

<b>Position Description</b> <i>(Please read Instructions on the Back)</i>							1. Agency Position No.			
2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location		5. Duty Station		6. OPM Certification No.		
Explanation (Show any positions replaced)			7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest		9. Subject to IA Action <input type="checkbox"/> Yes <input type="checkbox"/> No			
			10. Position Status <input type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1. Non Sensitive <input type="checkbox"/> 2. Noncritical Sensitive <input type="checkbox"/> 3. Critical <input type="checkbox"/> 4. Special Sensitive		13. Competitive Level Code	
15. Classified -Graded By	Official Title of Position		Pay Plan	Occupational Code	Grade		Initials		Date	
a. Office of Personnel Management										
b. Department, Agency or Establishment										
c. Second Level Review										
d. First Level Review	Office Automation Clerk		GS	326	04		CS		10/1/00	
e. Recommended by Supervisor or Initiating Office										
16. Organizational Title of Position <i>(if different from official title)</i>					17. Name of Employee <i>(if vacant, specify)</i>					
18. Department, Agency, or Establishment Department of Interior					c. Third Subdivision					
a. First Subdivision National Park Service					d. Fourth Subdivision					
b. Second Subdivision Alaska Region					e. Fifth Subdivision					
19. Employee Review-This is an accurate description of the major duties and Responsibilities of my position.					Signature of Employee <i>(optional)</i>					
20. <b>Supervisory Certification.</b> <i>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.</i>										
a. Typed Name and Title of Immediate Supervisor					b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i>					
Signature			Date		Signature			Date		
21. <b>Classification/Job Grading Certification.</b> <i>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.</i>					22. Position Classification Standards Used in Classifying/Grading Position OPM PCS 11/90, Office Automation & Clerical Series					
Typed Name and Title of Official Taking Action Cynthia A. Steinheimer Personnel Management Specialist					<b>Information for Employees.</b> 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 exemption from FLSA, is available from the personnel office or in the U.S. Office of Personnel Management.					
Signature <i>Cynthia A. Steinheimer</i>			Date 10/1/00							
23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee <i>(optional)</i>										
b. Supervisor										
c. Classifier										
24. Remarks										
25. Description of Major Duties and Responsibilities <i>(See attached)</i>										

## Office Automation Clerk, GS-326-4

### INTRODUCTION

This position is located in a National Park Unit, in the Alaska Region. This position performs various clerical and administrative duties in support of the organization, performing office automation duties such as word processing in support of the clerical and administrative work.

### MAJOR DUTIES

Uses word processing software to create, copy, edit, store, retrieve and print forms, memos, and letters; using existing database or spreadsheet software to create, enter, revise, sort or calculate and retrieve data for reports; and uses graphics software to provide graphs and charts for reports and presentations.

Prepares a wide variety of recurring correspondence, internal reports, and other documents from information obtained from office staff, files and other sources and reviews and finalizes documents prepared by others.

Screens incoming mail to identify what needs to be brought to the attention of the supervisor, referred to the appropriate staff, or rerouted to other organizations/offices. Establishes suspense dates as directed by the supervisor and brings to supervisor's attention those that cannot be met by requested dates. Reviews outgoing correspondence for procedural and grammatical accuracy and conformance with administrative requirements.

Receives and directs telephone calls or visitors. Ascertains the nature of the call or visit and provides complete and clear information that addresses most routine or procedural issues. Based on general knowledge of the organization, refers telephone callers and visitors to appropriate staff or office. Personally answers routine, non-technical requests for information such as status of reports, suspense dates and similar readily available information. Provides follow-up on requests for information.

Establishes, updates and maintains office records of various types that may be needed or will assist in the efficient operation of the office. Maintains, purges, and disposes of office records/files in accordance with established regulations, and procedures. Assists staff with clerical and procedural requirements and instructions. Makes travel arrangements such as scheduling transportation, making reservations at hotels and preparing travel authorizations. Prepares and consolidates time and attendance records in accordance with established procedures. Requisitions office supplies, printing support and related materials.

### Factor 1. Knowledge Required by the Position

Knowledge of various office automation software programs, tools, and techniques to support office operations and produce a variety of documents, such as letters, reports, spreadsheets, databases and graphs.

Knowledge of correct spelling, grammar, punctuation, capitalization, punctuation, and commonly used specialized terminology to prepare material correctly.

Knowledge of a body of rules, procedures or operations applicable to clerical assignments, such as preparing various routine reports, maintaining files/records and reviewing and processing mail, arranging, travel, time and attendance etc.

### Factor 2. Supervisory Controls

The supervisor provides general instructions for standard, pre-established, or continuing office automation tasks; e.g. priorities, deadlines or quantity. When the work is unusual or difficult, more specific instructions are provided. The employee works independently in carrying out familiar assignments in accordance with previous instructions. The employee seeks further guidance when new or unusual assignments call for deviations from established procedures or require special attention. Completed work is usually checked for compliance with office procedures or instructions, technical accuracy and appearance. When the work is unusual, it is also checked for adherence to special instructions provided.

### **Factor 3. Guidelines**

Guidelines include both detailed step-by-step instructions for specific office automation tasks and more general procedural guidelines in the form of manufacturer's manuals and tutorials for users, agency correspondence procedures, style manuals, technical dictionaries, etc. Employee uses judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines to specific cases. Employee determines 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. Complexity**

The work requires a varying number and sequence of steps and use of different functions from one assignment to another. The employee recognizes the differences in existing procedures and applications and makes choices from among alternatives. Steps and procedures differ in terms of the type of software used, the type of document or specific report to be produced or edited, and other differences of a factual nature. The employee is expected to recognize discrepancies and correct or question the originators in such matters as improper formatting, errors in spelling, grammar, or punctuation.

### **Factor 5. Scope and Effect**

The purpose of the work is to collect, select, organize and provide information in oral or written form in accordance with established rules, regulations, procedures and office automation practices. The work affects the way, in which other employees document, store receive or transmit information, and increases the availability and usefulness of the information involved.

### **Factor 6. Personal Contacts**

Personal contacts are with employees within the immediate organization, office, project, or work unit and in related or support units.

### **Factor 7. Purpose of Contacts**

Purpose of contacts is to obtain, clarify, or give facts or information directly related to the work; for example, exchange information necessary to accomplish assignments.

### **Factor 8. Physical Demands**

The work is sedentary. May require some walking, standing, bending, carrying and/or lifting of light items like papers or books. No special physical demands are required to perform the work.

### **Factor 9. Work Environment**

The work is performed in a typical office setting, requiring the use of normal safety precautions necessary for an office environment. The work is adequately lighted, heated, and ventilated.

