security and Public Trust Positions

Position Designation Record

Agency Dept. of Veterans Affairs - VA Maryland Health Care System
 Position Title Information Receptionist
 Series and Grade/Pay Band GS-0304-04
 Position Description Number 06686-A

Duties	Degree of Potential for Compromise or Damage
Protection of personal, private, sensitive, but unclassified/controlled unclassified, or proprietary information (including PA and FOIA, etc.)	Limited impact Access to personal, private, proprietary, or sensitive but unclassified/controlled unclassified information, the unauthorized disclosure of which could cause limited damage to individuals, business entities, or government programs or operations or any potential damage is limited to the local level
Government service delivery, including customer service and public liaison	Limited impact Duties involve customer service responsibilities and/or public liaison that could cause limited damage to individuals, business entities, or government programs or operations

Adjustment for program designation and level of supervision	
Adjustment for Scope of Program and Correlation to Extent of Impact (see definitions)	Agency impact
Adjustment for level of supervision or other controls	Periodic, ongoing review - ability to act independently a lot of the time

Designation Level	Suitability	
	Investigation	Form Required
Tier 1	NACI	SF 85

Total Points Designation	
Total Initial Position Designation Points from Step 2	2
Adjusted Position Designation Points from Step 3	2

Signature: Christopher P. Adams
 Name: Christopher P. Adams

Date: 7/29/2011