

POSITION DESCRIPTION SUMMARY

PD Tracking 15294
Series, Title and Grade 0304 Information Receptionist GS-03
Department Veterans Affairs

Introduction Statement

The position is located at a Department of Veteran Affairs (VA) medical facility. The purpose of the position is to receive and direct individuals who call or visit a medical facility in providing them with information concerning the organization, functions, activities and personnel of the organization.

Major Duties

Provides information in person or on the telephone in response to inquiries concerning the identification, location, and general responsibilities of medical facility organizations. Receives telephone calls from individuals who frequently do not know the medical facility organization nor the person with whom they need to speak. Routes such calls to the appropriate office or employee. Notifies employees to pickup telephone messages held by the receptionist.

Maintains the medical facility reception area, including up-to-date locator records, telephone directories, building floor-plans, organization pamphlets, and similar guides, records of visitors, inquiry tallies, directories of other government agencies that interface or otherwise work with the medical facility, local commercial transportation schedules, housing registers, and miscellaneous bulletin board items. Ensures the reception area is stocked with appropriate booklets, pamphlets, and brochures for public distribution.

Issues identification badges to visitors. Provides instructions on security regulations related to wearing of badges and showing of passes. Ensures visitor badges are retrieved at the end of visits. Obtains as evidence of appropriate security clearance; and explains security regulations on restrictions on packages and briefcases; applies specific instructions in the processing of other categories of visitors and issues special types of badges to special categories of individuals; arranges for escort service where required; refers unannounced visitors to officials in the organization; receives advance notices of meetings, conferences, etc., and follows up on requests for letters of clearance; periodically cancels, renews or obtains reauthorizations of "term clearances".

Uses office automation equipment such as computers, modems, printers, copiers, and FAX machines and software. Composes routine requests, memoranda, and transmittal and acknowledgement letters. Stores and retrieves documents or files, inserts and deletes text, and transmits and receives electronic mail.

Nature of Assignment/Level of Responsibility

KNOWLEDGE REQUIRED BY THE POSITION

Good general knowledge of the organization of the medical facility served; and the location of organizational units, functions, and key personnel.

Good understanding of the nature and availability of publications, forms, and other general informational materials distributed by the Department.

Good general knowledge of the organization and functions of other Government agencies, particularly those having similar or related programs.

Ability to understand, use, and maintain directories, personnel lists, and other guides and references.

Speaking voice of pleasing quality and clear enunciation.

Tact, courtesy, poise, alertness, and good judgment in public contacts; and retentive memory.

COMPLEXITY OF THE WORK AND THE ORGANIZATION SERVED

Many inquiries received require an explanation in general terms of functions of the agency served, to distinguish for visitors and callers among and between functions related to the subject of the inquiry, or to resolve confusion surrounding the inquiry; the evaluation of inquiries in order to provide the most useful and appropriate information or to suggest other productive sources of specific information applicable to the nature and subject of the inquiry; and the resolution, by personal inquiry, of inconsistencies in available information.

The medical facility served has numerous and extensive organizational elements, segments, or programs units; and the number of key personnel and officials served is very large.

Frequent and extensive changes and reorganizations occur, involving large-scale changes in functions, relocations of personnel and movement of offices, creating major and continuing problems in directing visitors and providing information, adjusting information receptionist services, and maintaining records.

The offices or buildings served are so laid out or physically located in relation to each other as to create relatively major problems in directing visitors and locating functions and personnel.

Position Classification Standard Used

Information Receptionist Series, 304, TS-34 June 1961