

<b>POSITION DESCRIPTION</b> <i>(Please Read Instructions on the Back)</i>										1. Agency Position No. <b>S000083</b>	
2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation <i>(Show any positions replaced)</i>  <b>Standard Position Description</b>		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> New <input checked="" type="checkbox"/> Other		4. Employing Office Location			5. Duty Station			6. DPM Certification No.	
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 checked="" type="checkbox"/> Yes <input 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"/> 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										14. Agency Use	
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	
										4	
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 <b>U. S. Department of the Interior</b>										c. Third Subdivision	
a. First Subdivision <b>U. S. Fish and Wildlife Service</b>										d. Fourth Subdivision	
b. Second Subdivision <b>Regions</b>										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. Supervisory Certification. <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</i>										<i>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 _____										Signature _____	
Date _____										Date _____	
21. Classification/Job Grading Certification. <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 <b>OPM Flysheet, GS-326, 11/90</b> <b>Office Automation GEG, 11/90</b>	
Typed Name and Title of Official Taking Action										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 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.	
Signature _____										Date _____	
23. Position Review											
a. Employee <i>(optional)</i>											
b. Supervisor											
c. Classifier										OK 4/29/15	
24. Remarks 4/29/15 - Corrects points assigned to Factor 5 and Total Points assigned. Cecilia King, Service Class/Compensation Manager										<i>Deirdre Auger</i> 4-28-03 Approved for Service-wide Use	
25. Description of Major Duties and Responsibilities <i>(See Attached)</i>											

## **Office Automation Clerk**

### **GS-0326-04**

#### **MAJOR DUTIES**

Provides office automation and clerical support duties for the supervisor and the staff of the office assigned.

Uses a personal computer or computer terminal with varied keyboard procedures to type a wide variety of materials involving different forms, formats, arrangements, preparation, and processing procedures. Office automation software includes word processing such as WordPerfect for Windows. Develops correspondence from brief instructions as to content or by adapting previously prepared material. Compiles data for preparation and typing of assigned reports, completion of forms or other materials as may relate to work request. Uses automation software to prepare spreadsheets, charts, graphs, etc. Work is usually presented in final form unless draft is specified or required by the nature/use of material. Responsibilities include selection and application of appropriate procedures, correct abbreviations, spelling, grammar, punctuation, assembly of attachments, and other related clerical processes. Proofreads work typed personally or by others. Arranges necessary reproduction.

Performs duties to maintain a smooth flow of work which may include the following: making travel arrangements, obtaining office supplies, compiling/maintaining working/reference aids or records, maintaining status records of assignments, and workload. Performs tasks involving duplication and faxing.

Files correspondence, varied reports and records, and maintains file directives, administrative and/or technical guides/references, and office materials or publications as required. Locates and assembles requested materials and carries out records disposition. Incorporates revisions and revises features according to procedures for appropriate materials. Where applicable, makes cross-references.

Reviews incoming correspondence, reports, and work requests to determine suspense requirements and proper routing from personal determinations or as otherwise indicated. Operates suspense system to monitor and control timely input and completion. Reports problems of meeting suspense requirements and requests extensions or advises of delays.

Receives visitors and telephone callers. Refers to requested person or function or determines the person appropriate to handle the contact. Provides readily known or available non-technical information, e.g., functional assignments or locations of individuals, status of suspense items, administrative procedures, etc. Takes and refers messages.

Performs other duties as assigned.

## **FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION - LEVEL 1-3 - 350 POINTS**

Knowledge of software functions to produce a wide range of documents that require complex formats, such as spreadsheets or tables within text, to edit and reformat electronic drafts, and to update or revise existing databases or spreadsheets. A qualified typist is required.

Knowledge of office automation systems to use several types of software for various office needs. Incumbent must know the processing procedures and function keys for performing a substantial range of functions within each software type.

Knowledge of organizational functions, personnel and procedures of the office to perform such duties as distribute and control mail or other materials, refer telephone calls and visitors, and provide general information.

Knowledge of grammar, spelling, capitalization, punctuation, and administrative format in order to compose and prepare correspondence for the office.

Knowledge of sufficient subject matter and processing procedures in order to locate and dispose of varied types of files.

## **FACTOR 2. SUPERVISORY CONTROLS - LEVEL 2-2 - 125 POINTS**

The supervisor gives assignments, indicating what is to be done, quantity expected, deadlines and priorities. Work is performed as it arrives, or in accordance with established priorities and instructions. Only problem and unfamiliar situations not covered by instructions are referred to the supervisor. Supervisor assures that finished work is accurate and in compliance with instructions and established procedures.

## **FACTOR 3. GUIDELINES - LEVEL 3-2 - 125 POINTS**

Guidelines include regulations, dictionaries, style manuals, and instructional manuals for office automation tasks and tutorials for several software packages of different types. Incumbent selects and applies detailed instructions for each office automation task or function, when available. Judgment is required because of the number and similarity of guidelines or the availability of alternative procedures for accomplishing a function such as choosing which editing procedures to use, depending on the nature and extent of the changes required.

## **FACTOR 4. COMPLEXITY - LEVEL 4-2 - 75 POINTS**

The work involves using several types of software packages for different office needs, reviewing outgoing correspondence, providing or following up on requests for information, and assembling reports. Incumbent must recognize difference in existing procedures and applications and make choices from among established alternatives. Decisions are based on a knowledge of procedural requirements of the work coupled with an awareness of the specific functions and assignments of the staff.

75 CK 4/29/15

**FACTOR 5. SCOPE AND EFFECT - LEVEL 5-2 - 25 POINTS**

The purpose of the work is to provide clerical and office automation support to facilitate work accomplishment. The work affects the accuracy, reliability of further processes, and the overall image and performance of the office.

**FACTOR 6. PERSONAL CONTACTS – LEVEL 6-1**

Contacts are with co-workers, telephone inquirers, workers in related support units in the Regional Office and the general public.

**FACTOR 7. PURPOSE OF CONTACTS – LEVEL 7-A - 30 POINTS**

Contacts are for the purpose of relaying information, receiving information and work assignments, making travel arrangements, and assisting with guidance and help on applicable procedures, and providing information to visitors.

**FACTOR 8. PHYSICAL DEMANDS - LEVEL 8-1 - 5 POINTS**

The work is sedentary. Some standing and carrying of light objects is required.

**FACTOR 9. WORK ENVIRONMENT - LEVEL 9-1 - 5 POINTS**

The work is performed in an office setting.

TOTAL POINTS - 240  
790 CK 4/29/15

## Evaluation Statement

**Proposed Title, Series and Grade:** Office Automation Clerk, GS-0326-04

**References:** OPM's Position classification Flysheet for Office Automation Clerical and Assistance Series, GS-0326; Nov 90  
OPM's Position Classification Standard for Office Automation Grade Evaluation Guide; Nov 90

**Background:** This is a standardized position description for the US Fish and Wildlife Service.

**Title and Series Determination:** This position provides office automation and clerical support duties for the supervisor and the staff of the office assigned. The incumbent will be operating a personal computer to type a wide variety of materials to include letters, reports, and forms. They must select and apply the appropriate procedures and make corrections to spelling and grammar. Maintaining the smooth flow of work in the office will be another primary duty. This will be accomplished by maintaining files, routing incoming correspondence to appropriate staff member and obtaining office supply. This work is typical of the Office Automation Clerical and Assistance Series, GS-0326. The title of this position will be based on the grade determination below.

**Grade Determination:** The work performed in this series is evaluated using the Office Automation Grade Evaluation Guide. This guide is in the Factor Evaluation System format.

**Factors:**

**1. Knowledge Required by the Position:** 1-3 350 points

This position requires knowledge of software programs and functions to produce a wide range of complex, formatted documents. A qualified typist is also required. The incumbent must be able to use several types of software for various types of office needs. The incumbent must possess a general knowledge of the organization for correspondence distribution and referral of phone calls. Knowledge of grammar, spelling and file maintenance is a must for this position. Knowledges of this type are at the 1-3 level.

Knowledges do not meet 1-4 level. At this level, knowledge of the capabilities, characteristics and advanced functions of the various software used is need to integrate several types of formats into one document, e.g., retrieving data, convert it to graphics, and incorporate it into a text report.

**2. Supervisory Controls:** **2-2** **125 points**

This position works under general supervision, performing routine and recurring duties independently, following established procedures. Instructions are given for new or revised assignments. Difficult problems are referred to supervisor. Work is checked for compliance with office procedures, technical accuracy and appearance. Supervisory controls of this type are at the 2-2 level.

Supervisory controls do not meet 2-3 level. At this level, supervisor defines overall objectives and gives information only on administrative changes, deadlines and priorities. Deviations are handled by initiative. Work is reviewed for soundness and usefulness, not for technical accuracy or methods used.

**3. Guidelines:** **3-2** **125 points**

Guidelines are detailed and established. However, judgment is used in selecting guidelines since there are many that are very similar. Guidelines of this type are at the 3-2 level.

Guidelines do not meet 3-3 level. At this level, guidelines also include more general procedural guidelines. Tasks not covered by specific guidelines require searching for more general guidance to apply.

**4. Complexity:** **4-2** **75 points**

Recognition of the differences in existing procedures and applications and making choices is required to perform the work of this position. Complexity of this type is at the 4-2 level.

Complexity does not meet 4-3 level. At this level, work involves several types of software and procedures are not always clear on how to proceed. Applying judgment in the selection process between differing types of software packages and developing methods and procedures to accomplish the work is also done at this level.

**5. Scope and Effect** **5-2** **75 points**

The duties of typing and clerical type assignments contribute to the effectiveness and orderliness of the office. Scope and Effect of this type is at the 5-2 level.

**6. Personal Contacts** **6-1**

Contacts are with employees in the office and those who call on the phone. Contacts of this type are at the 6-1 level.

Contacts do not meet 6-2 level. At this level, contacts are with others within the agency that have a say or are affected by office automation procedures.

*75-25 CK 4/29/15*

**7. Purpose of Contacts**

**7-A 30 points**

Purposes of the contacts made are to receive assignments, get information, and report progress or problems. Purposes of this type are at the 7A level

Purpose of Contacts does not meet 7-B level. At this level, contacts are to plan, coordinate and integrate work processes and methods with other work units.

**8. Physical Demands**

**8-1 5 points**

Work is sedentary.

**9. Work Environment**

**9-1 5 points**

Work is performed in an office setting

**Final Grade Determination:**

**Factors:**

1.	1-3	350
2.	2-2	125
3.	3-2	125
4.	4-2	75
5.	5-2	25
6.	6-1	
7.	7-A	30
8.	8-1	5
9.	9-1	5
<hr/>		
Total		790

*790 OK 4/29/15*

**Conclusion:** Based on the above evaluation, I recommend that this position be classified as an Office Automation Clerk, GS-0326-04.

**Cheryl L. Brunk  
Human Resource Specialist**

APPROVED: Mark Auge DATE 4-28-03