

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

1. Agency Position No.
3372

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other (Show any positions replaced)	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location VAMC PHOENIX, AZ	5. Duty Station Phoenix, AZ	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 checked="" 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 <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)	11. Position is: <input type="checkbox"/> Supervisor <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Noncriti <input type="checkbox"/> 4-Special

15. Classified/Graded by	Official Title of Position	Pay 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	Voluntary Services Assistant	GS	0303	5		
e. Recommended by Supervisor or Initiating Office						

16. Organization Title of Position *(If different from the official title)*
Guest Services Coordinator

17. Name of Employee *(if vacant, specify)*
Manny Ybanez

18. Department, Agency, or Establishment Department of Veterans Affairs	c. Third Subdivision Nutrition & Food Service
a. First Subdivision Carl T. Hayden VA Medical Center	d. Fourth Subdivision
b. Second Subdivision Inpatient Care Service	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 Lynn M. Winkle Signature <i>Lynn M. Winkle</i> Date 3-16-00	b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i> Anthony DeFrancesco, Asst. Administrator Signature <i>Anthony DeFrancesco</i> Date 3/17/00
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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

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
Laurel VanHalderen, Administrator, Inpatient Care Servi
 Signature *Laurel VanHalderen* Date **3-17-00**

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee <i>(optional)</i>							S		S	
b. Supervisor										
c. Classifier										

24. Remarks

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

POSITION DESCRIPTION

Voluntary Services Assistant, GS-0303-5

Position Number:

Organizational Code:

Organizational Location: Guest Services is part of the Hospitality Program in Nutrition, Hospitality and Food Department in the Inpatient Care product line. Their primary function will be to provide assistance wherever possible to patients, visitors and staff at the Carl T. Hayden Medical Center.

Primary Purpose: The Guest Service Representative will coordinate two VA staff members and approximately between five and 20 volunteers and up to 30 students in their daily activities. Will provide training for staff, volunteers and students and maintain records for JCAHO requirements. Works independently and sets priorities for which assignments need to be completed first. Maintains the security for all equipment. Delivers and sets up specialty beds as needed. Coordinates staffing of volunteers for special functions. Provides clerical support as staffing permits.

Performs work of a general office support nature which encompasses a variety of different duties and responsibilities.

Performs clerical assignments in a variety of general support areas required in office environments as well as other types of operations.

Information Receptionist 15 percent

Receives and directs callers and visitors. Provides information about the organization, its functions, activities, and personnel. Provides general telephone and visitor referral services. Directs visitors and refers callers to appropriate staff member based on specific request or by ascertaining the nature of the call. Personally provides information of a routine nature. Inquiries vary widely and information given requires explanation, providing basic instructions, or a similar degree of detail.

Messenger 5 percent

Receives, delivers, and collects incoming and outgoing mail or other documents. Processes material which requires special handling; makes special trips to deliver mail and other items such as: blood and urine specimens to several widely separated buildings or points; and safeguards material in transit.

Equipment Operation 5 percent

Sets up, operates, adjusts, and monitors the operation of single or multiple function equipment such as copiers, duplicators, mail processing machines, etc. Operates photocopy machine to make legal or standard size copies of forms, letters, etc. from the original. Assembles and staples copied materials. Distributes completed photocopy work as directed. Cleans and maintains equipment operated. Operates a variety of equipment to fold, insert, seal, and meter outgoing mail. Operator is responsible for receiving and dispatching mail of varying volumes, depending on the projects and priority. Material is sorted, folded, identified by date, type of material, and any insert required. Makes fine adjustment by precisely timing electrical, mechanical and volume cycles to coincide with moving mechanical parts. Operates inserting machine, keeping it sufficiently stocked, assuring inserts are correctly enclosed in appropriate envelope and metered with proper date and postage.

Performs a wide variety of administrative tasks associated with maintaining and supporting the work performed within the organization. Such work includes a variety of administrative functions necessary to the smooth management of an office and ranges from correspondence and information control to tracking equipment, supplies, and services. In addition, the position may act as the primary liaison between the program office and administrative offices outside the organization.

Performs a variety of administrative tasks associated with maintaining and supporting the work performed within an organization.

Training Support 10 percent

Performs training support duties such as the coordination, scheduling, and acquisition of training, and/or the maintenance of training records and files. Assists supervisors and employees with identifying training needs. Provides information on all aspects of the training request and approval process. Follows-up to ensure projected training needs are planned and scheduled. Serves as the organization's focal point for arranging and coordinating training activities. Arranges schedules for training courses, assuring all classroom requirements and/or equipment are available. Advises employees on the status of training requests. Follows up with employees to ensure understanding of training requirements.

Performs clerical work in support of the care and treatment given to patients such as stuffing informational and educational pamphlets, making copies, delivering records and specimens to the appropriate clinic.

Performs clerical/assistant work in support of the care and treatment given to patients in a ward, clinic, or other such unit of a medical facility such as filing and delivering files and specimens to appropriate area.

Provides Administrative Support 5 percent

Provides administrative functions for the facility. Performs general administrative support related to the unit. Handles established requirements for training employees and giving orientation to volunteers, students and staff.

Performs work related to the facility's voluntary service program.

Performs Work Related Voluntary Service Program 60 percent

Provides assistance and program support for the facility's volunteer service program. Prepares and completes forms for each new volunteer. Maintains accurate records on each volunteer participating in activities including the organization which they represent, the number of hours worked, area assigned according to guidelines. Accepts donations according to established regulations. Assists in coordinating facility's volunteer activities. Assist in orienting, motivating, and training new volunteers. Responsible for the recording of volunteer hours .

Factor 1-3 350 Points

Knowledge Required by the Position

Knowledge of a body of standardized rules, procedures or operations requiring considerable training and experience to perform the full range of standard clerical assignments and resolve recurring problems.

Factor 2-2 125 Points

Supervisory Controls

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and 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 source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Factor 3-2 125 Points

Guidelines

Procedures for doing the work have been established, and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases. The employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

Factor 4-3 150 Points

Complexity

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

Factor 5-2 75 Points

Scope and Effect

The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

Factor 6-2 25 Points

Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization and with patients and/or their families. People contacted within the agency generally are engaged in different functions, missions, and kinds of work, e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating

offices in the immediate installation.

Factor 7-1 20 Points
Purpose of Contacts

The purpose is to obtain, clarify, or give facts or information regardless of the nature of those facts; i.e., the facts or information may range from easily understood to highly technical. The purpose of contact with patients and/or their families is also to schedule appointments and to answer questions and gather information.

Factor 8-1 5 Points
Physical Demands

The work is sedentary. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; or driving an automobile, etc. No special physical demands are required to perform the work.

Factor 9-1 5 Points
Work Environment

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

POSITION CLASSIFICATION
EVALUATION STATEMENT

Position Number:
Organizational Code:

POSITION TITLE, SERIES, GRADE:
Voluntary Services Assistant, GS-0303-5

Evaluation Factors	Tentative Level	Final Level
Nature of Assignment	1-5	1-5
Level of Responsibility	2-5	2-5
Tentative Grade:		GS-5
Final Grade:		GS-5

Principal duties account for 100 percent of the time

Standard used to evaluate the position:
Grade Level Guide for Clerical and Assistance Work June 1989 TS-91



STATION NUMBER/ORGANIZATION
4/Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional)	POSITION TITLE/GRADE Voluntary Services Assistant, GS-0303-05	POSITION DESCRIPTION NUMBER (PD #) 3322
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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: *Deane Tinsley* DATE (MM/DD/YYYY): 09/25/06