

PD Tracking Number 0000007

Major Duties

Uses multiple office automation software with varied functions to produce a wide range of documents and provide miscellaneous clerical support.

Uses varied functions of multiple office automation software to produce a wide range of documents, formats, etc. Assists in developing look and format of reports and in identifying and solving problems in existing methods or procedures. Assists in developing training aids for use by office members and providing them with hands-on-training. May create elementary macros to simplify and expedite assignments and provide instructions on their use to others in the office. Performs simple troubleshooting of system and/or software problems encountered by co-workers. Transmits and receives documents and messages electronically using personal computers or workstations that are networked or linked to other computers or workstations.

Prepares a variety of correspondence, reports, and other documents. Composes non-technical correspondence, requests for information, and letters of acknowledgment or notification. Consolidates information from system and files for various reports in accordance with established reporting procedures. Gathers and summarizes information from files and documents for supervisor's or other staff member's use. Proofreads/edits correspondence and documents for correct grammar, spelling, capitalization, punctuation, and format.

Reviews, processes, and screens incoming and outgoing correspondence, materials, publications, regulations, and directives. Using automated schedulers or calendars, establishes suspense dates and brings to supervisor's attention those that cannot be met by requested date or when there is a conflict.

Receives telephone calls and greets visitors. Based upon knowledge of the organization and its programs and operations, refers telephone calls and visitors to appropriate staff or office. Personally answers nontechnical requests for information such as status of reports, suspense dates for matters requiring compliance, and similar information readily available from files or from knowledge of the organization. Provides follow-up on requests for information.

Establishes, updates, and maintains office records of various types. Purges, and disposes of office records/files in accordance with regulations and procedures. Maintains file plan in accordance with regulations. Makes travel arrangements, such as scheduling transportation, making reservations, and preparing travel orders and vouchers, based on general travel intentions, known preferences of traveler, and in accordance with appropriate travel regulations. Prepares and consolidates time and attendance records. Requisitions office supplies, printing support, and related materials and services.

Factor Statements

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION (Level 1-3, 350 points)

- Knowledge of various office automation software processing procedures and function keys and the similarities and differences among software types to produce a variety of documents, such as graphics or tables within text, to edit and reformat electronic drafts, and to update and revise existing databases or spreadsheets.

- Knowledge of standard office equipment, such as electric/electronic typewriters, copiers, fax machines, and office automation systems to perform a substantial range of office automation support. A fully qualified typist is required.

- Knowledge of grammar, spelling, capitalization, punctuation, and commonly used specialized terminology to prepare material correctly.

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- Knowledge of a body of rules, procedures, or operations applicable to clerical assignments, such as preparing various routine correspondence/reports, maintaining files/records, and reviewing and processing mail.

FACTOR 2 - SUPERVISORY CONTROLS (Level 2-3, 275 points)

The supervisor defines overall objectives, changes, deadlines, and priorities. The employee works independently to plan and carry out steps for completing assignments in accordance with established office instructions and practices for office automation. When current practices or deviations in an assignment cause problems, the employee uses own initiative to resolve them and coordinates efforts with other employees involved in or affected by the nonstandard procedures. Completed work is evaluated for technical soundness, usefulness, and conformance with office operating requirements and needs. The methods used to produce work normally are not reviewed.

FACTOR 3 - GUIDELINES (Level 3-2, 125 points)

Guidelines include manufacturer's manuals and tutorials for users, agency correspondence procedures, style manuals, technical dictionaries, etc. Employee uses judgment in locating and selecting the most appropriate guidelines, references, and procedures for application. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

FACTOR 4 - COMPLEXITY (Level 4-3, 150 points)

The documents, formats, and specific processing functions involved require a varying number and sequence of steps and use of different functions from one assignment to another. Uses two or more types of software; uses existing database or spreadsheet software to retrieve data for reports; and uses graphics software to provide graphs and charts for reports. Employee recognizes differences in existing procedures and applications and makes choices from among established alternatives. Employee is expected to recognize discrepancies and correct or question originators in such matters as improper formatting, errors in spelling, grammar, or punctuation; missing information; or discrepancies between the nature of the material and the processing instructions cited.

FACTOR 5 - SCOPE AND EFFECT (Level 5-2, 75 points)

The work involves providing information from a variety of sources that affect the accuracy, reliability, or acceptability of further processes or services.

FACTOR 6 - PERSONAL CONTACTS (Level 1/A, 30 points)

Personal contacts are with employees within the immediate organization, office, project, or work unit, and in related or support units.

FACTOR 7 - PURPOSE OF CONTACTS

Purpose of contacts is to obtain, clarify, or give facts or information directly related to the work.

FACTOR 8 - PHYSICAL DEMANDS (Level 8-1, 5 points)

The work is sedentary. May require some walking, standing, bending, climbing stairs, and carrying and/or lifting of light items such as papers and books. No special physical demands are required to perform the work.

FACTOR 9 - WORK ENVIRONMENT (Level 9-1, 5 points)

The work is performed in a typical office setting, requiring the use of normal safety precautions necessary for an office environment. The work area is adequately lighted, heated, and ventilated.

TOTAL POINTS - 1015

GRADE CONVERSION - GS-05

Office Automation Clerical and Assistance Series, GS-326, 11/90

Office Automation Grade Evaluation Guide 11/90

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