

“INSERT A”

Policy Assistant

Overview

The employee serves a variety of clerical and administrative duties to support the work of several policy specialists. The employee will provide support to 4 to 5 individuals.

Duties and Responsibilities

- Perform routine procedural support functions including filing, answering phones, timekeeping, correspondence control, sorting mail and faxes, ordering and managing office supplies, and scheduling meetings. Responsible for maintaining established office files and records. Receive and refer visitors and telephone calls for office staff. Distribute mail as addressed, recording receipt and completion dates as appropriate.
- Using a word processor, type memoranda, correspondence and reports, from rough draft, or revised typed draft. Type in accordance with correspondence manuals and other applicable guidance, for review by originators. Responsible for proper grammar, spelling, capitalization, punctuation, and format.
- Using Lexis Nexis, the Internet, in-house library facilities, and other resources, conduct research for policy specialists.

SECRETARY (Typing), GS-318-3

MAJOR DUTIES

The employee is a secretary performing a variety of clerical and administrative duties which are auxiliary to the work of the organization. The position may provide assistance to one individual or to several, but in either case it is the principal clerk of the office.

1. Performs routine procedural support functions such as receptionist, timekeeping, correspondence control, and filing, where a knowledge of the general office routine and practices is required. Maintains established office files and records. Obtains data requested by other employees in the unit. Receives and refers visitors and telephone calls for office staff. Personally provides information regarding routine or procedural matters. Distributes mail as addressed, recording receipt, suspense and completion dates as appropriate. Arranges for meeting which are routine, and participants are normally from within the office.

2. Using either a word processor or a conventional typewriter, types narrative and tabular material, such as memoranda, correspondence and reports, from rough draft, or revised typed draft. Types in accordance with correspondence manuals and other applicable guidance, for review by originators. Responsible for proper grammar, spelling, capitalization, punctuation and format.

FACTOR 1. KNOWLEDGE REQUIRED

Knowledge of the unit's organization and function sufficient to refer visitors, telephone calls, and mail by specific name or functional area.

Knowledge of clerical procedures and forms used in the organization sufficient to file materials alphabetically or by clearly identified subject matter within an established filing system.

Knowledge of text insertion, deletion, and editing functions of a word processing system.

Knowledge of spelling, punctuation, required formats and syntax sufficient to identify and correct grammatical errors and type materials in final form. A qualified typist is required.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

FACTOR 3. GUIDELINES

Policy Assistant
Guidelines applicable to ~~secretarial~~ work include dictionaries, style manuals, correspondence manuals, instructions governing time and leave, correspondence and handling of classified information, operating procedures of the activity, and operating policies of the supervisor and the immediate work unit. The ~~Secretary~~ locates and selects the appropriate guidelines, references, and procedures for application to specific cases, referring situations to which the existing guidelines cannot be applied or significant proposed deviations to the supervisor. The employee may also determine which of established alternatives to use.

FACTOR 4. COMPLEXITY

Policy Assistant
The work consists of a ~~few~~ clear cut tasks, such as typing, maintaining simple office files, sorting mail into a few categories, ~~and~~ referring phone calls and visitors to staff members, *scheduling meetings, & Managing and ordering office Supplies.*

Assignments are structured in such a way that there is little choice in determining what needs to be done. Work is performed either as it arrives or in an order set by somebody else.

Actions to be taken are readily discernible, such as referring phone calls to the requested staff member. Otherwise the employee requests assistance.

Policy Research Projects may also be assigned.

FACTOR 5. SCOPE AND EFFECT

The work involves the performance of specific, routine operations that include a few separate tasks or procedures. Typically these include typing, preparing time cards, maintaining files and referring phone calls and visitors to staff members.

FACTOR 6. PERSONAL CONTACTS

The personal contacts are with employees within the immediate organization, office, or work unit, and in related or support units. Other contacts are highly structured, such as receiving visitors who have appointments.

FACTOR 7. PURPOSE OF CONTACTS

The purpose of the contacts is to obtain, clarify or give facts or information which is normally easily understood.

FACTOR 8. PHYSICAL DEMANDS

The work is sedentary.

FACTOR 9. WORK ENVIRONMENT

The work is performed in an office setting. The work area is adequately lighted, heated and ventilated.