

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
7906 R2

6. OPM Certification

9. Subject to IA Action
 Yes No

13. Competitive Level Code
X01

14. Agency Use

2. Reason for Submission
 Redescription New
 Reestablishment Other
 Information (Show any positions replaced)

3. Service
 Hdqtrs Field

4. Employing Office Location
VAMC

5. Duty Station
Bay Pines, FL

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Financial Statements Required
 Executive Personnel Employment and Financial Interests

10. Position Status
 Competitive
 Excepted (Specify in Remarks)
 SES (Gen.) SES (CR)

11. Position is:
 Supervisor
 Managerial
 Neither

12. Sensitivity
 1-Non-Sensitiv 3-Critical
 2-Noncriti 4-Special

CLERK
 GS-0303-3, 7906 R1

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	OPERATIONS CLERK	GS	303	04	GME	8/4/00
e. Recommended by Supervisor or Initiating Office	ESCORT OPERATIONS CLERK	GS	303	04		

16. Organization Title of Position (If different from the official title)
Escort Operations Clerk

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
Medical Center - ADMC Administrative Svc

c. Third Subdivision
Voluntary Service

d. Fourth Subdivision
Office of the Chief

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
Rick Gillette, Asst Ch, Vol Svc
Signature: *Rick Gillette* Date: 7-11-00

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Michael Coningham, Ch, Voluntary Service
Signature: *Michael Coningham* Date: 7/11/00

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

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.

Typed Name and Title of Official Taking Action
Chy Voluntary Svc
Signature: *Michael Coningham* Date: 8/4/00

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)							s		s	
b. Supervisor										
c. Classifier										

24. Remarks

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

Now

POSITION DESCRIPTION

Operations Clerk, GS-0303-4

Position Number:

Organizational Code: 135

Organizational Location: The location of this position is in Voluntary Service and is geographically located in bldg. 100 main hospital.

The basic function of escort is to provide transportation assistance to veteran patients.

Primary Purpose: The primary purpose of this position is to dispatch volunteers to assist in transporting patients to various appointments throughout the Medical Facility, as well as deliver charts, records and specimens to designated

areas in the medical facility. The incumbent coordinates with staff via telephone, fax, and computer to

prioritize and ensure expeditious transportation of patients.

Performs work of a general office support nature which encompasses a variety of different duties and responsibilities.

Performs clerical assignments in a variety of general support areas required in office environments as.

Information Receptionist 20 percent

Receives and directs callers and visitors. Provides information about the organization, its functions, activities, and personnel. Receives and/or gives out forms, and assists visitors and/or callers with the completion of forms or documents. Provides general telephone and visitor referral services. Directs visitors and refers callers to appropriate staff member based on specific request or by ascertaining the nature of the call. Personally provides information of a routine nature.

Performs clerical work in support of the care and treatment given to patients such as receiving patients and having volunteers deliver medical records to a ward, clinic, or other such unit of a medical facility.

Performs clerical/assistant work in support of the care and treatment given to patients in a ward, clinic, or other such unit of a medical facility such as receiving patients.

Performs work related to the facility's voluntary service program.

Performs Work Related Voluntary Service Program 80 percent

Provides assistance and program support for the facility's volunteer service program. Prepares and completes forms for each new volunteer who is volunteering by court order. Maintains accurate records on each volunteer participating in activities including the organization which they represent, the number of hours worked, area assigned according to guidelines. Accepts donations of magazines and book according to established regulations.

Works with medical center staff to establish a working system whereby the transportation of patients, specimens, patient files/charts, etc. are processed in a timely manner.

Establishes priorities in providing for the escort of patients based on special needs.

Maintains an organized system to effectively track the movement of patients as requested by the various medical treatment clinics throughout the day.

Coordinates the scheduling of volunteers to ensure needed coverage between 7:30am - 4:00pm, or as needed under special circumstances.

Attends all Voluntary Service Staff monthly meetings. Assist the Voluntary Service staff with Training, special hospital-wide programs, etc. as needed.

Factor 1-3 350 Points

Knowledge Required by the Position

Knowledge of a body of standardized rules, procedures or operations requiring considerable training and experience to perform the full range of standard clerical assignments and resolve recurring problems.

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 3-2 125 Points
Guidelines

Procedures for doing the work have been established, and a number of specific guidelines are available. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

Factor 4-2 75 Points
Complexity

The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source information, the kind of transactions or entries, or other differences of a factual nature.

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 services.

Factor 6-2 25 Points
Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization and with patients and/or their families. People contacted within the agency 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. The purpose of contact with patients and/or their families is also to schedule appointments and to answer questions and gather information.

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 of 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 employee works in an office setting involving everyday risks or discomforts. Normal safety precautions are required.

Other Significant Facts:

The Sensitivity Level of the position is Non-Sensitive.

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.

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 statutes and policy, and VHS&RA policy. Protects the data from unauthorized release or from loss, alteration, 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.

Uses the Veterans Health Information & Technology Architecture (VistA) to access information in the Medical Center Computer System.

POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

LOCATION NUMBER/ORGANIZATION

516/VAMC, BAY PINES, FL

SUBJECT NAME (Optional)	POSITION TITLE/GRADE Operations Clerk	POSITION DESCRIPTION NUMBER (PD #) 0110
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NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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STEP 2 - POSITION RISK POINTS

See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

STEP 3 - POSITION SENSITIVITY LEVEL

National Security Classified Information

LINE NO.	RISK FACTOR	RISK POINTS	NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.
1.	Degree of Public Trust	1	<p>SENSITIVITY LEVEL</p> <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
2.	Fiduciary Responsibility ^{SE}	1	
3.	Importance to Program	1	
4.	Program Authority	1	
5.	Supervision Received	1	
6.	Total Risk Points (Sum of Lines 1-5) ▶	5	

STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER

NOTE: All positions are reviewed by Information Security Officer for access to VA information systems.

- CONCUR WITH RISK LEVEL (See STEP 2)
 INCREASE RISK LEVEL TO: MODERATE RISK HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS

- HIGH RISK
 MODERATE RISK
 LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER

Chester Barnett

DATE (MM/DD/YYYY)

AUG 05 2005

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level:

- NO ADJUSTMENT
 INCREASE RISK LEVEL TO:
 MODERATE RISK
 HIGH RISK

Sensitivity Level:

- NO ADJUSTMENT
 INCREASE SENSITIVITY LEVEL TO:
 NONCRITICAL SENSITIVE
 CRITICAL SENSITIVE
 SPECIAL SENSITIVE

STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR

HR SPECIALIST

S. Dungen

DATE (MM/DD/YYYY)

8-5-05