

I. INTRODUCTION

The incumbent provides general office automation and related clerical support for the assigned program area.

II. DUTIES AND RESPONSIBILITIES

Uses typewriter, word processor, or computer terminal and various software programs to produce and edit a wide range of documents such as, letters, memorandum, and reports.

May use any or all of the following:

Database management or spreadsheet applications to enter, revise, sort, calculate, and retrieve data for multiple uses.

- Power Point software to create graphs and charts.
- Microsoft Outlook to create, send, and retrieve messages.
- Additional office equipment such as fax machines, Xerox machines, scanners, and printers to transmit and reproduce documents.

May also perform other clerical assignments that include:

- Reviewing, logging, and distributing incoming correspondence.
- Answering telephones and transferring callers to appropriate destination.
- Greeting visitors to the office and contacting the appropriate staff member or information for the visitor.
- Maintaining office files.
- Preparing requisitions for office supplies, equipment, and service.
- Assembling data and materials from files and other sources to accompany outgoing correspondence, and to be used in meetings and conferences.
- Assisting in completing and maintaining time and attendance records.
- Preparing training forms and materials.
- Preparing travel authorizations and vouchers.
- Making hotel and airline reservations.
- Assisting staff members on individual projects.

The incumbent applies knowledge of and adheres to Agency equal opportunity and civil rights policies, goals, and objectives in performing his/her duties and responsibilities. The incumbent promotes the principle of equal opportunity in written and oral communications with individuals within and outside of the work unit by avoiding offensive or discriminatory displays (e.g. posters, pictures, etc.) language, or nonverbal behavior (e.g. hand gestures).

III. FACTOR LEVELS

1. Knowledge Required by the Position (1-3, 350 Points)

Must be a proficient typist skilled in the operation of an electronic typewriter, word processor or computer terminal.

Knowledge of various software programs in order to complete a wide range of office automation functions such as, storing and retrieving electronic documents, printing paragraphs from a glossary, and producing letters and memoranda.

Thorough knowledge of grammar, punctuation, and format in order to prepare and edit a variety of correspondence.

Knowledge of office protocol and the organization's missions and goals in order to convey information and respond to inquiries.

Knowledge of office procedures and established guidelines in order to accurately prepare correspondence, complete time and attendance records, prepare travel authorizations and vouchers, and procure supplies and equipment.

2. Supervisory Controls (2-2, 125 Points)

The supervisor provides general instructions for continuing office automation tasks. The incumbent works independently to complete assignments in accordance with standard operating procedures. The incumbent seeks assistance when unusual assignments require special instructions. Completed assignments are reviewed for compliance with office procedures, technical accuracy, appearance, and conformance with special instructions provided.

3. Guidelines (3-2, 125 Points)

Assignments are completed with the use of established guidelines such as written office procedures, travel regulations, computer operating manuals, and other readily available references applicable to the work being performed. The incumbent must select and apply the appropriate guideline to complete work assignments. When existing guidelines cannot be applied the incumbent seeks the input of the supervisor or information technology specialist.

4. Complexity (4-2, 75 Points)

The work involves the use of several types of software packages for different needs. The incumbent must determine the appropriate function and software program required and uses his/her own knowledge of these programs to accomplish work assignments. *For example, the incumbent maintains administrative records using existing databases, selects information from a variety of documents and enters data into established electronic records.*

5. Scope and Effect (5-1, 25 Points)

The purpose of the work is to perform specific, recurring tasks required to produce and maintain electronic documents in support of individuals within the organizational unit. The work performed facilitates the work of the office.

6/7. Personal Contacts & Purpose of Contacts (2a, 45 Points)

Contacts are with employees at various levels throughout the organization in order to receive assignments and exchange information related to assignments.

8. Physical Demands (8-1, 5 Points)

The work is sedentary and does not require any special physical demands.

9. Work Environment (9-1, 5 Points)

The work is performed in an office setting and involves minimal risks and observance of safety precautions.