

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
014970

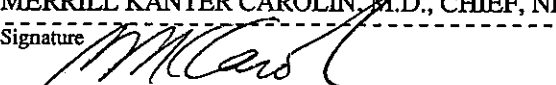
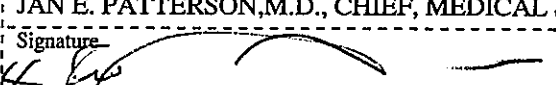
2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Establishment <input type="checkbox"/> Other 1. Position (Show any positions replaced)		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location ALMD	5. Duty Station VA Hospital	6. OPM Certification No.
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in _____) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Nonofficial Sensitive <input type="checkbox"/> 4-Special Sensitive	
13. Competitive Level Code X01		14. Agency Use			

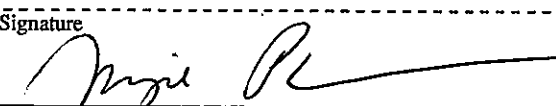
15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Grading	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Clerk-Typist	GS	322	4	SK	7/30/04
e. Recommended by Supervisor or Initiating Office	Program Clerk	GS	0303	5		

16. Organization Title of Position (If different from the official title) _____ 17. Name of Employee (if vacant, specify)
VACANT

18. Department, Agency, or Establishment VETERANS ADMINISTRATION	c. Third Subdivision NEUROLOGY SECTION (111D)
a. First Subdivision VA HOSPITAL, SAN ANTONIO, TEXAS	d. Fourth Subdivision
b. Second Subdivision MEDICAL SERVICE (111)	e. Fifth Subdivision
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 MERRILL KANTER CAROLIN, M.D., CHIEF, NEUROLOGY	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) JAN E. PATTERSON, M.D., CHIEF, MEDICAL SERVICE
Signature:  Date: 6/14/04	Signature:  Date: 7-13-04

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
Typed Name and Title of Official Taking Action CREAGER D. BROWN, Chief HRMS,	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.
Signature:  Date: 7/30/04	

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier	SK	7/30/04								

24. Remarks _____

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

JOB DESCRIPTION
PROGRAM CLERK
SOUTH TEXAS VETERANS HEALTH CARE SYSTEM
AUDIE L. MURPHY VA HOSPITAL

INTRODUCTION:

The incumbent of this position serves as the primary point of contact for all customers of Neurology. This includes all patients, faculty, staff, and visitors that require assistance from the Neurology faculty and staff.

I. MAJOR DUTIES AND RESPONSIBILITIES:

- A. Incumbent will be responsible for the transcription of sonograms and will be responsible to the Director of the Sonography Laboratory for the preparation and accuracy of these reports.
- B. Incumbent will screen all telephone calls and provide administrative support for approximately 20 faculty and staff.
- C. Incumbent will provide answers to inquiries about appointment and referral criteria and about Neurology policies in general.
- D. Incumbent will schedule clinic appointments for 5 faculty, to include establishing an office shadow chart and coordinating with central appointment personnel at Audie Murphy Veterans Administration Hospital and University Physician's Group (University Hospital).
- E. Incumbent will also manage the day-to-day patient inquiries concerning prescription refills.
- F. Incumbent will interact with the Neurology offices at the Audie Murphy Veterans Administration Hospital, University Hospital, Research Imaging Center, and the University of Texas Health Science Center at San Antonio.
- G. Incumbent will provide clerical and transcribing services to other Section staff as required.
- H. The incumbent provides administrative and logistical support to 37 physicians and staff housed not only at the VA hospital, but also housed at the University Physician's Group Diagnostic Pavilion, The University of Texas Health Science Center at San Antonio, The University Hospital Neurodiagnostic Center, The Research Imaging Center and The VA Hospital in Kerrville, Texas.
- I. Maintains complete and comprehensive administrative files and record-keeping system, consisting of correspondence, policies, reports, management procedures, etc., to accommodate various reports, records, letters, faxes, manuals, handbooks and other paraphernalia typical of the Neurology Service. Maintains numerous manuals and bulletins filed in the office ensuring timely and accurate posting to maintain current reference material. Assembles statistical and narrative data from files for preparation of various reports and is responsible for the disposition of obsolete material.
- J. Incumbent is responsible for reporting the availability of all VA Neurology personnel. This will include preparation and submission of completed Subsidiary Time and

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Attendance Reports for nine part-time VA physicians and entering time into the VISTA system for 15 total personnel. Incumbent will process core time and tour of duty changes as required. Incumbent also functions as the alternate timekeeper for approximately 37 part-time UTHSCSA employees.

- K. The incumbent is responsible for screening all telephone calls for all VA and UTHSCSA employees housed at the VA hospital.
- L. Incumbent utilizes DHCP, personal computers, word processing, facsimiles and typewriters. Incumbent establishes and maintains patient care; teaching and research activity databases and prepares reports as required.

II: FACTOR 1: KNOWLEDGE REQUIRED BY THE POSITION:

- A. Knowledge of the substantive programs of Neurology as they relate to the administrative and clerical functions of the Service.
- B. Skill in operating a typewriter and a computer. Typing requirement is 40 words per minute.
- C. This position is responsible for the accurate and timely entering of Time and Leave information into the VISTA system (DHCP) and the timely and accurate recording of time and leave information on VA Form 5631-a, Subsidiary Time and Attendance Report-Part Time Physicians.
- D. The incumbent should have full knowledge of the available resources so that if a problem occurs, prompt corrective action can be taken and the employee or the patient can be instructed when and where to receive assistance.
- E. The incumbent keeps abreast of recent developments and will maintain a reference library, including manufacturer's manuals, equipment, and supply catalogs.

III. FACTOR 2. SUPERVISORY CONTROLS:

- A. The incumbent serves under the general administrative supervision of the Program Support Assistant in the Neurology Section. Supervisor issues work assigned to general terms and desired results. In the area of office administration, the supervisor provides guidance in terms of overall objectives informing the incumbent on general administrative changes, deadlines and priorities. The supervision provided is administrative in nature.
- B. The employee works independently in planning and carrying out his/her responsibilities pertaining to office automation using own initiative to resolve technical problems. Completed work is evaluated for technical accuracy and usefulness. The methods used to produce work are not reviewed.

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- C. Incumbent is responsible for continuity of own work and must rely upon initiative and ability to research, analyze and make judgments concerning routine operations in the absence of the Program Support Assistant for the Neurology Section.
- D. Incumbent screens new patient referrals for applicability and completeness and coordinates referrals with appropriate faculty and staff based on veteran or non-veteran status, age, type of insurance, and diagnosis.

IV: FACTOR 3. SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISES:

A. This position is not supervisory in nature. The incumbent will exercise significant responsibilities in coordinating with officials from VA Medicine Service, Engineering, Acquisition and Material Management and advising management officials of higher rank.

V: FACTOR 4. GUIDELINES

Guidelines are available as needed for reference purposes. They include VA policies pertaining to administrative and clerical practices, timekeeping, and correspondence manuals and prescribed filing systems. The Program Clerk uses judgment in selecting guidelines for application to individual cases. Situations involving significant deviations from established guidelines or the absence of adequate guidelines require that the employee use sound judgment and reasonable action to respond to the specific situation.

Office Automation Guidelines are both detailed and general in nature. The incumbent is required to exercise judgment in selecting, applying and modifying the guidelines as necessary.

VI: FACTOR 5. COMPLEXITY:

Employee performs the full range of administrative, clerical and procedural duties and support to a dynamic and diverse Neurology Section program, including arranging travel and conferences for the staff, and providing follow-up on requests for information.

Incumbent also performs various technical functions. Decisions regarding what needs to be done involving various choices requiring the Program Clerk to recognize necessary action based on the source of information, type of transaction, or other factual matters.

The complexity of Office Automation duties is based on the incumbent having a great deal of knowledge of responsibility for the technical soundness and accuracy of the generated reports in the terms of format, content, etc. The requirement to generate special reports in short notice further adds to the level of complexity.

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VII: FACTOR 6. SCOPE AND EFFECT:

The purpose of the position is to manage a variety of administrative, clerical and technical functions of the service and relieves the supervisor of administrative and work of the service. The work affects the accuracy and reliability of work products or services within and outside the Neurology Section. The work affects and impacts the decision-making of the Chief, Neurology Section, STVHCS and the Chief, Neurology Division, UTHSCSA.

VIII: FACTOR 7: PERSONAL CONTACTS:

Incumbent must work across product lines to accomplish and manage the myriad of administrative functions of the Neurology Section. This includes staff of the Nursing Service and Medical Service within the VA hospital, and within the UTHSCSA, but outside the immediate work area, their patients, their families, physicians, nurses, other professional and technical personnel or students or faculty from affiliated universities. Guidelines to performing the work will consist of directives from the Program Support Assistant, Chief of Neurology Section for the VA Hospital and Chief of the Neurology Division, UTHSCSA and applicable VA and UTHSCSA policies and regulations. The guidelines will range from very specific to quite broad in nature and will often require the incumbent to use considerable judgment in their implementation.

IX: FACTOR 8. PHYSICAL DEMANDS:

The work is sedentary, however, there is some standing, walking, bending and carrying of light items. No special physical demands are required to perform the work.

X: FACTOR 9. OTHER CONDITIONS:

The incumbent is responsible for the proper resolution of problems, as the problems will arise from the very nature of the helping profession. The patient population served by the Neurology Service is primary elderly and therefore problems may arise due to physical and/or cognitive issues of the patients.

XI. FACTOR 10. WORK ENVIRONMENT:

The work environment involves the normal risks and discomforts typical of an office.