

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

**HRMS COPY**

1. Agency Position No.  
4448  
6. OPM Certification No.  
9. Subject to IA Action  
 Yes  No

Reason for Submission  
 Redescription  New  
 Reestablishment  Other  
 (Show any positions replaced)

3. Service  
 Hdqtrs  Field

4. Employing Office Location  
Carl T. Hayden VAMC

5. Duty Station  
Phoenix, AZ

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel  Employment and Financial

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

11. Position is:  
 Supervisory  
 Managerial  
 Neither

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

13. Competitive Level Code  
14. Agency Use

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Administrative Assistant	GS	0303	08	JK	
e. Recommended by Supervisor or Initiating Office	Administrative Assistant	GS	0303	08		

16. Organization Title of Position (If different from the official title)  
OIF/OEF Administrative

17. Name of Employee (if vacant, specify)  
Hernandez

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

a. First Subdivision  
Veteran's Health Administration

b. Second Subdivision  
VMSN 18

c. Third Subdivision  
Carl T. Hayden VA Medical Center

d. Fourth Subdivision  
OIF/OEF Program Services

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  
Douglas H. Mitchell, Chief, Social Work Service

Signature: *[Signature]* Date: 12/12/07

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

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  
PCF for Misc. Clerk & Assistant Series, GS-0303, TS-37, 11/79; PCS for Secretary Series, GS-0318, TS-64, 06/82

**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.

Typed Name and Title of Official Taking Action  
Vanessa Lawson, HR Specialist Intern

Signature: *[Signature]* Date: 12/13/07

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

Description of Major Duties and Responsibilities (See Attached)

OIF/OEF  
ADMINISTRATIVE ASSISTANT

I. MAJOR DUTIES:

Incumbent is a specialist in administrative support to veterans and management within Ambulatory Care and Processing (AC&P). Incumbent will provide in-depth training to new Patient Services Assistants (PSA), including writing and updating PSA training guides.

Incumbent may serve as Automated Data Processing Application Coordinator (ADPAC) support to OIF/OEF Program with duties to include providing Veterans Health Information Systems and Technology Architecture (VISTA): ensuring VISTA access to continuing employees: fixing any hardware, software or printer problems as needed within OIF/OEF Program by sending a NOIS to IRM as necessary: and, training new and continuing users in the various CPRS templates.

Incumbent will be responsible for creating, changing or canceling clinics per written instruction from clinical staff. In addition, incumbent will ensure that if a veteran is an inpatient, any primary care appointments are cancelled daily. Incumbent will ensure that appointment notices are processed and mailed in a timely manner; he/she will also cancel appointments for deceased veterans, take enrollment flags of deceased veterans and discharge deceased veterans from assigned clinics. Incumbent will also monitor and report on provider and clinic panel sizes.

Incumbent will have knowledge of validations. This includes deleting test-patient clinical activity in VISTA, updating veteran contact information per the Incomplete Encounter Report, updating combat veteran status details of veterans, releasing patient data exchange (PDX) requests to other facilities, reporting deaths to decedent affairs and sending open encounters requiring clinician action to appropriate departments for closure. Incumbent will also provide training to other service line staff on how to process validations.

Incumbent must know means test processing. This includes updating means tests, scanning means tests to the Health Eligibility Center (HEC), resolving problems with means tests, printing and mailing out 60, 30, and 0 day means letters, responding to HEC alerts daily and sending all veteran record updates to HEC.

Incumbent will verify eligibility for care of OIF/OEF veterans. This includes running the Admission Review Report, checking and responding to the HEC weekly feedback file, completing service connection updates, faxing incomplete Records Processing Center (RPC) Hospital Inquiries (HINQ) for update, following up on requested RPC HINQ updates, generating SF10-7131 forms to Regional Office (RO) for incomplete RO HINQs, following up on requested RO HINQ updates, faxing Purple Heart recipient information to Atlanta HEC, ensuring that Purple Heart updates are completed,

generating and mailing Proof of Service (POS) request letter, following up on POS 45-60 day requests, ordering and reviewing records in support of tasks, processing ineligible patients, assisting veterans with unverified eligibility and processing the following: HEC Eligibility Alerts (VISTA), HEC Ineligible Alerts (VISTA), HEC Non-Service Connected (NSC) Alerts (VISTA), HEC Prisoner of War (POW) Alerts (VISTA), HEC PH Alerts (VISTA), View Alerts and all incoming DD214 forms (VISTA).

Incumbent may also be responsible for processing new registrations. This includes giving registration classes to OIF/OEF veterans and entering completed registration form data into the Registration Menu in VISTA.

Incumbent is responsible for assigning patients to OIF/OEF Providers and reviewing assignments regularly using the Primary Care Management Module (PCMM).

Incumbent is responsible for monitoring appointment wait times on a daily basis and correcting any appointments made incorrectly in accordance with the following VHA Directives: Priority Scheduling for Outpatient Medical Services and Inpatient Hospital Care for Service Connected Veterans, Process for Managing Patients when Patient Demand Exceeds Current Clinical Capacity, and Priority for Outpatient Medical Services and Inpatient Hospital Care.

On a daily basis, incumbent may be responsible for opening mail and routing it appropriately; also, collecting and monitoring returned mail; investigating and updating addresses.

#### FACTOR 1 – KNOWLEDGE REQUIRED OF POSITION

Knowledge of the mission, organization and programs organizationally aligned under CTH VAMC. Must know the functions of each of the sections and other medical center departments in order to process incoming inquiries and refer calls.

Ability to identify problems and present possible solutions. Ability to gather and logically compile information and data and present in an organized manner.

Knowledge of procedures and policies sufficient to screen requests for information, personally provide authorized information from files and records, advise on established procedures and refer non-routine requests to the appropriate staff member.

Must have skills in operating personal computers, word processors, and other electronic equipment, as well as fax machines, calculators, copiers, and other routine office equipment. Must be a qualified typist with full command of all VHA correspondence and have good grammar and spelling skills.

Knowledge of VISTA programs for scheduling, running reports and eligibility.

Knowledge of Microsoft Word, Microsoft Excel and other specialized software for specific projects.

Must know where to obtain facts to assist supervisor in responding to inquiries.

#### FACTOR 2 – SUPERVISORY CONTROLS

Program Manager OIF/OEF is the immediate supervisor. Incumbent carries out day-to-day duties independently referring only very unusual problems to the supervisor. Much of the incumbent's work is not reviewed in detail. Work is evaluated by the timely completion of assigned duties, quality of work, input from staff as well as reports, studies, etc.

#### FACTOR 3 – GUIDELINES

Guides used include general administrative policies and standard operating procedures of the CTH VAMC. The incumbent is responsible for knowing which guide applies and using judgment to adapt guidelines to fit situations. Only the most complex or unusual situations should be referred to the supervisor. Incumbent must remain current on information from the various regulations and guidelines that affect the operation of ACS.

Guidelines include Policy and Operations Manuals, VHA Circulars, and Directives and Memoranda from the supervisor and other superiors within the Medical Center. VHA Personnel Manuals are used and the OIF/OEF Administrative Assistant must be familiar with the philosophy and priorities of management.

#### FACTOR 4 – COMPLEXITY

The employee performs a full range of Administrative Duties in support of OIF/OEF, including running reports, processing encounters, fixing wait time errors, performing ADPAC functions, and performing other duties as assigned by his/her supervisor. Being able to evaluate priorities and importance of requests is essential.

Acts independently and prioritizes issues or concerns involving staff and patients. Decisions are based on knowledge of procedural requirements of the work, coupled with an awareness of the priority of duties as communicated by management.

#### FACTOR 5 – SCOPE AND EFFECT

The incumbent is responsible for a variety of administrative support duties that require special procedures. The work affects the accuracy and reliability of other processes and contributes to the operational efficiency of the OIF/OEF Program.

#### FACTOR 6 – PERSONAL CONTACTS

Individual deals with all levels of the general public and medical center staff. It is essential that the individual maintain effective relations with all personnel. Interacts extensively with ACS staff as well as the staff of other departments. The incumbent receives personal and telephone contacts from a wide variety of callers, including patients, patient's families and representatives, physicians, nurses, various service employees and staff within the organization. Frequently, the supervisor or the person to be contacted is unavailable and the incumbent, on his or her own, must decide to try to resolve the problem, refer it to someone who is available or take a number for contact by the party who is unavailable.

#### FACTOR 7 – PURPOSE

Purpose is to enable optimal outpatient medical care and aid in resolving operational problems or perceived problems. Purpose of contacts is to exchange information, resolve problems, and make recommendations. Contacts are also made to obtain information and data related to specialized projects.

#### FACTOR 8 – PHYSICAL DEMANDS

The work is mostly sedentary, involving some walking, standing, bending and stooping. The OIF/OEF Administrative Assistant is frequently required to carry charts and/or papers weighing in aggregate less than ten pounds at a distance of no more than 300 feet. Incumbent must have the ability to use a standard computer keyboard and view a computer screen continuously for at least two hours or more.

#### FACTOR 9 – WORK ENVIRONMENT

The work is performed in office and meeting rooms. The only inherent danger in the occupation is possible physical attack by a disturbed patient.

#### II. OTHER SIGNIFICANT FACTS

In the performance of official duties, the employee has access to print and electronic files containing sensitive information that must be protected under the provision of the privacy act of 1974 and other applicable laws and regulations. The employee is responsible for; 1) protecting information from unauthorized release or from loss, alteration, or unauthorized deletion, and; 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer agreements and VHA Policy Memorandum.

Because the incumbent must deal with many different and difficult situations regarding veterans, public and private agencies, and personnel from other services, tact judgment, maturity, flexibility and a thorough knowledge of the OIF/OEF Program as well as the Ambulatory Care programs and applicable regulations are essential. The incumbent must be skilled in written and oral communications.



STATION NUMBER/ORGANIZATION

44/Carl T. Hayden VAMC

SUBJECT NAME (Optional)

POSITION TITLE/GRADE

POSITION DESCRIPTION NUMBER (PD #)

Administrative Assistant, GS-303-08

4448

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102 and 732.201.

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE

- MAJOR, SUBSTANTIAL, MODERATE, LIMITED

B. SCOPE OF OPERATIONS:

- WORLDWIDE, GOVERNMENTWIDE, MULTI-AGENCY, AGENCY

C. PROGRAM RISK LEVEL

- MAJOR, SUBSTANTIAL, MODERATE, LIMITED

STEP 2 - POSITION RISK POINTS

See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

STEP 3 - POSITION SENSITIVITY LEVEL

National Security Classified Information

Table with 3 columns: LINE NO., RISK FACTOR, RISK POINTS. Rows include Degree of Public Trust, Fiduciary Responsibility, Importance to Program, Program Authority, Supervision Received, Total Risk Points (Sum of Lines 1-5).

NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable.

- SENSITIVITY LEVEL: SPECIAL SENSITIVE, CRITICAL SENSITIVE, NON-CRITICAL SENSITIVE, NONSENSITIVE

STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER

NOTE: All positions are reviewed by Information Security Officer for access to VA information systems.

- CONCUR WITH RISK LEVEL (See STEP 2), INCREASE RISK LEVEL TO: MODERATE RISK, HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS

- HIGH RISK, MODERATE RISK, LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER DATE (MM/DD/YYYY)

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level:

- NO ADJUSTMENT, INCREASE RISK LEVEL TO: MODERATE RISK, HIGH RISK

Sensitivity Level:

- NO ADJUSTMENT, INCREASE SENSITIVITY LEVEL TO: NONCRITICAL SENSITIVE, CRITICAL SENSITIVE, SPECIAL SENSITIVE

STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL

- HIGH RISK, MODERATE RISK, LOW RISK

FINAL SENSITIVITY LEVEL DESIGNATION

- SPECIAL SENSITIVE, CRITICAL SENSITIVE, NON-CRITICAL SENSITIVE, NONSENSITIVE

SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR

DATE (MM/DD/YYYY)

Handwritten signature: Diane Tinsley

12/13/07

## POSITION CLASSIFICATION EVALUATION STATEMENT

**Recommended Classification:** Administrative Assistant, GS-0303-8

**Organizational Location:** VAMC, Phoenix, AZ

### **I. REFERENCES**

Position Classification Flysheet for Miscellaneous Clerk and Assistant Series, GS-0303, TS-34, dated January, 1979, revised TS-37, November 1979.

Position Classification Standard for Secretary Series, GS-0318, TS-34, dated January 1979, revised TS-64, June 1982.

### **II. BACKGROUND**

This is a new position within OIF/OEF Program Services at the Carl T. Hayden VA Medical Center, Phoenix, AZ. The incumbent is a specialist in administrative support to veterans and management in the OIF/OEF Program.

### **III. SERIES AND TITLE DETERMINATION**

The purpose of this position is to perform a variety of administrative duties in support of the OIF/OEF program for the unit. The work requires knowledge of procedures and technique involved in carrying out the work of the organization and involves application of practices within the framework of established guidelines. Such work is consistent with the series definition for Misc. Clerk and Assistant Series, GS-0303. Furthermore, this position is the principal administrative support position in the office, operating independently of any other such position in the office which indicates work consistent for Secretary Series, GS-0318. However, the incumbent's duties are to assist more than one individual and do not fully meet the series definition for Secretary Series, GS-0318.

In accordance to the nature of work in the Flysheet for Misc. Clerk and Assistant Series, the work is generally referred to as clerk, assistant, or technician work. The organizational title for this position is Administrative Assistant.

### **IV. GRADE LEVEL DETERMINATION**

The GS-0303 Series refers users to the Grade Level Guide for Clerical and Assistance Work to evaluate this position. This position exceeds the grade level coverage of this guide, therefore, should be evaluated by a reference to other standards which provide analogous knowledge and skills, such as the Position Classification Standard for Secretary Series, GS-0318.

Grading of positions for the Secretary Series, GS-0318 should be evaluated factor by factor using one or more of the comparable benchmarks or factor level descriptions, or both. This standard is in the FES format and covers nine factors.

**FACTOR EVALUATION SYSTEM  
POINTS RATINGS**

<b>Evaluation Factors</b>	<b>Points</b>	<b>Level</b>
1. Knowledge Required by the Position	750	1-5
2. Supervisory Controls	450	2-4
3. Guidelines	275	3-3
4. Complexity	150	4-3
5. Scope and Effect	75	5-2
6. Personal Contacts	25	6-2
7. Purpose of Contacts	50	7-2
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
<b>Total Points</b>	1785	
<b>Grade Conversion (Range 1605-1850)</b>	GS-08	

**V. CONCLUSION**

The proper title and series is **Administrative Assistant, GS-0303-8.**

Vanessa Lawson, Human Resources Specialist Intern, 12/10/2007