

POSITION DESCRIPTION (Please Read Instructions on the Back)

HRMS COPY

1. Agency Position No.
4276

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location VAMC Phoenix, AZ		5. Duty Station Same		6. OPM Certification	
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <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"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Neither	
12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Noncritical <input type="checkbox"/> 4-Special Sensitive		13. Competitive Level Code Y01		14. Agency Use		15. Classified/Graded by		Official Title of Position	

	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	Secretary	GS	0318	06	dt	8/09/06
e. Recommended by Supervisor or Initiating Office	Secretary, MH&BSS	GS	0318	6		

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 Veteran Affairs

a. First Subdivision
Carl T Hayden VAMC

b. Second Subdivision
Health & Behavioral Science Services

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
Laurel Van Halderen, Administrator, MH&BSS

Signature: *Laurel Van Halderen* Date: 8-7-06

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

Signature: _____ Date: _____

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
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.

23. Position Review

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

24. Remarks
Performance Level GS-06

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

Secretary, MH&BSS Business Office

GS-0318-06

VA PDL Number: SSV PDL 0318-4

Ref: Secretary Series, GS-0318, Jan 1979, TS-34.

INTRODUCTION

The incumbent is the secretary for Mental Health & Behavioral Science Services (MH&BSS) at the Carl T Hayden VA Medical Center (CTHVAMC). The incumbent works in the MH&BSS Business Office and performs high level secretarial duties for the Administrator and Associate Chief of Staff (ACOS), MH&BSS and may at times be assigned secretarial duties for other MH&BSS staff members. The incumbent is the primary timekeeper for the Service Line.

MAJOR DUTIES

Public Contact Work (10%)

Receives, schedules, refers, and contacts staff from all Service Lines, staff at other VAMCs and at the VISN, and persons outside VHA ranging from other governmental agencies to the general public. Is the public contact person for the Service Line and provides support services such as answering the telephone, referring visitors, or providing information about the office, its functions, and standard operating procedures, as well as similar information. Screens calls and personally answers callers when the requested information concerns routing and procedural requirements. Screens the supervisors' and staff members' calls and determines if the call requires their attention. Supplies the requested information when the question concerns information the employee is familiar with or can easily obtain (e.g., status reports, suspense dates, procedural requirements).

Mail, Correspondence, and Reports (30%)

Processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Performs the following types of duties: receives verbally or written, information from staff or supervisor, and composes letters and reports incorporating this information. Reviews correspondence for accuracy and completeness and takes initiative to edit drafts to improve readability and flow. Develops standard form letters as requested. Prepares meeting agenda and outlines or talking points for presentations. Relays instructions to staff, collects information, tracks staff response to surveys. Enters daily data from various source, into spreadsheet (e.g., patient gains and losses, agency sitter, InterQual, consults, TEMPO, etc.) As assigned, develops spreadsheets to track and trend data. Coordinates annual surveys (e.g., Trip Reduction, CFC, Saving Bonds, pager inventory, etc.) Maintains official notebooks and files (e.g., Policy Memos, VHA Directives, PDs, employee personnel records, etc.) Prepares controlled correspondence for Supervisors' or Director's signatures. This can include responses to Congressional, VISN and VHA inquires. May be requested to screen e-mail for Administrator and ACOS, taking action where necessary to alleviate the need for supervisor to read messages.

Maintaining Appointments, Calendars, Schedules (15%)

Schedules appointments for Administrator and ACOS, coordinates meetings, and arranges for space, room configuration and other administrative details. Maintains calendars and independently schedules supervisors' time based on knowledge of preferences and current commitments. Reminds supervisor and others of subject prior to meeting. Prepares minutes and agenda for subsequent meetings.

Office, Supplies and Travel Arrangements (5%)

Obtains and monitors the use of services, supplies, or equipment for the office. Obtains standard office supplies from the warehouse and other supplies from commercial sources using government credit card. Makes hotel and airline reservations as requested. Obtains estimated costs for decision-making purposes. Enters work orders and computer repair requests (NOIS) as needed.

Timekeeping (40%)

Accurately codes electronic timecards from leave requests and/or staff schedules, and transmits by deadline. Receives emergency leave/attendance line call-ins, notifies appropriate staff via telephone and e-mail listing.

Performs other related duties as assigned.

Factor 1- Knowledge Required by the Position

- Knowledge of an extensive body of rules and procedures applied to clerical assignments.
- Knowledge of English grammar, spelling and punctuation to correct obvious errors in material being typed.
- Knowledge of the duties, priorities, commitments, policies and goals of MH&BSS sufficient to perform non-routine assignments and to recognize which information is or is not relevant to the problem at hand.
- Knowledge required to coordinate the work of the Business Office with the work of other offices throughout the Medical Center and to recognize the need for such coordination in various circumstances.
- Knowledge of timekeeping rules and regulations sufficient to accurately post timecards.
- Knowledge and skill to use VA Time & Attendance, Microsoft Outlook and VA Vista computer systems. Advanced knowledge of Microsoft Word, Excel, and Access to generate narrative documents, spreadsheets and graphs.
- Non-Age specific: The employee must be able to demonstrate the knowledge and skills necessary to complete the duties of the position. Such knowledge and skills are identified in the Competency Assessment Checklist of the position and include knowledge and skills in:
 - Communication and interpersonal relations, including the ability to appropriately and courteously relate to internal and external customers.
 - Maintenance of confidentiality of patient/employee information, electronic and print.
 - The medical center performance improvement program.
 - How to work and function in the medical center in a safe manner, including infection control and the correct operation of equipment.
- The employee is required to meet minimum qualification requirements in OPM Qualification Standards for General Schedule Positions, and/or VA Qualification Standards, VA Handbook 5005 – Staffing, part II, Chapter 2 – Title 5 Appointments, Section D and Appendix 11-F.

Factor 2 Supervisory Controls

The incumbent works independently, determining the correct action to take after reading e-mails, memos, written requests for information, reports, verbal requests, etc. He/she

determines the significance of the action and informs the supervisor only when warranted. The incumbent independently searches out guidance in the form of directives and Internet searches. Therefore, much of the work generated is not seen by the supervisor or reviewed. The supervisor provides direction for special assignments, indicating generally what is to be done, quantity expected, deadlines, and urgency of the assignments. Fiscal Management Services (FMS) performs regular audits of timecard coding and provides feedback.

Factor 3 Guidelines

Guidelines included the Secretary's Desk manual, VHA and local Directives and Policy Memoranda, established procedures, various reference materials and guidance provided by the Director's Office. It is expected that the incumbent uses sound judgment to adapt guidelines to the needs of the current situation and that he/she will independently seek information and answers via the Internet or from other staff members. FMS staff are available to answer questions regarding coding and posting of timecards.

Factor 4 Complexity

The work consists of duties that involve various unrelated steps, processes, or methods. Information may be pulled from numerous sources in order to generate specific information and data needed by supervisor for decision making purposes. Decisions regarding what needs to be done, and how to accomplish a specific project are based on the secretary's knowledge of the duties, priorities, commitments, policies and goals of the Service Line, as well as, the preferences of the supervisors.

Factor 5 Scope and Effect

The purpose of the work is to carry out specific clerical and administrative procedures. The work affects the quality of decisions made by the supervisor and others within MH&BSS (e.g., entering data into a spreadsheet and trending or performing basic statistical functions so that the information can be used for future decision making.) The position relieves the supervisor of various routine and administrative tasks and ensures work conforms to the appropriate policies and procedures. The work affects the overall impression other have of MH&BSS.

Factor 6 Personal Contacts

The personal contacts are with employees at Carl T Hayden VA Medical Center and on occasion with staff of the VISN 18 office or other VAMCs. Contacts may be from patients, the general public, and from staff at other organizations or agencies. People contacted are engaged in different functions, missions, and kinds of work than the secretary's position. Visitors and other callers may contact the Business Office with various complaints. The incumbent must clarify the reason for the contact and provide the appropriate information.

Factor 7 Purpose of Contacts

The purpose of the contacts is to obtain, clarify, or give facts or information directly related to the work. This may include providing leave balances to staff, clarifying Time & Attendance rules, making reservations, problem solving, obtaining the status of a suspense item and arranging for meetings. On occasion, the caller may be loud, rude, uncooperative or hostile; requiring the secretary to calm the caller to obtain necessary information. At all times the secretary must maintain excellent customer service.

Factor 8 Physical Demands

The work is sedentary. Typically the employee may sit comfortably to do the work. Some walking is involved to outlying building, standing, bending, and carrying of light items like papers, books and office supplies. No special physical demands are required to perform the work.

Factor 9 Work Environment

The work environment is an office setting. It involves everyday risks and unpleasantness encountered when dealing with angry or confused patients. It requires normal safety precautions for lifting, walking, bending, etc. There are frequent interruptions from visitors and telephones.

Other Significant Facts**Customer Service**

Meets the needs of customers while supporting VA mission. Consistently communicates and treats customers (veterans, veterans' significant others, 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 regulation, VA statues 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.

EVALUATION STATEMENT

Recommended Classification: Secretary, GS-318-06

Organizational Location: VAMC, Phoenix, AZ

References: PCS for Secretary Series, GS-0318, TS-64, (06/82).

Background: The incumbent is the secretary for Mental Health & Behavioral Sciences Services at the Carl T. Hayden VA Medical Center (CTHVAMC).

Determination of Series and Title: The Position Classification Standard for Secretary Series, GS-0318, covers personnel who perform general office work auxiliary to the organization.

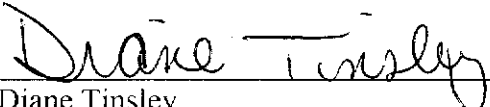
The organizational title for this position is Secretary.


Determination of Grade: The Grade Level Guide for PCS for Secretary Series, GS-0318, TS-64, which is in the FES Format, is used to evaluate this position.

FACTOR EVALUATION SYSTEM POINTS RATINGS

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	550	1-4
2. Supervisory Controls	275	2-3
3. Guidelines	125	3-2
4. Complexity	75	4-2
5. Scope and Effect	75	5-2
6. Personal Contacts	25	6-1
7. Purpose of Contacts	50	7-1
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	1185	
Grade Conversion (Range 1105-1350)	GS-06	

Conclusion: The proper title and series is **Secretary, GS-318-06**.


Diane Tinsley
HR Specialist (Classification)


Date

VA Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

STATION NUMBER/ORGANIZATION
 Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional) _____ POSITION TITLE/GRADE
 Secretary, GS-0318-06

POSITION DESCRIPTION NUMBER (PD #)
 4276

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 <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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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

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	1
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	1
6.	Total Risk Points (Sum of Lines 1-5) ▶	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. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.

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: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR


DATE (MM/DD/YYYY)
 08/09/06

POSITION CLASSIFICATION EVALUATION STATEMENT

CURRENT TITLE/SERIES/GRADE: Secretary (OA), GS-0318-05 (PD#3261)

PROPOSED TITLE/SERIES/GRADE: Secretary (OA), GS-0318-06

FINAL TITLE/SERIES/GRADE: Secretary, GS-0318-06

ORGANIZATIONAL LOCATION: Phoenix VAHCS, Mental Health, Phoenix, AZ

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

BACKGROUND: This PD is being updated. It is being upgraded due to accretion of duties.

SERIES DETERMINATION: Responsibility for this position includes maintaining office systems, procedures and communications to ensure team efficiency in MH&BSS.

GRADE DETERMINATION: The grade evaluation guide for the Secretary series, which is in FES Format, is used to evaluate this position.

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	550	1-4
2. Supervisory Controls	275	2-3
3. Guidelines	125	3-2
4. Complexity	150	4-3
5. Scope and Effect	75	5-2
6. Personal Contacts	75	6.2
7. Purpose of Contacts		7.2
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	1110	
Grade Conversion (Range 1105-1350)	GS-06	

1. Knowledge – Knowledge Type III, work situation B.
2. Supervisory Controls – This level includes responsibility for answering substantive questions referred to the Department in the absence of the supervisor.
4. Complexity – Prepares one-of-a-kind reports; decisions regarding what needs to be done are based on the incumbent's knowledge of the duties, priorities, etc.

Use of PC software are supplemental to typing skills both are evaluated at a GS-4 level. Because there are Office Automation functions in the PD, parenthetical (OA) is added to the title.

CONCLUSION: The proper title and series is Secretary (OA), GS-0318-06.


Stephanie Coomer, HR Specialist (CLASSIFICATION)

DATE 5/18/10