



U.S. Fish and Wildlife Service

PD EXPRESS

Position Description

PD No.:	123584
FPPS PD No.:	S000402
FWS Title:	STUDENT TRAINEE (OFFICE SUPPORT)
OPM Title:	STUDENT TRAINEE (OFFICE SUPPORT)
Position Type:	Neither
Equal Employment Opportunity Statement:	
Pay Plan, Series and Grade:	GS-0399 : Administration and Office Support Student Trainee Series-4
Full Performance Level:	4
Is Interdisciplinary PD?	NO
Additional Series:	
Employing Office Location:	
Duty Location:	
Competitive Level Code:	
Service:	Both
Reason for Submission:	Other
Fair Labor Standards Act:	Non-Exempt
Subject to IA Action:	YES
Financial Statements Required?	NO
Position Sensitivity:	Non-Sensitive-Low
Organization Structure:	Department of Interior 1st Subdivision: US Fish and Wildlife Service 2nd Subdivision: Region 3rd Subdivision: 0:SPD Organization Code 4th Subdivision: 5th Subdivision:
Standards Used to Classify the Job:	OPM Job Family Standard for the given series Office Automation GEG, 11/90 OPM Flysheet, GS-326, 11/90; Office Automation GEG, 11/90; OPM GS-0099 General Student Trainee Series Definition
Bargaining Unit Status:	7777

Position Status:	Excepted
Position Status Remarks:	Modifications to SPD# S000083 (Office Automation Clerk, GS-0326-04) per guidance established under 5 CFR 362.203(f).
Drug Testing Required?	NO
Physical Examination Required?	NO
Remarks:	Approved for Service-wide use.
Supervisor Certification Text:	
Supervisor Signature:	
Supervisor Title:	
Supervisor Sign Date:	
Approving Official Signature:	
Approving Official Title:	
Approving Official Sign Date:	
Classifier Certification Text:	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.
Classifier Signature:	CECILIA KING
Classifier Title:	Service Classification/Compensation Manager
Classifier Sign Date:	8/10/2012 11:12:00 AM

Introduction:

This is a student trainee (Intern) standard position description (SPD) intended for use throughout the US Fish and Wildlife Service (FWS or Service). This SPD is being established under the Career Pathways' Intern Program, as established under E.O. 13562, Recruiting and Hiring Students and Recent Graduates. The Intern Program is designed to provide students enrolled in a wide variety of educational institutions, from high school to graduate level, with opportunities to work in agencies and explore Federal careers while still in school and while getting paid for the work performed.

This position is essentially the same as SPD# S000083 (Office Automation Clerk GS-0326-04); however, the position's title and occupational series are being changed for establishment under the Career Pathways, Student Intern Program (5 CFR 362.203(f)).

The Intern will provide office automation and clerical support duties for the supervisor and the staff of the office assigned.

Duties:

Major:

1. Percentage Of Time: 45%

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.

2. Percentage Of Time: 35%

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.

3. Percentage Of Time: 20%

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.

FES Factors:

Factor 1 - Knowledge Required by the Position:

[Factor 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.

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:

[Factor 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:

[Factor 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. The Intern 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:

[Factor Level 4 - 1] - 25 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. The Intern must recognize differences 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.

Factor 5 - Scope and Effect:

[Factor Level 5 - 1] - 25 points

The purpose of the work is to provide clerical and administrative 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:

[Factor Level 6 - 1] - 10 points

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

Factor 7 - Purpose of Contacts:

[Factor Level 7 - 1] - 20 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:

[Factor Level 8 - 1] - 5 points

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

Factor 9 - Work Environment:

[Factor Level 9 - 1] - 5 points

The work is performed in an office setting.

Total Points:	690
Grade Conversion Range:	655-850
Grade:	GS-4
