

POSITION DESCRIPTION (Please Read Instructions on the Back)						1. AGENCY POSITION NO. <b>80035-0</b>	
2. REASON FOR SUBMISSION <input checked="" type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER <small>EXPLANATION (Show any positions replaced)</small>		3. SERVICE <input type="checkbox"/> HQ/OTRS <input checked="" type="checkbox"/> FIELD		4. EMPLOYER OFFICE LOCATION <b>VAMC, WALLA WALLA,</b>		5. DUTY STATION <b>SAME</b>	
Replaces P.D. 687-2070A, Secretary, GS-318-8, dated 12-13-05		7. FAIR LABOR STANDARDS ACT <input checked="" 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 type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
		10. POSITION STATUS <input checked="" type="checkbox"/> COMPETITIVE <input type="checkbox"/> EXCEPTED (Specify in Remarks) <input type="checkbox"/> SCS (Gov.) <input type="checkbox"/> SES (CA)		11. POSITION NO.		12. SENSITIVITY <input checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 2 - CRITICAL SENSITIVE <input type="checkbox"/> 3 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE	
13. ORGANIZATIONAL TITLE OF POSITION (if different from official title)		14. OFFICIAL TITLE OF POSITION		15. PAY PLAN		16. OCCUPATIONAL CODE	
17. NAME OF EMPLOYEE (if vacant, specify)		18. DEPARTMENT, AGENCY OR ESTABLISHMENT <b>DEPT VETERANS AFFAIRS</b>		19. FIRST SUBDIVISION <b>VAMC WALLA WALLA</b>		20. SECOND SUBDIVISION <b>DIRECTOR</b>	
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 <b>PCS for Secretary, GS 318, TS-34, dtd Jan 1979 OFFICE Automation Grade Eval Guide, TS-100, dtd. Nov 1990</b>		23. INFORMATION FOR EMPLOYEES: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exception from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.		24. REMARKS <b>Bus code: 8888 Security Level: NACI Full performance level = GS-8 HR reference # 687-3752-0</b>	
25. DESCRIPTION OF MAJOR DUTIES AND RESPONSIBILITIES (See Attached)		26. SIGNATURE OF EMPLOYEE (if vacant, specify)		27. SIGNATURE OF SUPERVISOR		28. SIGNATURE OF CLASSIFIER	
29. ORGANIZATIONAL TITLE OF POSITION (if different from official title)		30. FIRST SUBDIVISION		31. SECOND SUBDIVISION		32. DATE	
33. TYPED NAME AND TITLE OF IMMEDIATE SUPERVISOR <b>BRIAN WESTFIELD, MSN, DIRECTOR</b>		34. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional) <b>BRIAN W. WESTFIELD, MSN, DIRECTOR</b>		35. SIGNATURE OF IMMEDIATE SUPERVISOR		36. SIGNATURE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)	
37. TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION <b>SUZETTE FLASHEL UMLAUF HR Specialist VLSA 20 Consolidated Classification Unit</b>		38. TYPED NAME AND TITLE OF EMPLOYEE <b>Suzette Flashel Umlauf</b>		39. DATE OF REVIEW <b>10-28-10</b>		40. DATE OF ACTION <b>9/10/10</b>	
41. POSITION REVIEW		42. SUPERVISOR		43. CLASSIFIER		44. DATE	
45. EMPLOYEE (Required)		46. SUPERVISOR		47. CLASSIFIER		48. DATE	

**Position Description**  
**Secretary (OA)**  
**GS-0318-8**  
**PD# 80035-0**

**PRINCIPAL DUTIES**

Incumbent serves as administrative assistant and executive secretary to the Director as well as serving as office manager for the Executive Office, which includes the following key staff: Director, Chief of Staff, Associate Director/Operations, Associate Director/Patient Care Services, EEO Program Specialist, Patient Safety Coordinator, Facility Planner, and Information Security Officer.

As the office manager for the facility Executive Office the incumbent ensures that the practices and procedures used by subordinate offices are consistent with those of the Executive Office. Coordinates with other staff in the Executive Office to ensure smooth workflow and appropriate office coverage at all times. On own initiative, recommends changes in administrative policies. Devises and installs office procedures and practices to be used by secretaries in subordinate offices. Prepares agenda for and conducts periodic secretarial training sessions for all secretaries to department heads. The agenda include training in all phases of secretarial work such as correspondence, telephone procedures, publications, directives, reports, and public relations responsibilities.

Processes all incoming communication received by the facility executive team, including information received by electronic transmission, telefax, and hard-copy mail. Duties are made more complex by the influx of VISN- and VACO-level requests for data, response to action items, replies to correspondence, completion of surveys, etc., many of which have extremely short turn-around times. Independently and on own initiative manages all incoming action items and assigns responsibility for completion to the appropriate staff from all levels of the organization, using own judgment in all but exceptional cases. Independently establishes appropriate deadlines for action items, taking into consideration the complexity of the action required, the need for review/approval by top management, and the assigned suspense date. Logs all action items for suspense and independently takes appropriate follow-up actions to ensure timely submission. Facility-level deadlines may be renegotiated as appropriate and, as necessary, acts on own initiative to request extensions from the assigning organization (VISN/VACO).

On own initiative analyses incoming information and distributes to the appropriate management staff throughout all levels of the facility.

In the absence of the Director, ensures information continues to flow, keeping the Acting Director aware of pertinent issues and incoming communiqués in the Director's stead. Maintains a file of information on critical issues to be brought to the attention of the Director upon his/her return.

The incumbent independently exercises exclusive control over the Director's appointments, establishing and adjusting priorities, rescheduling appointments as necessary, notifying staff of meetings, etc. Independently uses initiative to resolve issues of an unusual nature. Keeps the executive team informed of schedule and gives updates as changes are made. Provides scheduling assistance to the Facility Planner and EEO Program Specialist. Scheduling responsibility also includes management of conference areas assigned to the Executive Office.

The incumbent responds to inquiries and administrative problems brought to the Director by members of the staff and officials of the agency' central office, VISN 20, state and local governments, other hospitals and organizations, other federal agencies, and congressional staff. Notifies the appropriate

staff officials of the need for information or recommendations and either prepares the response or follows up to ensure a timely response by others.

Independently processes all phone calls and receives all visitors to the Executive Office, which may require assistance to extremely agitated veterans, family members of veterans, or staff. Refers visitors or callers as appropriate. Reception responsibilities frequently require initiative, knowledge and decision making on the part of the incumbent, who represents the facility in highly sensitive contacts. Has frequent telephone contact with managers, program coordinators, and staff at all levels of the organization concerning problems requiring decisions. In numerous cases, independently determines and assists with the proper course of action on administrative matters.

Screens all correspondence prepared for the Director's approval and/or signature for clarity, completeness of reply, and grammatical and procedural correctness. On own initiative, returns inadequate submissions for changes or corrections, calling any errors or inadequacies to the attention of the writer.

Is responsible for management of the facility's electronic policy file, ensuring that all published policies are posted for access by all staff and that outdated/rescinded policies are removed. Both review of policies and management of the electronic shared file are made more complex by the volume of policies.

Independently prepares routine official correspondence and office reports, based on standing procedures, past practices, or information received through verbal instructions or gleaned from available background information. When possible, responses on routine matters are prepared and given to the Director along with the incoming correspondence.

Takes and transcribes dictation, verbal instruction, and/or taped material into letters, endorsements, messages, office instructions and reports, with responsibility for sentence structure, grammar, and spelling.

Serves as recorder for committees as assigned, taking and transcribing meeting minutes, ensuring appropriate distribution of minutes once approved, and supporting the committee chair in notifying staff of action assignments. On own initiative, develops complex committee agendas from items needing the committee's consideration, setting appropriate time perimeters and ensuring documents needed for the meeting are available. Consults with committee chair for unusual issues or needed changes.

Serves as liaison between the executive team and facility staff by providing accurate and timely advice on procedures, reports, requirements, and other matters necessary to carry out policies, directives, and instructions. Is recognized throughout the facility as the primary source of expertise in the areas of office management and policy.

Distributes and balances workload and tasks among employees in accordance with established work flow, assuring timely accomplishment of the assigned tasks.

Keeps familiar with current issues, regulation and policy changes, and pertinent information from VA or outside sources, and communicates to the Director or executive team those issues needing action or follow-up.

Coordinates meetings and conferences for the Director as well as frequent official visits, and other activities, such as visits from VISN or VA Headquarters staff, national and local veterans' organizations, etc. On own initiative coordinates with staff involved in the meetings; arranges for appropriate meeting facilities, either at the Medical Center or at remote locations, including audiovisual equipment, teleconferencing equipment, etc.; prepares and distributes agenda or visit

itinerary; arranges for refreshments or meals as appropriate; assists with travel arrangements or provides information on lodging and travel as appropriate.

Makes all necessary travel arrangements for the Director, including airline and hotel reservations, requests for funding of training, conference registration, etc. Prepares travel vouchers upon completion of travel. The frequency of travel and rapidly changing schedules add to the complexity of this task.

Serves as Controlled Correspondence Officer for the facility, ensuring that controlled correspondence such as congressional inquiries, patient complaints, etc., are assigned to appropriate staff for completion and are monitored for timely response. On own initiative takes appropriate follow-up action in situations when responses do not meet established deadlines or if responses provided are insufficient.

Maintains or oversees the maintenance of government manuals, policy notebooks, and files in the Executive Office and ensures such records are handled appropriately and are available as needed. Is responsible for maintenance of files secured in the Executive Office safe, including periodic review and updating as required. All records are handled in compliance with confidentiality regulations, including the Privacy Act of 1974, FOIA regulations, and other applicable laws and regulations.

Serves as a resource person, advising staff at all levels on facility policy, office procedures, correspondence formats, grammar and writing, word processing skills, and other administrative support functions. May be called upon as a "resident expert" to provide on-the-spot inservice training in areas of expertise; may also participate in or facilitate process improvement efforts related to office operations, communication, and information flow.

Responsible for training and giving guidance to other facility secretaries in office procedures and practices to be used in the performance of their duties. Communicates Executive Office policies to the Administrative Assistance Team and serves as mentor/liaison to that group. Provides appropriate orientation for all new secretarial/administrative support staff and conducts periodic training sessions for all secretaries to keep them informed of expectations of the Executive Office staff and any policy/procedure changes related to the preparation of correspondence, telephone procedures, management of record materials and manuals, and appropriate office procedures. Provides guidance for and assistance with creation and management of the facility's administrative resource guide (secretarial manual).

Serves as alternate timekeeper for the Executive Office and for the Police Section, which includes complex tour/shift changes and part-time tours. Manages any fund control points assigned to the Executive Office, including record keeping for Government purchase cards. Manages Executive Office property records and handles all purchasing requests needed for Executive Office operations.

Serves as VANTS Coordinator for the facility, coordinating with telephone system staff for placement and maintenance of equipment, advising users, and distributing information on scheduled calls.

**FACTOR 1 – Knowledge Required by the Position:**

The work of this position requires a basic foundation of administrative concepts, principles, and practices sufficient to perform independently. Must be able to independently plan and effectively set priorities, coordinate activities, have sound fundamental knowledge of organizational theory and practice. In addition, recommends changes in administrative policies, devise and install procedures and office practices affecting subordinate organizations, and foresee administrative problems and requirements.

Must have considerable knowledge and understanding of the organization and its culture, the mission and policies of the facility and the issues affecting its operation. Must also have the capacity to deal effectively with people at all levels of the organization.

Prepares documents for the Director's signature and preparing messages to be sent on behalf of the Director.

Knowledge of administrative concepts and practices sufficient to enable the incumbent to foresee administrative problems and requirements such as correct assignment of staff person or department to complete action items, and the ability and knowledge to judge whether information supplied by respondents is complete.

Has mastered the principles, methods, and techniques of effective communication and has the ability to communicate orally and in writing with people from a wide variety of educational and socioeconomic backgrounds. Ability to communicate with individuals from all levels of the organization and the community in such a way as to handle even the most difficult situations with professionalism and tact.

Ability to establish rapport and confidence in a brief period of time and assess situations quickly and accurately.

Knowledge of VA manuals, policies, and regulations.

Ability to read, understand, and apply standard references and procedural manuals. Ability to recognize when certain policies, procedures, or guidelines would be confusing to others, and to facilitate clarifying communication.

Skill in advising and instructing staff throughout the organization in such matters as correspondence, reports, directives, office and administrative procedures, and policies of the facility.

Knowledge and skill in operating office automation equipment to include personal computers, conference phones, video-teleconferencing equipment, fax machines, copier machines, printers, audiovisual equipment, dictation/transcription equipment, etc., to enhance productivity and meet the needs of complex issues and programs. Knowledge of office operations software programs such as word processing programs, Excel, PowerPoint, Outlook, Publisher, TEMPO, and VISTA software. Ability to coach others in the use of these programs and provide inservice instruction to staff at all levels of the organization as appropriate.

Knowledge of grammar, spelling, punctuation, medical and business terminology, required formats, and organizational and business procedures in order to compose and screen documents for the Director's signature and provide support and instruction to subordinate offices in these areas.

Knowledge of the duties, priorities, commitments, policies, and program goals of facility staff sufficient to perform assignments such as analyzing complex communications, publications, directives, and other materials in order to make appropriate action assignments and bring pertinent issues to the attention of the Director and other appropriate staff. Ability to take appropriate follow-up action on assigned projects. Ability to anticipate and prepare materials the facility Director or Executive Office staff may require in order to respond to correspondence, phone calls, or personal contacts.

Knowledge of the responsibilities of other Executive Office secretarial staff to provide essential support during absences.

Skill in designing and implementing office procedures which result in a smooth workflow, avoid duplication of work, and allow timely accomplishment of responsibilities. Skill in determining when new or adjusted procedures are needed. Ability to assess the need for training and provide

instruction to administrative support staff throughout the facility in such procedures sufficient to ensure effective workflow and proper completion of items for the Director's approval.

Skill in taking and transcribing dictation. Must be able to receive complex verbal instructions and follow through accurately and thoroughly to complete assigned tasks and communicate messages or instructions to others.

Skill in recording and composing meeting minutes and managing communication and follow-up tasks for assigned committees. Ability to analyze and evaluate issues to allow independent development of complex agendas for assigned committees. This includes analyzing issues to enable assigning appropriate time frames, and ensuring that the materials and individuals needed for meaningful discussion and effective decision-making are available at the meeting.

Knowledge of the Director's views sufficient to enable the incumbent to perform duties such as developing material for the Director's use in public speaking engagements.

### **Work Situation C**

The facility is divided into a Tetrad, further divided into several services, most of which are further subdivided into a number of levels. There is a complex system of internal procedures and many extensive reporting systems. The general public, veterans, Members of Congress, and local officials all, from time-to-time, show considerable interest in the facility's programs. The facility provides its own human resources office, and administrative and maintenance support.

### **FACTOR 2 – Supervisory Controls:**

The incumbent works very independently. The Director establishes overall objectives; however, the incumbent is responsible for independently planning and determining priorities and carrying out work assigned. The incumbent handles a wide variety of non-routine situations and conflicts independently, using initiative to determine approach to be taken or methods to be used. The Director reviews the work only for its general effectiveness.

The incumbent plans and carries out everyday work of the office independently and refers only very unusual office problems to the supervisor or other staff. A high degree of self-motivation is required.

### **FACTOR 3 – Guidelines:**

Guidelines to perform routine aspects are included in current policies and directives. The Director provides some assignments; but, in most situations, the incumbent relies on personal judgment, based on knowledge of the Director's preferences and policies, to carry out the work in the most effective manner. Many situations are not covered by the guidelines and require frequent and considerable interpretation and adaptation.

### **FACTOR 4 – Complexity:**

Primary responsibility of the position involves the management and supervision of the administrative work of the Executive Office.

The work includes a variety of unrelated processes and methods. Unpredictable and often conflicting situations occur among staff and/or patients requiring varied techniques for diffusing difficult situations. The incumbent must have general knowledge of facility programs and functions. Decisions concerning priority of needs and how they should be accomplished are based on an understanding of the interrelationships between the facility and the people and issues involved. The incumbent supports the community, regional, and national activities of the Director and, in doing so,

requires a scope of complexity, knowledge, and responsibility beyond the confines of the Medical Center. Coordination of the work of the Executive Office and the facility is challenging because of the facility's rural location, multiple and diverse programs, remote clinics, and interrelations with the Network, and VA Central Office. The incumbent's responsibility touches upon all aspects of the Medical Center's mission.

Decisions regarding work to be accomplished and procedures for achieving results are based on the incumbent's extended knowledge of the goals, priorities, policies and commitments of the Director and staff, and involves analysis of the subject, phase, or issues encompassing specific situations or assignments. Incumbent must be able to recognize, establish and organize priorities for tasks and problems, and must often employ initiative and originality in problem solving. The chosen course may involve analysis of the subject matters, extensive and difficult research, and the identification and assembling of relevant information from a variety of sources. Depending on the nature of the subject matter, i.e., confidentiality, security, etc., judgment is required as to whether incumbent personally performs the preparatory phase of the work or assigns to other staff.

The incumbent must be able to establish priorities, organize work, and coordinate matters as a liaison between supervisor and contacts at all levels within and outside the facility.

**FACTOR 5 – Scope and Effect:**

The incumbent's work affects the accuracy and reliability of the administrative work of all the departments within the facility as well as assignments of the Director on a Network or national basis. The incumbent is involved in developing, analyzing, evaluating, advising on, or improving the effectiveness of work methods and procedures, management controls, information and documentation systems within the Executive Office and, as appropriate, at the department level, while at all times maintaining confidentiality, credibility, and the professionalism of the office. Decisions regarding what needs to be done and how it is best accomplished are based on the incumbent's knowledge of the duties, priorities, commitments, policies, and program goals of the supervisor and staff.

The incumbent can significantly impact the perceptions of the facility and the Department of Veterans Affairs through interactions with constituents and staff. The incumbent's actions consistently affect the accomplishment of the mission of the facility and all the activities for which it is responsible.

The position relieves the Director of various routine and administrative work items and ensures that the work conforms to the appropriate policies and procedures, allowing the Director to concentrate on professional and managerial duties.

**FACTOR 6 – Personal Contacts:**

Contacts are with staff at all levels of the organization as well as other VA entities, veterans and their families, prominent community, state, and national officials, congressional staff, representatives of veterans groups and civic/service organizations, and VA staff at the Network and VA Central Office level.

The contacts with individuals or groups from outside of the employing agency occur in a moderately unstructured setting where the contacts are not established on a routine basis and require the secretary to apply significant skill and knowledge in identifying and locating the correct person to whom the caller or visitor should be directed.

Maintaining a professional impression in all situations is an important factor in this position.

**FACTOR 7 – Purpose of Contacts:**

Phone and personal contacts are widely varied.

Contacts serve primarily to provide requested information, to clarify or disperse information on facility issues. The incumbent must understand overall VA policy and organization, specific guidance requirements, and must distinguish unusual requests from routine issues in order to set communication priorities. The incumbent must distinguish the nature of the call, the urgency of the matter, and the necessity for personal involvement on the part of the facility Director as opposed to referral to another staff member and determine the appropriateness of releasing information to callers. All of this must be achieved with the utmost tact and diplomacy.

Through effective contacts, incumbent resolves clerical and administrative problems, coordinates a variety of activities, events, meetings, etc., and follows up to ensure that required actions are taken. Incumbent frequently diffuses unpredictable and often conflicting situations.

**FACTOR 8 – Physical Demands:**

The work is sedentary. It occasionally requires lifting and carrying light objects such as files, books, and papers. No special physical qualifications are required.

**FACTOR 9 – Work Environment:**

The work is performed in an office setting.

**Other Significant Facts**

**Customer Service**

Meets the needs of customers while supporting the VA mission. Consistently communicates with and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides customers with consistent information according to established policies and procedures. Handles conflict and problems in dealing with customers 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.



# Position Designation of National Security and Public Trust Positions

*Position Designation Record*

**Agency** Department of Veterans Affairs  
**Position Title** Secretary (OA)  
**Series and Grade/Pay Band** GS-318-8  
**Position Description Number** 80035-0

Duties	Degree of Potential for Compromise or Damage
<i>Protection of personal, private, sensitive, but unclassified/controlled unclassified, or proprietary information (including PA and FOIA, etc.)</i>	<b>Limited impact</b> Access to personal, private, proprietary, or sensitive but unclassified/controlled unclassified information, the unauthorized disclosure of which could cause limited damage to individuals, business entities, or government programs or operations or any potential damage is limited to the local level
<i>Government service delivery, including customer service and public liaison</i>	<b>Limited impact</b> Duties involve customer service responsibilities and/or public liaison that could cause limited damage to individuals, business entities, or government programs or operations

Adjustment for program designation and level of supervision	
<i>Adjustment for Scope of Program and Correlation to Extent of Impact (see definitions)</i>	Agency impact
<i>Adjustment for level of supervision or other controls</i>	Periodic, ongoing review - ability to act independently a lot of the time

Designation Level	Suitability	
	Investigation	Form Required
Tier 1	NACI	SF 85

Total Points Designation	
<i>Total Initial Position Designation Points from Step 2</i>	2
<i>Adjusted Position Designation Points from Step 3</i>	2

Signature: *Steph Flashel Umlauf* Date: 10/28/2010

Name: Suzette Flashel Umlauf, VISN 20  
Consolidate Classification Unit

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## POSITION EVALUATION REPORT

REASON FOR SUBMISSION: Redescription – Replaces PD # 687-2070A

POSITION DESCRIPTION NUMBER: 80035-0

ORGANIZATIONAL LOCATION: Walla Walla VA Medical Center, Office of the Director

REQUESTED CLASSIFICATION: Secretary (OA) GS-318-9

FINAL CLASSIFICATION: Secretary (OA) GS-318-8

REFERENCES: PCS for Secretary Series, GS-318, 1/79. TS-1979 and 6/82. TS-64; PCS for Office Automation Clerical and Assistance Series, 11/90, TS-100

**Background:** This is a redescription of a Secretary PD GS-318-8 previously classified on 12-13-05. The position is currently vacant so a desk audit was not performed.

**Introduction and Background:** Incumbent serves as an administrative assistant and executive secretary to the Director as well as servicing as office manager for the Executive Office. As such, the incumbent ensures that the practices and procedures used by subordinate offices are consistent with those of the Executive Office.

The incumbent will provide direct secretarial support to the Director of a Level 3 Medical Center. There are two other secretaries assigned to the Chief of Staff and the Associate Director within the Executive Office. The organizational break down is: The Director supervising the Chief of Staff, Associate Director, Associate Director for Patient Care Services, and the managers of QM, Compliance, Patient Safety, and System Redesign/Facility Planner. The Chief of Staff has 6 services under their supervision, Associate Director has 5 services under their supervision, and Associate Director of Patient Care Services has 5 services under their supervision. As the hospital is an Outpatient and Residential Rehabilitation unit, there are no inpatient beds. The approximate fee for the operations is 440. The hospital is a standalone facility with 4 CBOCs and 1 Contract Clinic. The facility has one affiliation with Oregon State University for their Optometry program and has resident rotations. The facility does not have any academic affiliations with medical colleges/universities and does not have an active medical residency program of major services.

**Series, title, and standard determination:** Secretary Series, GS-0318, TS-34 January 1979. The duties of a secretary are in some respects similar to those found in many of the specialized clerical series. Nevertheless, the value of these duties frequently cannot be evaluated by reference to the standards for the individual clerical series because the tasks, as performed by the secretary, are part of a broader and more inclusive responsibility which requires that the secretary be aware of virtually everything happening in the entire organization. The typical secretarial position requires a general knowledge of substantive work of the organization under the jurisdiction of the persons assisted and, as the secretary's participation in the management of the organization increases and as the nature and extent of that management effort increases through differences in the work situation, the amount of knowledge required increases accordingly. The duties of positions in this series require knowledge of clerical and administrative procedures, various office skills, and the ability to apply those skills to increase the effectiveness of others. Although the positions may acquire knowledge of the work of the organization, technical or professional knowledge of a specialized subject-matter area is not required.

The parenthetical title (OA) is added to reflect the position's requirements for significant knowledge of office automation equipment and the requirement for a fully qualified typist. Therefore, the appropriate title and series of the position is Secretary (OA) GS-318.

**Grade determination:** Secretary Series, GS-0318, TS-34 January 1979. The GS-318 standard is written in the Factor Evaluation System (FES) format, which uses nine factors.

Evaluation Factors:

Evaluation Factors	Points Assigned	Factor Level	COMMENTS
1. Knowledge required	750	1-5	<b>*See comments below</b>
2. Supervisory Controls	450	2-4	The Director sets the overall objectives. The incumbent and the Director, in consultation, develop the deadlines and decide the work to be done. The incumbent plans and carries out the work, resolves most of the conflicts which arise, coordinates the work with others, and interprets policy in terms of established objectives. Completed work is reviewed in terms of effectiveness in meeting requirements.
3. Guidelines	275	3-3	In addition to guidelines such as dictionaries, style manuals, and agency instructions, guidelines for this position include standing policies, instructions, and rules-of-thumb established by the Director. The incumbent interprets and adapts these guidelines to specific situations. The incumbent also analyzes results, recognizes the need for changes, and recommends changes.
4. Complexity	150	4-3	The work includes various duties involving different and unrelated processes and methods. The incumbent must identify and understand the interrelationships between the various procedures and controls, between the various operations of the Directors Office, and between the operations of the office and the various public and private groups interested in those operations. Decisions regarding what needs to be done are based on secretary's knowledge of the policies, priorities, and goals of the Director and the staff.
5. Scope & Effect	75	5-2	<p>The incumbent ensures that the clerical and administrative portions of the Director's work are accomplished effectively, allowing the Director to concentrate on professional and managerial duties. The effectiveness of the services and sections is affected by the degree to which the Director's office runs smoothly.</p> <p>Does not meet the 5-3 level where positions at this level serve offices that clearly and directly affect a wide range of agency activities, operations in other agencies, or a large segment of the public or business community.</p>

6/7. Personal Contacts	60	6-3	<p>Contacts are with all levels of the organization as well as other VA entities, veterans, their families, prominent community, state, and national officials, congressional staff, representatives of veterans groups and civic/service organizations.</p> <p>Does not meet the 6-4 level where the personal contacts are with high-ranking officials from outside the employing agency at national or international levels in highly unstructured settings. Typical contacts at this level might include Members of Congress, leading representatives of foreign governments, presidents of large, national or international firms, nationally recognized representatives of the news media, presidents of national unions, State governors, or mayors of large cities.</p>
7. Purpose of Contacts	50	7-2	The incumbent coordinates the work of others. The contacts often require considerable tact and diplomacy to resolve clerical and administrative problems, coordinate variety of activities, and follow up on required actions.
8. Physical Demands	5	8-1	The work is sedentary. Typically, the employee sits comfortably to do the work.
9. Work Environment	5	9-1	The work area is adequately lighted, heated, and ventilated.
TOTAL POINTS	1820		
GRADE CONVERSION 1605-1850 = 8	GS-08		

**\*Notes for Factor Level 1 Knowledge Required**

Knowledge Type:

- Knowledge Type I includes basic or commonly used rules, procedures or operations to perform routine receptionist, typing, timekeeping, correspondence control and filing services for an office.
- Knowledge Type II includes an extensive body of rules, procedures or operations and of the organization's functions to perform the procedural work of the office.
- Knowledge Type III includes the duties, priorities, commitments, policies, and program goals of the office to perform non-routine assignments. Type III also includes responsibility for coordinating work with other offices.
- Knowledge Type IV requires as a continuing requirement a basic foundation of administrative concepts, principles, and practices sufficient to perform independently such duties as eliminating conflict and duplication in extensive office procedures; determining when new procedures are needed systematically studying and evaluating new office machines and recommending acceptance or rejection of their use; studying the clerical activities of the office and subordinate offices and recommending a specific restructuring of the way activities are carried out. The presence of these knowledges is shown by skills such as:
  - skill in adapting policies or procedures to emergency situations and establishing practices or procedures to meet new situations; and
  - skill in recognizing how and when certain policies, procedures, or guidelines will be confusing to others;

AND

-- A comprehensive knowledge of the supervisor's policies and views on all significant matters affecting the organization that would enable the secretary to perform duties such as: developing material for supervisor's use in public speaking engagements. After ascertaining subject matter, develops background information and prepares outline for speech; submits outline to the supervisor or the supervisor's

subordinate for final writing; and briefing or advising staff members or persons outside the organization on supervisor's views on current issues facing the organization, e.g., supervisor feels that a proposed reorganization would increase the effectiveness of the program because it reduces some administrative burdens.

Further criteria guidance is found in the standard that addresses Knowledge Type IV, which directs that the duties at this level typically occur in situations where the incumbent assists the Director of a hospital which includes two divisions with a total of over 1,000 beds and is affiliated with two schools of medicine. This would be comparable to a Level 1 facility, with active medical affiliations and residency programs.

At Knowledge Type III, positions require knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform nonroutine assignments. The incumbent in this position performs a number of different administrative and clerical functions such as preparing reports, communicating with different customers, maintaining the Director's calendar, independently handling administrative processes and actions, and coordinating administrative matters with the other staff in the Executive Office. The incumbent is knowledgeable of the Director's views on specific matters sufficient to relay information or provide instructions on what the Director wants to accomplish. Therefore Knowledge Type III is awarded.

#### Work Situation:

Work Situation refers to the complexity of the organization served (i.e., the immediate office in which the secretary works and any subordinate offices) which affects the extent of office rules, procedures, operations, and priorities the secretary must apply.

- Work Situation A includes small organizations of limited complexity where supervision is primarily through face-to-face meetings and internal procedural and administrative controls are simple and informal.
- Work Situation B includes organizations divided into subordinate segments, direction of the staff through intermediate supervisors and subordinate groups with different functions and administrative requirements. Also included in Work Situation B are organizations described in Work Situation A that have extensive responsibility for coordinating work outside the organization.
- Work Situation C includes organizations with staff operations, typically three or more levels deep and heavily involved with outside organizations. In addition, such organizations typically have one of the following (or equivalent) conditions which increase the knowledge required by the work: 1. The program is interlocked on a direct and continuing basis with the programs of other departments, agencies, or organizations, requiring constant attention to extensive formal clearances and procedural controls. 2. The program is directly affected by conditions outside the organization which vary widely in nature and intensity, and which frequently require organizational, procedural, or program adjustments in the supervisor's organization. 3. There is active and extensive public interest or participation in the program which results in the supervisor spending a substantial portion of the time in personal contacts such as those with citizens groups, professional societies, the media, educational groups, officials of State or local governments, or community leaders.

The incumbent is the office manager for the facility Executive Office which has overall responsibility for 16 services; ensures that the practices and procedures of subordinate offices are consistent with those of the Executive Office; conducts periodic secretarial training sessions for all secretaries to department heads; responds to inquires and administrative problems brought to the Director by members of the staff and officials of the agency' central office, VISN 20, state and local government, other hospitals and organizations, other federal agencies, and congressional staff. Therefore Work Situation C is awarded.

Level 1-5 (750 points) in combination with Knowledge Type III and Work Situation C.

Evaluation Results: Based on the above evaluation, this position remains appropriately classified as Secretary (OA), GS-318-8.

Evaluated By: Suzette Flashel Umlauf, HR Specialist (VISN 20 Classification) Date: October 28, 2010