

38384

POSITION DESCRIPTION (Please Read Instructions on the Back)

2. Reason for Submission  
 Redescription  New  
 Reestablishment  Other  
 Reason (Show any positions replaced)  
 Related to reorganization of Nursing Service  
 provide all timekeeping for inpatient and outpatient  
 nursing staff

3. Service  
 Hdqtrs  Field

4. Employing Office Location  
 SNHS

5. Duty Station  
 Las Vegas

6. OPM Certification

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel Financial  Employment and Financial Interests

9. Subject to IA Action  
 Yes  No

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

11. Position:  
 Supervisory  
 Managerial  
 Neither

12. Sensitivity  
 1-Non-Sensitive  3-Critical Sensitive  
 2-Noncritical Sensitive  4-Special Sensitive

13. Competitive Level Code  
 X01

14. Agency Use  
 1272

PERSONNEL FILE COPY

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Grad	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Support Clerk(OA)	GS	303	15	JM	3-17-07
e. Recommended by Supervisor or Initiating Office	Clerk-Typist/Timekeeper	GS	0322			

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

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment  
 Department of Veterans Affairs

a. First Subdivision  
 Medical Center

b. Second Subdivision  
 of the Director/Nursing Service

c. Third Subdivision

d. Fourth Subdivision

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  
 Shirley L. Caldwell, MSN, RN, ADPC/NE  
 Signature: *Shirley L. Caldwell* Date: 9/12/06

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
 John B. Bright, Director  
 Signature: *John B. Bright* Date: 9/12/06

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  
 Donald J. Zurfluh, Jr., Chief, HRMS Service  
 Signature: *Donald J. Zurfluh, Jr.* Date: 3/9/07

22. Position Classification Standards Used in Classifying/Grading Position  
 Clerk-Typist GS-322  
 Office Automated GS-326 +  
 Misc Clerk (last) GS-303

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										

Remarks: Reorganization approved by Assoc Director Verbal approval 02/07  
 Supr: O Bus Code: 1272

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

VA Southern Nevada Healthcare System  
Las Vegas, Nevada  
POSITION DESCRIPTION

*Program Support Clerk (OA) GS-5*

**INTRODUCTION**

Organizational Location: The incumbent will be an employee of the VA Southern Nevada Healthcare System (VASNHS). The incumbent will function as a member of the Office of Nursing Service. The employee reports to the Associate Director Patient Care/Nurse Executive (ADPC/NE) who defines the overall objectives of the office. Work is reviewed for accuracy, completeness, and compliance with established policies and program requirements. The incumbent may also be requested to provide assistance to other staff within the VASNHS.

**MAJOR DUTIES**

**Timekeeping Function**

**90 percent**

The incumbent is the timekeeper for the Office of Nursing Service including outpatient and inpatient units and work areas. Monitors and reports time and attendance, maintains time and attendance for commonly used pay plans and types of leave, or limited special pay situations. Verifies the allowability of the various hours charged on T&A reports, e.g., limited overtime, special pay, FLSA. Reviews T&A reports for appropriate signatures, initials and documentation such as medical certificates for sick leave. Advises supervisors of discrepancies, points out appropriate procedures, and advises on minor changes or corrects actions. Prepares, maintains, reviews, and certifies time and attendance reports for a variety of pay plans, types of leave and special pay situations. Determines appropriateness of hours being charged and types of special pay being authorized. Forwards all reports to the appropriate office for processing. Tracks, logs and reports on a variety of T&A and special pay categories requiring the use of unrelated methods, practices, and procedures. Prepares tracking system and logs hours reported such as overtime pay, compensatory pay, premium pay, and other special pay determinations for the supervisors use in tracking and planning. Researches T&A's and compiles reports. Prepares material for the supervisors use by reviewing and researching time and attendance records and logs, compiling information on such items as salary costs, hours worked, full time equivalencies, and other similar items. Responsible for the accurate recording of nursing employees timecards, which includes different tours of duty, flex hours, Saturday and Sunday premium pay, evening and night differentials, compressed work tours, and accrual and use of comp time.

**Filing Work**

**10 percent**

Arranges records for storage/reference, scheduled disposition, and retrieval. Determines file retention and disposal: including determining applicable authorities, screening, and preparation of files for retention and disposal.

**Factor 1-3 Knowledge Required by the Position**

~~550~~<sup>350</sup> Points

The incumbent must have a broad knowledge of the substantive programs and services provided in the Office of Nursing Service. Skill of a fully qualified typist to operate an automatic typewriter or personal computer, VisTA, calculator, and copy machines. Knowledge of grammar, spelling, capitalization, and punctuation needed to type. Knowledge of the normal formats forms, typing policies, and common terminology of the unit or units for which the work is done. Knowledge of VA policies and procedures, especially scheduling and correspondence procedures. Knowledge of VA timekeeping procedures and regulations.

**Factor 2-2 Supervisory Controls**

**125 Points**

The supervisor or other designated employee provides general standing instructions on recurring assignments by indicating what is to be done, applicable policies, procedures, and methods to follow, data and information required, quality and quantity of work expected, priority of assignments and deadlines. They provide additional specific instructions for new, difficult, or special assignments including suggested procedures and sources of information including the location and type of written material that may be used as an aid in completing the assignment. The employee uses initiative to perform recurring assignments. The employee also resolves recurring clerical or technical tasks without specific instructions. The employee refers situations not covered by instructions or precedents to the supervisor for decision or help. The supervisors or other designated employee assures that finished work and methods used are technically accurate and in compliance with established instructions, method, procedures and deadlines. Recurring assignments are reviewed through quality control procedures, and selected work products may be spot-checked. New difficult or usual assignments are usually checked in more detail to determine that instructions were followed correctly. Instructions are given on the priorities concerning categories of assignments, along with general instructions on limitations, deadlines, and how the work is to be completed. The employee works independently in carrying out the usual run of assignments. Further instructions are provided when unusual assignments present problems, call for deviations from established procedures, or otherwise require specific instructions. Completed work usually is spot-checked for compliance with procedures of the office, appearance, completeness, and typographical errors. When the work is unusual, it is also spot-checked for adherence to specific instructions provided. Remains flexible, able to accomplish other duties as assigned by the supervisor.

**Factor 3-1 Guidelines**

125  
~~275~~ Points

Specific, detailed guidelines are well established and directly applicable to each task. There is little or no requirement for choice between guidelines. Uses HRMS, payroll, and VHA directive relative to timekeeping. Uses standard operating procedures, policies, MOFH instructions, and reference manuals such as Strunk and White principles of writing, a dictionary, and thesaurus. The employee uses judgment to interpret guidelines, adapt procedures, decide approaches, and resolve specific problems. The employee analyzes the results of applying guidelines and recommends changes.

**Factor 4-3 Complexity**

OK  
150 Points

The work involves the regular and recurring processing of widely varied types of actions for employees covered by a variety of pay plans and employment situations which require the application of numerous different and unrelated pay methods, practices, and procedures. The incumbent performs work within a varied group of payroll accounts requiring the resolution of pay administration problems involving numerous complicating factors, or special technical support assignments, or a combination of the two. The employee decides what needs to be done by studying each case to identify the nature of the problem or issue, the characteristics of the employee involved, the capabilities of the computer system; and other conditions that may be present. The workload includes several time and leave groups, different tours, night and evening differentials, weekend differentials, compressed tours, overtime, holiday pay, and compensatory time.

**Factor 5-1 Scope and Effect**

75 Points

The work involves the application and/or explanation of pay and/or leave rules, regulations and procedures. The employee performs the full range of payroll functions for a block of payroll accounts which represent a portion of the total population of an ONS. The work affects the payroll staffs ability to meet agency goals to produce technically accurate payroll's prepared on as current a basis as possible; and the acceptability and timeliness of service to current and former employees. The reports prepared directly by the employee or generated through the computer system, facilitate the accounting and budget work performed by others in the organization. Emphasis is on timely and accurate entry and correction of timecards for all nursing units/areas.

**Factor 6-2 Personal Contacts**

25 Points

The personal contacts are with employees within the immediate work unit and in related or support units, to include Human Resources, Payroll, and Fiscal. Contacts are for the purpose of resolving operating problems associated with difficulties inputting data into the computer system, reconciling accounts to control figures and/or reports, inaccuracies in the computation of pay or leave, or the timely receipt of data processing documents and report. Contacts are with such individuals as staff members of the personnel offices being served, other accounting and budget units, employees of personnel and payroll offices in other agencies. These contacts may occur in the office, by telephone or e-mail.

**Factor 7-b Purpose of Contacts**

<sup>75</sup>  
~~20~~ Points

The purpose of contacts is to obtain, exchange, or clarify factual information, and to resolve pay and leave problems. Contacts are for such purposes as receiving work assignments, getting instructions, receiving or giving information, reporting progress or problems, correcting typed material, clarifying terminology, delivering completed work, and reporting equipment malfunctions.

**Factor 8-1 Physical Demands**

**5 Points**

The work may require some physical effort such as standing, walking, bending or sitting. The position requires extensive typing and computer use.

**Factor 9-1 Work Environment**

**5 Points**

The employee works in an office setting involving everyday risks or discomforts. Normal safety precautions are required. The work area typically is 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.

**HIPPA**

Be responsible for safeguarding Protected Health Information (PHI), have a responsibility to keep all patient information, learned in the course of the duties, confidential and secure. Does not discuss any PHI discovered in the course of work assignment.

**Safety**

Supports and promotes a safe environment by taking appropriate action to avoid or correct unsafe conditions.