

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No. **10903-TA**

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)		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location Martinez, CA	5. Duty Station <b>Martinez OPC</b>	6. OPM
Replaces PID# 8882-T Information Receptionist, GS-302-2 dated 5/5/04		7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial <input type="checkbox"/> Employment and Financial Interacts	
		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 is: <input type="checkbox"/> Supervisor <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	
				9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
				13. Competitive Level Code <b>X01</b>	
				14. Agency Use	

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Grade	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Information Receptionist	GS	304	2		
e. Recommended by Supervisor or Initiating Office	Information Receptionist	GS	304	2		<b>9/15/11</b>

16. Organization Title of Position (If different from the official title)  
**STEP Student**

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment <b>Dept of Veterans Affairs</b>	c. Third Subdivision <b>Nursing Service</b>
a. First Subdivision <b>Veterans Health Administration</b>	d. Fourth Subdivision
b. Second Subdivision <b>Northern California Health Care System</b>	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

a. Type Name and Title of Immediate Supervisor

Signature \_\_\_\_\_ Date \_\_\_\_\_

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
**Donna Iatarola, Associate Director, Patient Care Services/Nursing**

Signature *Donna Iatarola* Date **9/15/11**

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.

Typed Name and Title of Official Taking Action  
**John G. Horton, HR Specialist (Classification)**

Signature *John G. Horton* Date **9/15/11**

22. Position Classification Standards Used in Classifying/Grading Position  
**PCS for Nursing Assistant Series, GS-621, TS-51, 8/81**

**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  
**This position has been designated as LOW RISK.**

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

## POSITION DESCRIPTION

Information Receptionist, GS-0304-02

### MAJOR DUTIES

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 well as other types of operations such as sales store operations.

#### Information Receptionist

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.

Assists users of the filing system by retrieving file(s) from bins, shelves, drawers or similar file containers. Requests may be in person or submitted in written form. Completes charge out card or other control record with date, users name/activity, etc. Obtains any required signatures for receipt of files and releases files; files charge-out card/control card in designated area for accountability. Prepares file labels for new files. Follows examples and procedures contained in regulations or office guides for placement of information onto label and to affix label onto folder. Follows instructions to move filed materials from one designated area to another based on disposition instructions.

Receives and sorts documents into like categories by alphabet, date, or other similar classification. Files/re-files materials in established file folders identified by name, social security number, numerical control number or other file designation. Inserts materials into corresponding folder and ensures proper arrangement of contents such as placement on left or right side, chronological filing by date or other established procedure.

Prepares routine reports. Extracts available information to complete work counts, usage, or other types of reports related to files. Computes sub-totals, totals or similar mathematical computations.

Factor 1-2 Knowledge Required by the Position 200 Points  
Knowledge of basic or commonly used rules, procedures, or operations that typically requires some previous training or experience.

Factor 2-1 Supervisory Controls 25 Points  
For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control

through review of the work that may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

Factor 3-1 Guidelines

25 Points

Specific, detailed guidelines covering all-important aspects of the assignment are provided to the employee. The employee works in strict adherence to the guidelines; deviations must be authorized by the supervisor.

Factor 4-1 Complexity

25 Points

The work consists of tasks that are clear-cut and directly related. There is little or no choice to be made in deciding what needs to be done. Actions to be taken or responses to be made are readily discernible. The work is quickly mastered.

Factor 5-1 Scope and Effect

25 Points

The work involves the performance of specific, routine operations that include a few separate tasks or procedures. The work product or service is required to facilitate the work of others; however, it has little impact beyond the immediate organizational unit or beyond the timely provision of limited services to others.

Factor 6-1 Personal Contacts

10 Points

The personal contacts are with employees within the immediate organization, office, project, or work unit, and in related or support units.

Factor 7-1 Purpose of Contacts

20 Points

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.

Factor 8-1 Physical Demands

5 Points

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Factor 9-1 Work Environment

5 Points

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

Other Significant Facts

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 the customer constructively and appropriately.

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, and VHA 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.