

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.

S000300

2. Reason for Submission

Redescription New
 Reestablishment Other

3. Service

Hdqtrs Field

4. Employing Office Location

5. Duty Station

Explanation (Show any positions replaced)

Standard Position Description,
FWS, Office of Law Enforcement

7. Fair Labor Standards Act

Exempt Nonexempt

8. Financial Statements Required

Executive Personnel Financial Disclosure Employment and Financial Interest

9. Subject to IA Action

Yes No

10. Position Status

Competitive
 Excepted (Specify in Remarks)
 SES (Gen.) SES (CR)

11. Position Is

Supervisory
 Managerial
 Neither

12. Sensitivity

1--Non-Sensitive 3--Critical
 2--Noncritical Sensitive 4--Special Sensitive

13. Competitive Level Code

14. Agency Use

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	Law Enforcement Support Assistant	GS	0303	08		
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position (if different from official title)

LE Support Assistant

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment

Department of the Interior

c. Third Subdivision

a. First Subdivision

U.S. Fish & Wildlife Service

d. Fourth Subdivision

b. Second Subdivision

Office of Law Enforcement

e. Fifth Subdivision

19. 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. Typed Name and Title of Immediate Supervisor

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Signature

Date

Signature

Date

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

Use of the Miscellaneous Clerk & Assistant Series, GS-0303, TS-37, Nov 1979; and the Primary FES Standard.

Typed Name and Title of Official Taking Action

//original signed//

LaShauna Jones, HR Specialist

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

02/08/08

23. Position Review	Initials	Date								
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

This standard PD is approved for Servicewide use.

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

Standard Position Description
Law Enforcement Support Assistant (Office Automation)
GS-0303-08

INTRODUCTION:

The Office of Law Enforcement, (OLE) mission is to protect wildlife resources by investigating wildlife crimes, regulating wildlife trade and helping others understand and comply with protection laws. OLE works in partnership with international, state, tribal and local counterparts to increase the use of multi-agency and multi-function teams in accomplishing high-risk, high-impact investigations used to enforce and protect the conservation of wildlife resources. The Office of Law Enforcement contributes to Service efforts to manage ecosystems, save endangered species, conserve migratory birds, preserve wildlife habitat, restore fisheries, combat invasive species, and promote international wildlife conservation.

Organizationally, the work of the law enforcement program requires the assignment of administrative, legal and professional work carried out at various field stations and regional offices throughout the U.S. Regional offices and field locations include a Special Agent in Charge (SAC) and support staff that is assigned area responsibility for Service Law Enforcement Programs that encompasses several states serving the same area as a Fish and Wildlife Service region. The SAC oversees several subordinate field stations, led by a Resident Agent in Charge (RAC), some of which oversee Field Agents and or Senior Agents (SA) at satellite offices. Directly or through RAC's the SAC oversees a wildlife inspection program comprised of one or more Wildlife Inspectors and support staff located at major ports or entry.

In support of this operation, this position will function as a Law Enforcement Support Assistant and is assigned specialized work providing direct administrative, clerical and technical support to the RAC and staff as well as assist and advise in the provision of field level support to SACs and their staffs.

MAJOR DUTIES:

Technical Support:

Provides extensive technical guidance and assistance to support the SAC/RAC and staff performing duties such as searching for, gathering, screening, and providing factual information or explanations related to the subject of investigations and inspections. These tasks are performed following prescribed or established procedures to assist the agents, inspectors and other program officials in their fact finding or program administration responsibilities. The work includes activities such as obtaining background information on subjects of inspections and investigations by means of record searches, automated information retrieval, telephone inquiries, or correspondence; providing information to authorized persons concerning the status of particular investigations; compiling final

investigative reports with necessary exhibits; and maintaining required administrative reports on topics such as manpower, case load, and case status.

Assists Agents and Inspectors in the preparation of a variety of legal instruments and enforcement documents, such as: search warrants and affidavits, consensual monitoring requests, memoranda of agreements and understandings, and other sensitive documents. Provides the expertise in ensuring that these, often complex and sensitive documents, are accurately finalized and submitted in accordance with regulations, policies, and procedures.

Reviews, researches, and responds to FOIA/Privacy Act requests. Receives and responds to routine inquiries from the public States, Federal, Tribal, educational, scientific, and legal institutions. Determines authorization, pertaining to each request for information in coordinating FOIA and litigation support requests and assists with the preparation of responses by performing file searches, accessing microfiche/microfilm, retrieving documents, and tracking the status of the FOIA responses. Ensures that FOIA responses contain appropriate content and complies with rules and regulations.

Develops and maintains highly sensitive files relating to informants, sources of information, and investigative techniques. The disclosure of such information could compromise the work of the agents, other parties, and ongoing investigations.

Assists and serves as back up in reviewing, approving, and issuing permits and licenses and collecting fees including examining applications and determining fees. Permits issued include Law import/export licenses, port exception permits; and (3) CITES export permits for furs or skins of protected species and for the export of sport-hunted trophies for the parts, products, and derivatives of the Alaskan population of black bear.

Office Automation:

The incumbent produces a wide range of documents which requires the use of advanced software functions to enhance productivity or prepare complex formats. This includes, importing graphics and symbols, creating glossaries, creating macros, and performing extensive editing functions to existing data. The incumbent creates office automation products, spreadsheets, presentations, which either requires using data from various sources, such as the incorporation of special effects, color schemes, and graphics or requires considering the multiple uses of data-creating spreadsheets that identify funds obligations, training and travel expenses that can be revised for repetitive use.

Operates electronic data systems to obtain, process, and coordinate information and documents.

Troubleshoots 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.

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

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

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

Travel:

The incumbent is responsible for coordinating a wide variety of travel arrangements ensuring that employees complete the various forms required to request official passports, visas or country clearances. Creates a surname package needed to obtain the appropriate FWS or departmental approvals, and advises management of the processing timelines.

Verifies the availability of funding, making changes or cancels travel arrangements including airline, hotel, and ground transportation.

Reviews travel vouchers for accuracy, completeness and adherence to Federal and Service Travel Regulations. Reviews and/or prepares requests for reimbursement for travel costs, including the travel incurred during international travel, travel by foreign nationals, etc, and forward requests to Payroll for processing and payment. Provides staff with information related to preparation of travel vouchers and authorizations, with general travel information-per diem allocated per country and any changes to the per diem rate.

Budgetary and Financial Support:

The incumbent assists the Administrative Officer or Budget Analyst with fiscal tasks, such as:

Reviewing a variety of budget and financial data reports and comparing them to office records to ensure, appropriate cost structure, availability of funds, or the status of sub-activities. Verifying that invoices or vouchers are correct, with the correct price listed. Tracking expenditures and obligations and ensuring that they are correctly entered into various data tracking systems.

Completing documents related to the payment of invoices or vouchers and forwards documents to the Finance Officer for completion and payment.

Using the Federal Financial System (FFS) to identify actual and potential problems related to the office budget, such as recognizing imbalances or deficiencies. Recommends corrective action, including Redistribution of Funds (RDS) from one sub-activity to another using Remote Data Entry (RDE) in the FFS.

Ensuring that invoices or vouchers or other related documents are entered into FFS or other tracking system.

Enters obligating information into the FFS and makes payment on previous obligations, determining that accounting classification information is accurate for documents being entered into FFS.

Office Support:

Reviews outgoing correspondence prepared for supervisor's signature for format, grammar, and spelling, presence of related papers and returns for re-write or revision of any material which does not appear to meet with the standards of the office. Logs and keeps track of routed correspondence.

Greets visitors, answers designated telephones, responds to general inquiries, and provides guidance, information, and/or directions to the appropriate office or individual.

Incumbent assists in completing a variety of personnel forms and documents such as position descriptions, job analysis, crediting plans, performance standards, personnel actions, awards and health and life insurance election forms and the entering of personnel actions in FPPS. The incumbent will prepare official documents for passports and visas, and secure document clearances.

Maintains the RAC calendar and schedules, reschedules or send regrets about meeting commitments and, if needed, requests material relevant to meeting and maintain relevant staff calendar(s).

Handles mail, preparing and filling out forms for out going mail to include the recording of suspense dates and routing to the appropriate office or offices. Fills out required forms, packages, and labels. Sends and receives facsimiles, scanning and photocopying documents, and distributes other related materials,

Monitors office inventory to include equipment and supplies, personal property, controlled property to compare lists of onsite supplies to needed items on premises. Prepares purchase requests or other acquisition requests, routing actions to others to obtain approvals, and submits to the Contracting Office.

Processes all forms regarding the obtaining of cell phones, calling card coordination, Data Watch Card and Key Requests; and official uniforms. This involves preparing

paperwork, obtaining appropriate approvals, and forwarding completed forms to the appropriate individual for completion of the action.

Serves as timekeeper, preparing overtime and compensatory requests; amendment forms, entering timecards via FPPS; and gathering bi-weekly timesheets for processing.

Organizes and executes meetings or conference calls or both reserving rooms, phone lines, notifying or coordinating with participants and other related parties.

Performs other related duties as assigned.

CLASSIFICATION FACTORS:

Factor 1 - Knowledge Required by the Position

Adept knowledge of the policies and procedures of the Office of Law Enforcement, and the U.S. Fish and Wildlife Service, in order to handle the operational aspects of the office and deal effectively and independently with OLE staff and staffs of other Federal and State agencies.

General knowledge of Federal and State laws and regulations, which are enforced by the OLE, in order to independently respond to general inquiries concerning the LE role and mission, and find information on hunting and fishing regulations, permits, licenses, fees, and import/export regulations used to direct callers to the correct staff member or to other organizations.

General 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.

Knowledge of capabilities and advanced functions of various software programs and automated systems, to include, Microsoft Word, Microsoft Outlook, Microsoft Access, Microsoft Excel Microsoft Internet Explorer and Lotus Notes in order to produce a wide range of documents requiring complex formats. Ability to apply this knowledge to create, make edits, and reformat documents with graphics and tables within the text and revising existing databases or spreadsheets.

Comprehensive understanding of the procedures involved with Federal travel procedures and office procedures sufficient to process a wide variety of travel related actions.

Possess advanced typing and keyboarding skills in order to operate a word processor or computer terminal.

Ability to communicate effectively both orally and in writing, to accomplish the multitude of diverse tasks.

Ability to recognize sensitive and restricted information and practice confidentiality of same.

Factor 2 - Supervisory Controls

Supervisor establishes overall objectives of the work based on priorities and needs of the organization. Incumbent resolves most situations using initiative in determining the methods and approach for carrying out the work within office procedures, priorities, and practices. Completed work is reviewed only for overall effectiveness in meeting work requirements and objectives.

Factor 3 - Guidelines.

Incumbent must exercise judgment to determine the appropriate procedures or policies which apply to a given situation or, based upon experience and knowledge, selects or adapts guidelines for application to individual cases. Interpretation and adaptation of guidelines to specific situations are frequently required in determining priorities and resolving problems: Independently researches answers or seeks guidance from experts if written policies are not available. Guidelines may require adjusting to new or conflicting requirements defined by the OLE, the Service, or the Department; or adapting to a new hardware/software capability.

Factor 4 - Complexity

The work involves a wide variety of administrative, clerical, and technical support activities that require the use of different and unrelated procedures and methods. Sensitive and complex technical data is used to complete assignments. The incumbent plans, coordinates, and accomplishes actions involving administrative, clerical and technical support of the RAC. Work is varied, with frequent requirements for deciding or recommending the best methods for implementing actions affecting office operations. The employee chooses the proper guidelines and sequence of procedures to be followed in accomplishing the work, while making decisions or recommendations on what needs to be done and how. This is accomplished through using extensive knowledge of administrative procedures to include a working knowledge of common acronyms and accepted methods of application for service specific functions. Decisions regarding what needs to be done also requires analysis of subject matter, phase, or issues involved in each assignment, e.g., assembling information for various reports requiring identification of relevant information from files and other sources.

Factor 5 - Scope and Effect

Work involves the collection, selection, compilation, organization of data, and providing information in oral or written form for use in legal proceedings, investigations, compliance, outreach and office administration. The incumbent is responsible for providing clerical, and technical support for the SAC/RAC and other office staff, carrying

out tasks used to recommended changes in procedures, responsibilities and requirements that have a direct impact the on the internal efficiency and effectiveness of the LE program.

Factor 6 - Personal Contacts.

Contacts are with Service investigators and inspectors, and other support staff, State and local officials, attorneys, related provide industry, and the general public.

Factor 7 - Purpose of Contacts

Contacts are for the purpose of obtaining and sharing information, as well as advising on work efforts and providing compliance information to the public. In addition, contacts are to provide advice and guidance to lower level support staff, and to interact with others external to the organization to perform assigned support functions.

Factor 8 - Physical Demands.

The work is sedentary with occasional lifting, bending, and standing to perform office functions.

Factor 9 - Work Environment

The work is performed in a typical office setting.