

POSITION DESCRIPTION SUMMARY

PD Tracking 11030
Series, Title and Grade 0318 Secretary (OA) GS-07
Department Veterans Affairs

Introduction Statement

The incumbent serves as the principle office assistant to the Network Contract Manager (NCM), Deputy Network Contract Manager (DepNCM), and to the staff of the Network Contracting Activity (NCA). The incumbent ensures that the different and varied administrative support functions for which responsible are handled in a manner to enhance the efficiency of the NCA as a whole.

Major Duties

Prepares correspondence, statistical graphs, logs, reports in final form, ensuring correct punctuation, capitalization, spelling grammatically corrects, error free and that suspense dates are met. Additionally determines correct format of typed materials to determine if it is acceptable in accordance with VA published standards. Makes necessary distribution of original and final copies to ensure compliance with existing policy. 7%

Maintains smooth flow of oral and written communications, follow up on time commitments, data, and special projects coming into the NCA from a broad diversity of groups. 7%

Receives calls for the NCA, answers routine requests and refers phone calls. This could include answering requests for information or responding to requests for materials in the absence of the supervisor. 7%

Assists with travel requirements which may include visits to field facilities, and various sites throughout the VISN for staff meetings, appearances before veterans groups, national and VISN committee meetings, management seminars and professional education. Incumbent's authority will be exercised with recognition of the staff's priorities, program plans and available time, and fiscal implications of different travel arrangement options. 7%

Receives significant amounts of incoming department and directives, handbooks, information letters and other official information; determines appropriate action, including routing to NCA staff for action, filing for information, or destroying. 7%

As the principal timekeeper for time and attendance, incumbent must learn and stay abreast of complex rules and regulations governing time and attendance. In this role incumbent will assist the NCA in assuring that all leave is properly accounted for and in accordance with applicable policies and regulations. Incumbent will communicate with their supervisor and Human Resources to obtain guidance and information that is needed to carry out these responsibilities. 7%

Performs other related duties as assigned.	7%
Gathers, inputs, organizes, data from available information systems (i.e. eCMS, FPDS, customer satisfaction surveys, mail out surveys); from field programs whose data are not captured on established or real-time systems; and, when necessary, establishes new data collection procedures for specific programmatic activities or for programmatic evaluation.	7%
Incumbent provides administrative and technical support to the NCA including: meeting planning/video conference calls/conference calls, recording and generation of meeting minutes, data gathering, conference setup and support, travel, timekeeping/leave administration, report generation, memos, spreadsheets, graphs and presentations.	7%
Develops and maintains effective office systems, procedures and communications, making changes as necessary to ensure smooth patterns of work and information flow meet the programmatic needs of the NCA staff. This includes devising, installing, monitoring, and modifying these procedures as necessary. Incumbent is independently alert for, and recommends changes in, service line administrative policies that will increase NCA effectiveness. Incumbent provides instruction and assistance to facility-level personnel and offices on these procedures and administrative policies.	7%
The incumbent assist with confidential and sensitive contracting or personnel matters that are brought to the attention of the Network Contract Manager or to higher level Network management. That program support work requires an ability to coordinate matters with other offices such as Network facilities, other government agencies and contractors. Incumbent will both prepare bulletins/procedures and assist others in the preparation as may best facilitate support of the program. When sensitive or special issues are reviewed in the Network Contracting Office, this person will ensure the material is kept/stored in a confidential manner. Incumbent is responsible for destroying any documents requiring special attention.	6%
The incumbent is required to apply judgment and responsibility for any assignment that will promote effectiveness of the Network Contract program. This person will perform a wide variety of administrative and program support function using different skills and abilities. Maintains files, records and correspondence for the NCA.	6%
Incumbent must successfully pass all required training to receive and maintain a Government Purchase Card. Incumbent will purchase needed office supplies and may make other purchases under the micro-purchase threshold that are needed to support the NCA. The incumbent must track and obtain from any appropriate source supplies/equipment necessary for the different sections use, assist with tracking of reports due to the Network, Service Area Organization, VA Headquarters, or other offices and ensure they are submitted in a timely manner.	6%

Screens publications, directives, correspondence, etc., and brings items of significance from those publications to the attention of service line leadership as appropriate. 6%

Develops, implements, and maintains effective office systems (including files and report automation), travel procedures (including reservations and itinerary), and communication on special procedures for the NCA and staff as needed. Ensures that files include all documentation necessary for accurate hands-on daily office routines as well as historical background and future projections. 6%

Factor Levels

Factor 1 Knowledge Required by the Position Factor Level 1-4 550 pts.

Incumbent must have solid knowledge of the major issues, program goals and objectives of the NCA. Incumbent must also have a seasoned general range of knowledge regarding Federal/VA contracting policies and procedures.

A basic foundation of administrative concepts and practices sufficient to enable the incumbent to recommend changes in administrative policies, devise and install procedures and office practices affecting subordinate organizations and foresee administrative problems and requirements.

The incumbent must demonstrate the ability to assume responsibility without direct supervision. The incumbent must be able to handle confidential information, must exercise initiative and judgment and make decisions within the scope of assigned authority.

A comprehensive knowledge of the NCA policies on all significant matters affecting the organization to enable the incumbent to exercise discretion, good judgment, tact, and diplomacy in performing duties such as ascertaining subject matter, developing background information for briefings or advising staff members of persons outside the organization on current issues being dealt with by the NCA.

Skill in adapting policies or procedures to emergency situations and establishing practices or procedures to meet new situations and the skill to recognize when certain policies or procedures will be confusing to others.

Knowledge of computer technology, statistical programs, and database management applications. Ability to manipulate existing databases stored on mainframes as well as ability to develop applications for use on personal computers.

Skill and knowledge of word processing, spreadsheet and desk top publishing is required.

Skill in using a calculator to compute travel vouchers and other calculations.

Knowledge of grammar, spelling, punctuation and required formats.

Factor 2 Supervisory Controls Factor Level 2-3 275 pts.

The NCM defines the overall objectives and requirements of the work and provides further guidance or consultation at the employee's request. The employee is delegated considerable latitude in performing regular/normal assignments and refers to the supervisor when necessary for unusual/new assignments. The supervisor is, however, kept informed of progress and controversial matters. The supervisor periodically evaluates completed work for results achieved and effectiveness in meeting requirements within legal and regulatory constraints.

Factor 3 Guidelines**Factor Level 3-3 275 pts.**

Guidelines consist of general administrative policies, procedures, rules, and regulations (including but not limited to fiscal, human resources, equipment, etc.) which require considerable adaptation and/or interpretation for application to issues and problems studied. In addition, incumbent is required to examine, interpret and advise on such guidelines as executive orders, statutes, circulars, directives and regulations. Many situations are not covered by the guidelines, and the guidelines, therefore, require interpretation and adaptation. Employee is expected to use judgment and initiative in selecting the appropriate guidelines or adapting on to the work situation.

Factor 4 Complexity**Factor Level 4-3 150 pts.**

The NCA supports multiple facilities in various work settings ranging from large urban facilities with medical school/research situations to small rural facilities. The work includes various duties requiring different and unrelated processes and methods. Decisions concerning what needs to be done, and how it should be done, are based on an understanding of the inter-relationship between the organizations, people and issues involved. Information may or may not be complete and easily accessible, may be conflicting or incomplete, and/or may not readily be obtained by direct means, or is otherwise difficult to document. The work also requires identification and awareness of changes in policies, regulations, constraints and objectives which affect the accomplishment of NCA program objectives to make pertinent NCA staff cognizant of these matters.

Factor 5 Scope and Effect**Factor Level 5-2 75 pts.**

The work of this position directly impacts the operation of the NCA and the VISN and medical facilities supported by the NCA. The work of the incumbent contributes to the improvement of productivity, effectiveness, and efficiency in program operations and/or administrative support activities at different echelons and/or geographical locations within the organization. Work affects the plans, goals, and effectiveness of missions and programs of the NCA.

Factor 6 Personal Contacts**Factor Level 6-3 60 pts.**

Contacts outside the NCA office are with the Service Area Office, Office of Acquisition, Logistics, and Construction, VISN, medical facilities, VHA, other agencies, Congressional staff, state and municipal authorities, and private sector organizations.

Factor 7 Purpose of Contacts**Factor Level 7-2 50 pts.**

The incumbent plans and coordinates the work of the office, resolving problems through such duties as ensuring the smooth flow of correspondence, arranging conferences and following up to ensure that required actions are completed. Tact and diplomacy are required when dealing with others. Usually these contacts are for the purpose of working toward mutual goals.

Factor 8 Physical Demands**Factor Level 8-1 5 pts.**

The work requires some physical effort such as standing, walking, bending, sitting, and carrying light to moderately heavy computer printouts, books, papers, and files.

Factor 9 Work Environment**Factor Level 9-1 5 pts.**

The employee performs work in an office setting involving everyday risks or discomforts. Normal safety precautions are adequate. Will require occasional travel.

Factor Points 1445

Position Classification Standard Used

Secretary Series, 318, TS-34 January 1979; revised TS-64 June 1982