

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

**HRMS COPY**

1. Agency Position No. **3346**

2. Reason for Submission

- Redescription  
 Reestablishment  
 Explanation (Show any positions replaced)

3. Service

- New Dept'l  
 Field  
 Other

4. Employing Office Location

**Medical Dept.**

5. Duty Station

**Phoenix, AZ**

6. CSC Certification No.

9. Subject to IA Action

- Yes  No

7. Fair Labor Standards Act

- Exempt  Nonexempt

8. Employment/Financial Stmt Required

- Yes  No

10. Position Status

- Competitive  
 Excepted (Specify)

11. Position is

- Supervisory  
 Managerial  
 Neither

12. Sensitivity

- Critical  
 Noncritical  
 Nonsensitive

13. Competitive Level Code

**X02**

14. Agency Use

PD#03346

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Civil Service Commission						
b. Department, Agency, or Establishment						
c. Bureau						
d. Field Office	<i>Secretary (OA)</i>	<i>GS</i>	<i>318</i>	<i>6</i>	<i>BS</i>	<i>5/1/03</i>
e. Recommended by Supervisor or Initiating Office	<i>Secretary</i>	<i>GS</i>	<i>318</i>	<i>06</i>		

16. Organizational Title of Position (if different from official title)  
**Secretary**

17. Name of Employee (if vacancy, specify)  
*Sec of*

18. Department, Agency, or Establishment <b>Veterans Administration</b>	c. Third Subdivision <b>Medical Department</b>
a. First Subdivision <b>VA Medical Center</b>	d. Fourth Subdivision <b>Pulmonary/Critical Care Section</b>
b. Second Subdivision <b>Clinical Support</b>	e. Fifth Subdivision

19. Employee Review. This is an accurate description of the major duties and responsibilities of my position

Signature of Employee (optional)

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. Typed Name and Title of Immediate Supervisor  
**LEWIS J. WESSELIUS, M.D.**  
 Chief, Pulmonary/Critical Care Section

Signature: *L. J. Weselius* Date: *7-2-02*

b. Typed Name and Title of Higher Level Supervisor or Manager (optional)  
**JAMES V. FELICETTA, M.D.**  
 Chair, Medical Department

Signature: *James V. Felicetta* 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 Civil Service Commission or, if no published standards apply directly, consistently with the most applicable published standards.

22. Standards Used in Classifying/Grading Position  
*PCS for Secretary Series, GS-318*  
*TS-34 1/79*

Typed Name and Title of Official Taking Action  
**DEBRA SCHULZ**  
**HR SPECIALIST**

Signature: *Debra Schulz* Date: *5/1/03*

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 Civil Service Commission. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the Commission.

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

24. Remarks

25. Description of Major Duties and Responsibilities (see attached)

## POSITION DESCRIPTION

### **Secretary, GS-0318-06**

VA PDL Number: SSC PDL 0318-4

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

### INTRODUCTION

This position is located in the Pulmonary Disease Section of the Medical Service. The Pulmonary Disease Section, which also includes Intensive Care and Sleep Medicine, consists of the Chief of the Section, six staff physicians, pulmonary and critical care fellows, and inpatient and outpatient respiratory therapy personnel. The incumbent provides assistance to all personnel by performing a variety of clerical and administrative duties necessary to bring organization and efficiency in the Section.

### MAJOR DUTIES

#### **Public Contact Work**

**25 percent**

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Provides general clerical public contact 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 calls when the requested information concerns routine and procedural requirements. Screens the supervisor and staff member 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 get (e.g., status of reports, suspense dates, procedural requirements).

#### **Mail, Correspondence, and Reports**

**25 percent**

Processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Performs the following types of duties: edits letters, composes letters and reports, reviews correspondence for accuracy and completeness, prepares public presentation outlines, and develops standard or form letters and replies to inquiries. Provides general clerical mail and correspondence services such as preparing a variety of recurring reports, reviewing outgoing correspondence for proper attachments, or consolidating/coordinating submittals of information. Researches files and assembles background information on the subject of incoming material prior to referral.

#### **Maintaining Calendars, Appointments, & Schedules**

**25 percent**

Schedules appointments, coordinates meetings, and/or schedules conferences. Provides general calendar maintenance clerical services such as maintaining calendars

and recording appointments, or arranging for meeting and small conference administrative details. Independently schedules supervisor/staff member time based on a knowledge of preferences and current commitments. Maintains the appointment calendar, schedules appointments, reminds supervisor/staff members of the subject matter prior to the meeting, and makes administrative arrangements as required.

**Office Supplies & Equipment**

**25 percent**

Obtains and monitors the use of services, supplies, or equipment for the office. Justifies and requests replacements for outdated equipment by identifying the outdated equipment, gathering relevant information on office equipment, or requesting office equipment for own work area.

Performs other related duties as assigned.

**Factor 1-4 Knowledge Required by the Position**

**550 Points**

**Knowledge Type III**

Knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform non-routine assignments. Knowledge sufficient to recognize which information is or is not relevant to the problem at hand. Knowledge required to coordinate the work of the office with the work of the other offices and for recognizing the need for such coordination in various circumstances.

**Work Situation**

The organization in which the position is located is considered to be a Work Situation B organization. There are different subordinate groups (e.g., units, sections, or teams) under the supervisor; each with its own supervisor/team leader and the organization requires formal administrative controls. Typically, the subordinate groups have different functions within the organization, address different subject matter, and have different work contacts and relationships with other organizations.

**Factor 2-2 Supervisory Controls**

**125 Points**

The supervisor provides assignments, indicating generally what is to be done, quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on the availability of source materials. The secretary uses initiative in carrying out the recurring work of the office independently, referring only problems and unfamiliar situations not covered by instructions to the supervisor for help. The supervisor assures that finished work is accurate and in compliance with instructions and established procedures.

**Factor 3-3 Guidelines**

**275 Points**

Guidelines include a large body of unwritten policies, precedents, and practices which are not completely applicable to the work or are not specific and which deal with matters relating to judgment, efficiency, and relative priorities rather than with procedural

concerns. The secretary applies and adapts guidelines to specific problems for which guidelines are not clearly applicable.

**Factor 4-3 Complexity**

**150 Points**

The work includes various duties involving different and unrelated steps, processes, and methods. Decisions regarding what needs to be done, and how to accomplish them, are based on the secretary's knowledge of the duties, priorities, commitments, policies, and program goals of the supervisor and the staff and involve analysis of the subject, phase, or issues involved in each assignment. The chosen course of action is selected from many alternatives.

**Factor 5-2 Scope and Effect**

**75 Points**

The purpose of the work is to carry out specific procedures and affects the accuracy and reliability of further processes. The position relieves the supervisor of various routine and administrative work items and ensures that the work conforms to the appropriate policies and procedures.

**Factor 6-2 Personal Contacts**

**25 Points**

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted are engaged in different functions, missions, and kinds of work than are people in the secretary's organization. The contacts are with members of the general public, as individuals or in groups, in a moderately structured setting (as in the case where contacts are established on a routine basis but the exact purpose of the contact may be unclear at first). Visitors and callers contact the office or are contacted by the office for several different purposes, to receive one of several different services, or to find several kinds of information. The secretary must clarify the reason for the contact with the office.

**Factor 7-1 Purpose of Contacts**

**20 Points**

The purpose of the contacts is to obtain, clarify, or give facts or information directly related to the work, like exchanging information on leave balances for the staff and providing telephone or receptionist services.

**Factor 8-1 Physical Demands**

**5 Points**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, and carrying of light items like papers or books. No special physical demands are required to perform the work.

**Factor 9-1 Work Environment**

**5 Points**

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

## **Other Significant Facts**

### **Customer Service**

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

### **ADP Security**

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.