

I. INTRODUCTION

The incumbent of this position provides substantive office automation, clerical, and administrative support to the assigned program area.

II. DUTIES AND RESPONSIBILITIES

Develops improved methods of operations for office automation support and determines the need for modifications to automated files and reports. *For example, preparing reports that include graphs and charts, highlighting significant material with shadowing, adjusting size of pages to fit the report, and determining data categories to be established. For example, identifying the functions to be performed and setting up the detailed procedures needed to enter and retrieve data.*

Produces a wide range of documents requiring the use of advanced software functions to enhance productivity or perform complex formats. *For example, generating indices and tables of contents, importing graphics and symbols, creating glossaries, creating macros, and performing extensive editing functions to existing data.*

Creates spreadsheets considering multiple uses of data. *For example, creating spreadsheets that identify funds obligations and training and travel expenses that can be revised for repetitive use.*

Identifies the need to integrate different software types into a single document in order to increase the efficiency of a work process. *For example, retrieving data, converting it into graphic form, and incorporating it into the text of a report.*

Uses Power Point software to create and customize presentations and slide shows using data from various sources, special effects, color schemes, and graphics.

Performs troubleshooting of system and software problems encountered using a variety of diagnostic approaches. Determines which deficiencies cannot be corrected internally and refers them to the appropriate systems support representative.

Uses desktop publishing software to prepare documents such as news releases, publications and reports.

Provides guidance to other staff members on office automation capabilities, features, and techniques.

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. FACTORS LEVELS

1. Knowledge Required by the Position (1-4, 550 Points)

Knowledge of various automated systems and software programs in order to produce a wide range of documents requiring complex formats. Ability to apply this knowledge to create, edit, and reformat documents with graphics and tables within the text and revising existing databases or spreadsheets.

Must be a proficient typist with advanced keyboarding skills in order to operate a word processor or computer terminal.

Substantive knowledge of a variety of software programs such as, Word, Outlook, Access, Excel and Desktop Publishing in order to prepare correspondence, transmit and receive documents, create charts, generate reports and retrieve information.

Thorough knowledge of capabilities and advanced functions 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, integrating different software types into a single document, and creating spreadsheets to track office information.

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

Thorough knowledge of grammar, punctuation, and format in order to create and edit documents and assist other staff members with administrative assignments.

2. Supervisory Controls (2-3, 275 Points)

The supervisor or senior staff member gives assignments with instruction as to how they should be completed. The incumbent works independently to complete assignments in accordance with established procedures and uses his/her own initiative to resolve problems encountered. Completed assignments are reviewed for overall technical soundness and conformance with office requirements.

3. Guidelines (3-2, 125 Points)

Assignments are completed with the use of several software packages and operating manuals. The incumbent must select and apply the appropriate guideline to complete work

assignments. The incumbent uses his/her own judgement to decide which guideline should be used to perform a specific function. Problems that cannot be resolved by adapting existing guidelines are referred to an information technology specialist.

4. Complexity (4-3, 150 Points)

The work involves using advanced functions of several software types to complete a wide range of office automation functions. The incumbent determines the appropriate function and software program required before completing the assignment. The level of difficulty increases when the incumbent has to perform several complex assignments requiring different software packages. *For example: Using word processing and graphics software to prepare reports, using spreadsheet software to maintain fiscal records, and using desktop publishing software to prepare newsletters and brochures; or using different word processing packages to edit lengthy technical reports and resolving incompatibility problems in transferring text from one software package to another when specific instructions are not available.*

5. Scope and Effect (5-2, 75 Points)

The purpose of the work is to collect, organize, and provide information in oral or written form which involves telephone conversations, electronic mail, online databases, and document preparation. The work affects the way other employees document, store, receive and transmit information and increases availability and usefulness of the information.

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

Personal contacts are with employees at various levels throughout the organization in order to obtain or clarify information regarding work 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.