

WORKFORCE DEVELOPMENT ASSISTANT  
GS-0102-04

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to provide technical support to program specialists engaged in workforce development in an ETA program area. The position requires a practical understanding of the objectives, policies, procedures, and regulatory requirements pertaining to the work – and the ability to apply skills and knowledge of workforce development; however, the work does not require full professional competence (or equivalent professional-level preparation) in the theories, principles, and concepts of the field.

II. MAJOR DUTIES AND RESPONSIBILITIES

Assists program staff with research, gathering and assembling data, to support workforce development initiatives in assigned area. Assists in developing resource materials and contributes to position papers in support of senior staff. Assists with special studies, short-term program projects, and research and investigation on matters affecting workforce development programs in assigned area.

Provides clerical support for a workforce development unit which requires knowledge of staff assignments, commitments, deadlines, operating policies and priorities of the unit, etc.

Applies pertinent technical references, conditions, and precedents.

Responds to routine inquiries from other Federal, State, and local government agencies, the press, Congress, labor and employer organizations, and the public. Responses may involve some research of the issues and/or gathering information from a variety of sources to be responsive to the inquiry.

III. FACTORS

Factor 1 – Knowledge Required by the Position	FL 1-3	350 pts.
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Knowledge of a body of standardized workforce development rules, procedures, or program operations to perform or explain a range of clerical procedures in support of a workforce development specialty or program area.

Factor 2 – Supervisory Controls	FL 2-2	125 pts.
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The supervisor provides a continuing assignment, indicating generally what is to be done, quantity expected, deadlines, and priority of work. The supervisor provides additional, specific instructions for new, difficult, or special projects, including suggested work methods or advice on the availability of source materials. The incumbent uses initiative in carrying out recurring work according

to instructions, policies, or previous cases and gives standard explanations of workforce development regulations and policies. Obtains assistance from a higher grade employee with problems and unfamiliar situations not covered by instructions. The supervisor assures that finished work is accurate and in compliance with instructions. Recurring kinds of work products are usually reviewed for appropriateness and spot checked for accuracy. Actions involving unusual or controversial issues are carefully reviewed for accuracy. Review of the work increases with more difficult assignments and when similar assignments have not been performed previously. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 – Guidelines

FL 3-2

125 pts.

Guidelines include DOL and ETA policy and procedures and work plans, practices, and directives applicable to the area to which assigned. Guidelines cover established workforce development practices, rules, conditions, requirements, etc. The incumbent may also use a few guides which have readily identifiable or clear-cut criteria related to easily understood workforce development matters. The incumbent selects the proper guidelines according to circumstances of the specific case. Such judgments may include determining which of several alternatives to use, and applying well understood criteria or deviations for which precedents have been clearly established. Situations to which existing guidelines cannot be applied or which would involve significant proposed deviations are referred to a higher grade member of the staff.

Factor 4 – Complexity

FL 4-2

75 pts.

The work consists of standard explanations of workforce development programs or policies and/or repetitive activities supporting higher grade workforce development staff. Technical factors to be considered are usually apparent or they can be readily identified. Routine questions may be required to clarify the kind of information sought or to determine appropriate action needed. There are few problems in identifying and correcting discrepancies. Final actions or responses differ in factual ways depending upon the specific circumstances of particular cases.

Factor 5 – Scope and Effect

FL 5-2

75 pts.

The work involves the execution and/or explanation of workforce development rules, regulations, or procedures and recurring limited technical services and practices related to the organization to which assigned. The work products or services affect the accuracy, acceptability reliability of further workforce development processes or products.

Factor 6 – Personal Contacts

FL 6-2

25 pts.

Contacts include: employees, supervisors and managers at all levels of ETA and DOL; union representatives; administrative staffs of customer and stakeholder organizations; members of the general public from all walks of life in a moderately structured settings; vendors and contractors; representatives

of professional organizations; and school officials.

Factor 7 – Purpose of Contacts FL 7-1 20 pts.

The incumbent obtains, clarifies, or gives information directly related to the work.

Factor 8 – Physical Demands FL 8-1 5 pts.

The work is primarily sedentary, performed in an office or conference room while seated at a desk or table. Some effort may be required to carry books, files, documents, and records for short distances.

Factor 9 – Work Environment FL 9-1 5 pts.

The work is performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 805 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the description below if the incumbent has office automation responsibilities)*

\_\_\_ This position requires significant knowledge of office automation systems and a fully qualified typist to perform word processing duties. The incumbent promotes the use of office automation technology and assists other staff within the work unit to use information technology to streamline the accomplishment of work.