

**PD Tracking Number - 34234**

**Series, Title and Grade**

0303, Administrative Support Assistant, GS-07

**Department - Veterans Affairs**

**Introduction Statement**

This position is within the Office of Information and Technology, Service Delivery and Engineering, IT Business Services and Communications, Campus Management and reports directly to the Administrative Officer for one of the OIT Field Offices. The administrative support assistant is considered a key staff member within the Field Office, responsible for supporting a variety of administrative program activities essential in the implementation of national information technology (IT) programs and initiatives in support of overall OIT organizational goals and objectives.

The Administrative Support Assistant performs a wide range of administrative tasks associated with maintaining and supporting the work performed by a diverse staff within the organization. Such work includes a variety of administrative functions necessary to the smooth management of an office and ranges from correspondence and information control to the procurement and monitoring of supplies, services and equipment. In addition, the position acts as the primary liaison between the program office and administrative offices outside the organization.

**Major Duties**

Procurement Support ? 20 percent

Serves as primary liaison and is responsible for all routine micro purchases for the Field Office. This includes the maintenance and reporting on all records, logs and reports for the organization's procurement and/or purchasing activities. Serves as the organization's liaison to the purchasing/procurement office to arrange for, monitor, and secure equipment, services, and products. Assists with the scheduling and monitoring of purchasing/procurement transactions for the full range of standard supplies, services and equipment to meet the organization's needs.

Office Operations ? 35 percent

Performs a wide variety of administrative tasks associated with maintaining and supporting the work performed within the organization. Assists with the development, analysis and maintenance of financial tracking mechanisms; preparation, monitoring and close out of fiscal obligations; invoice certification; and annual budget preparation. Participates in activities relating to the coordination, monitoring and tracking of equipment (ELL) and prepares associated turn-in documents. Participates in a variety of special projects as assigned; assignments involve research, analysis and preparation of reports of findings and may cover a variety of administrative topics or functions necessary to the smooth management and effective operations of an office. Sets up, operates adjusts and monitors the operation of office or building equipment such as copiers, facsimile machines, security systems, etc. Performs normal operator maintenance of the machine to include replenishing supplies, clearing paper jams, cleaning, and informing the supervisor of machine breakdowns and operating problems.

Support Services ? 45 percent

Performs a variety of administrative tasks associated with maintaining and supporting the work performed within an organization. Serves as liaison to Field Office staff on a variety of office administrative support services

necessary to meet organizational needs. Answers questions concerning policies and procedures related to office support services. Plans and coordinates a variety of general office support services in support of the work of an organization. Responsible for the requisition of supplies to include storage and maintenance of stock levels, as well as the installation, repair, maintenance, and disposal of office equipment, etc. Monitors the use of office resources and prepares status reports on supplies, services and equipment for supervisor's use as needed. Serves as POC for the Field Office security system and related matters such as user updates, visitor control, audits, and coordination with the vendor as required for system updates or maintenance. Serves as primary contact for administrative support relating to national and regional conferences, training or large meetings. Schedules and coordinates national, regional, and other meetings held in Field Office or building facilities, working with appropriate individuals to resolve conflicts for space between users. Coordinates set up, take down, and equipment availability. Arranges for access control, monitors needs of conference attendees, arranges for delivery and shipment of conference and training materials. Maintains inventory of conference supplies and procures replacements as necessary. Monitors and reports time and attendance. Researches T&A's and compiles reports. Prepares material for the supervisor's use by reviewing and researching time and attendance records and logs, and compiling information on such items as salary costs, hours worked, full time equivalences, and other similar items.

#### **Factor Levels**

##### **Factor 1: Knowledge Required by the Position**

Practical knowledge of standard procedures in a technical field, requiring extended training or experience, to perform such work as adapting equipment when this requires consideration of the functioning characteristics of equipment; interpreting results of tests based on previous experience and observations; or extracting information from various sources when this requires considering the applicability of information and the characteristics and quality of the sources. Knowledge of MS Word or other word processing software package and MS Excel or other spreadsheet software package. Skill in operating office automation equipment. A qualified typist is required.

##### **Factor 2: Supervisory Controls**

The Supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations which do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

##### **Factor 3: Guidelines**

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommended changes.

##### **Factor 4: Complexity**

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives.

The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

#### Factor 5: Scope and Effect

The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs, or equipment; the adequacy of such activities as field investigations, testing operations, or research conclusions; or the social, physical, and economic well-being of persons.

#### Factor 6: Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted 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: Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

#### Factor 8: Physical Demands

The work is primarily 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.

The work is an approximate 75/25 mix of sedentary and active physical work. Physical activities include walking; standing; bending; carrying of light items such as papers, books, small parts; moving and rearranging conference furniture; moving, organizing and deploying office equipment and supplies such as copy paper boxes, shredders, file boxes. Employee should be able to bend, stoop and be able to lift at least 25 lbs.

#### Factor 9: Work Environment

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, or libraries. The work area is adequately lighted, heated, and ventilated.

#### Other Significant Facts

##### Office Automation Software

Uses MS Outlook or comparable electronic mail software to facilitate the communication and/or exchange of information or documents electronically. Uses MS Word or comparable word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text; formatting letters, reports and memoranda; and transmitting and receiving e-mail. Uses MS Excel or other comparable spreadsheet software to develop and change spreadsheets in order to graphically display data. Uses the Veterans Health Information & Technology Architecture (Vista) to perform a variety of administrative functions in areas such as payroll or procurement.

#### Customer Service

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA 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 customers in a constructive and appropriate manner.

#### 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 statutes and 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.

#### Safety

Employee will promote good safety habits and report any violation of the safety codes and regulations.