

POSITION DESCRIPTION (Please Read Instructions on the Back)

Human Resources Management Copy

1. Agency Position No. 04399-0

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input checked="" type="checkbox"/> Other Explanation (Show any positions replaced) Review of current PO - no change (#4399-0)	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location Station 621	5. Duty Station 621	6. OPM Certification	
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input 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. Position <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Non-critical <input type="checkbox"/> 4-Special		13. Competitive Level Code
14. Agency Use					

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	TELLER	GS	0530	06		11/18/10
e. Recommended by Supervisor or Initiating Office	Teller	GS	530	06		

16. Organization Title of Position (If different from the official title)
Teller

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment

Department of Veterans Affairs	c. Third Subdivision Administrative Service
a. First Subdivision Veterans Health Administration	d. Fourth Subdivision Fiscal Service
b. Second Subdivision Veterans Affairs Medical Center	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. Type Name and Title of Immediate Supervisor Kristina Hinds, Financial Accounts Supervisor	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) Jimmy McClean, Associate Director
Signature: <i>Kristina D. Hinds</i> Date: 10-28-10	Signature: <i>Jimmy McClean</i> Date: 12/2/2010

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
OPM JFS for Clerical and Technical Accounting and Budget Work GS-0500 (530) (12/97)

Typed Name and Title of Official Taking Action
Patsy Fish, HR Officer

Signature: *Patsy A. Fish* Date: 12/7/10

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
Bus Code: _____
Security Level: _____

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

Position Description

Teller

GS-530-6

INTRODUCTION

Position is located in a VA Medical Center within the Mid-South Healthcare Network (VISN 9). Position is organizationally aligned within Fiscal Service.

MAJOR DUTIES AND RESPONSIBILITIES

Generally, the facility teller's duties are similar to those of a bank teller. They usually consist of making cash payments and collections, performing check-cashing services, and preparing financial documents. The primary Teller acts with the authority of an Agent Cashier, while secondary Tellers act with the authority of an imprest fund cashier. A teller may also be authorized to sign his or her own official documents verifying completion of transactions that were specifically authorized by the Disbursing Officer (DO). Tellers are not authorized to sign U.S. Treasury checks or depository checks, Statements of Accountability, or other documents relating to the disbursing officer's accountability. With these exceptions, a teller may be authorized to perform any duty relating to public funds in the name of and for the account of the current DO.

Additionally, the incumbent acts as the facility Transportation Assistant, preparing travel orders, authorizations, vouchers, budget submissions and coordinating the Travel Management Program.

Travel related duties are all encompassing and require the incumbent to demonstrate excellent customer service skills, validates travel documentation/authorizations, prepares travel authorities through FedTraveler, promotes/coordinates the issuance of Citibank Government Travel Cards, and establishes employee files in the FMS payment system. Additionally, the incumbent will prepare requests for travel advances, obligate travel authorities, purchase airline tickets, analyze travel itineraries/tickets, prepare audit and process travel vouchers, clear travel advances, and analyze Transportation Management Center billing statements for accuracy. The Financial Service Center at Austin, TX (FSC) prepares permanent Change of Station (PCS) travel orders/documents. Incumbent assists employees in coordinating PCS issues with FSC.

Specific duties performed are:

Performs disbursing operations to include the payment of funds to patients and members, beneficiary travel, employee travel and travel advances, cash salary payments, general post fund payments, incentive therapy and compensated work therapy payments, and other authorized payments. Cashes checks for patients and members. Distributes salary checks to separated employees. Prior to making payment, assures that all documents are complete, properly certified, and payee has proper identification. Accounts for and issues share drafts as needed.

Performs receiving operations which include the receipt of funds from or for patients and members, General Post Fund donations, funds for sale of property, bid deposits, jury duty, copies of medical records, employee listings and other indebtedness for which billing has been made. Posts prescription co-pay payments received at the window. Reviews cash items for authenticity and negotiability. Prepares receipts for collections which involve the classification of remittances by appropriation, limitation, fund, and/or account symbol, and the issuance of appropriate pre-numbered receipt forms. Assumes responsibility for pre-numbered receipts assigned. Assembles cash and negotiable instruments for deposit and completes the certificate of deposit.

Performs cash handling operations which include the daily reconciliation of cash advances. Prepares cash replenishment vouchers, determines monetary needs and cashes replenishment checks as necessary to maintain ample operational cash. Advances cash to alternate tellers and imprest fund cashiers in amounts necessary to meet operational needs. Safeguards cash at all times by assuring that unauthorized personnel do not have access to cash by placing all cash in safe during absences from work area and insuring against disclosure of safe combination. Assumes personal financial responsibility for any monetary loss resulting from prescribed duties.

Performs miscellaneous operations as follows: Maintains all necessary records of the Cashier activity and prepares all necessary reports. Displays diplomacy, courtesy, and tact in all cashier dealings and especially with patients and members who, in many cases, have mental and/or physical deficiencies and language barriers.

For temporary duty travel, incumbent provides cost estimates to assist managers in evaluating requests for travel. Incumbent reviews requests for travel and/or tuition and prepares agenda for Education Travel/Tuition Subcommittee. Incumbent attends and prepares minutes for Education Travel/Tuition Subcommittee. Upon receipt of approved requests, formulates the most convenient and economical travel arrangements, prepares itinerary, purchases airline tickets, and issues travel authority. Incumbent advises employees on conditions and requirements under which allowances are payable and provides information on ways to avoid excess cost or misuse of government funds. Prepares employee's travel voucher, verifying that all expenses are authorized and documented with receipts as required. Employee coordinates with Accounting to ensure tuition is obligated and paid. For pre-employment interview travel, coordinates arrangements and informs interviewees of government travel regulations.

Maintains control of all Citibank Travel card accounts, including monitoring use of the card to obtain travel advances from ATMs. Determines when an employee is eligible for the credit card, processes applications, and reviews delinquent account files. Acts as a liaison between Citibank and employee cardholders. Verifies charges on monthly statements, audits and enters accurate accounting costing data.

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION

A knowledge of treasury and VA regulations regarding teller operations and the ability to handle funds accurately for maintenance of in-balance conditions. The incumbent must be able to operate a computer terminal for posting payments, typewriter, and calculator. The work requires a broad, in-depth knowledge of appropriate station policies, VHA Manual references, and Federal Regulations as these controlling resources are applicable to the successful completion of the assigned duties. The incumbent is required to be capable of interpreting these references as appropriate and to operate in a generally independent fashion.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent is under the direct supervision of the Chief of Accounting (CoA). The incumbent uses independent judgment on day-to-day activities, referring only unusual and more difficult technical problems to the CoA. Incumbent independently researches and takes corrective actions as needed.

FACTOR 3. GUIDELINES

Established procedural guidelines are available but due to the variety of tasks or situations encountered, they may not be specifically applicable to a particular assignment or task. The employee must apply a good understanding of procedures in interpreting the guidelines, determining their applicability to situations not specifically covered, and adapting or deviating from the procedural instructions as necessary and appropriate. This may require developing approaches and detailed work methods to complete the assignment.

FACTOR 4. COMPLEXITY

The work involves performing a variety of duties that are significant in nature and all require utilizing various elements of knowledge of disbursing and/or travel, funding issues, automated systems, and rule and regulations. The incumbent will be required to determine the correct action to be taken to accomplish the variety of tasks assigned. Additionally, he/she will be required to identify issues related to the action proposed or taken and take effective and appropriate action to bring the issue to resolution.

FACTOR 5. SCOPE AND EFFECT

Primary purpose of the Cashier activity is to provide a convenient method of financial service to patients, outpatients, and members. Collection of patients' funds provides for safekeeping of those funds and availability in designated amounts upon request. Financial services to patients and members also include payment of beneficiary travel, Incentive Therapy and Compensated Work Therapy payrolls, emergency aid payments, and cashing of checks, money orders, etc. Employees may receive advance travel payments and travel reimbursements. Work contributes to the well-being and convenience of patients, members, outpatients, and employees, as well as assuring

correct and proper credit of all payments received. Work contributes to the efficiency of operations of this medical center. The purpose of the work is to provide a full range of services and information to veterans and Federal employees involved in official travel. This travel consists of temporary duty assignments as well as advising on permanent change of station travel. All travel must be accomplished in compliance with governing regulations and guidelines.

FACTOR 6. PERSONAL CONTACTS

The incumbent has frequent contact with patients, members, other veterans, employees, services within the medical center, Financial Services Center, other government agencies, and outside civilian agencies. The incumbent must be considerate and cooperative and work in a cooperative manner with all employees and outside contacts.

FACTOR 7. PURPOSE OF CONTACTS

The purpose of the contacts is for the disbursement or collection of funds and to provide information.

The purpose of the contact is to obtain, clarify, or provide information related to travel assignments or transportation entitlements. Transportation Assistant ensures the timely and accurate receipt of travel documentation and instructions to employees involved in official travel.

Incumbent independently initiates personal contact and follows through in resolving travel related problems except in very difficult or unique situations, which are referred to the CoA. These duties and others require a great deal of tact, diplomacy, and patience to explain travel procedures and regulations to those who do not understand the Federal travel system.

FACTOR 8. PHYSICAL DEMANDS

The work places no special physical demands on the employee other than some walking, standing, bending and carrying of light objects. However, there is a high level of stress due to demanding deadlines and the need for a high degree of accuracy.

FACTOR 9. WORK ENVIRONMENT

Work is performed in an office setting where the work area is typically lighted, heated, and ventilated.

OTHER SIGNIFICANT FACTS

ADP Security – 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 statues and policy, and VHS&RA policy. Protects the data from unauthorized release or from loss, alterations, 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.

Customer Service – Meets the needs of customers while supporting the medical center and service missions. Consistently communicates and treats customers (patients, visitors, volunteers, and all medical center 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.

Health/Safety – Complies with all safety/fire prevention rules/regulations, using protective equipment when required and provided. Promptly reports all accidents and notifies supervisor of unsafe/unhealthful conditions in the workplace. Attends scheduled training sessions and participates in medical center/service level safety promotions as directed by the supervisor. Knows fire drill and emergency plans for work area, including location of all emergency fire equipment.

Green Environmental Management System – All employees shall possess the knowledge and skills required to effectively implement the GEMS. Competency shall be monitored by the employee's ability to demonstrate through the implementation process that sufficient education and training has been provided. Monitoring will be performed by annual audits, questionnaires, and trending of staff knowledge. Information pertaining to monitoring of staff knowledge will be processed and reviewed by the GEMS Committee and forwarded to the Environment of Care Committee for review.