

MANAGEMENT STAFF ASSISTANT  
GS-0303-09

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). The incumbent performs substantive technical and administrative duties in support of the office.

II. MAJOR DUTIES AND RESPONSIBILITIES

Independently performs technical assignments, such as participating in program studies and analysis of operations to achieve greater economy and efficiency. Prepares materials and/or conducts paperwork and records management systems studies, work flow and operational analysis, cost studies, and/or equipment utilization analysis.

Reviews both operational plans and current and incoming work projects. Makes recommendations for improving methods. Advises on the adequacy of budgeting. Determines the need for, establishes, and maintains work standards and tracking and control systems.

Responds to inquiries and comments on topic related to the mission, products, or services provided by the organization. Prepares compilations of office program and/or operational activities. Compiles and prepares recurring and special reports. Assumes responsibility for the preparation of articles, publications and reports. Assists in planning conferences, seminars, and/or exhibits sponsored by the office, preparing and/or compiling appropriate materials for such events.

Conducts studies of work processes and procedures. Prepares initial work plans and draft reports based on existing procedures or observation of the activity to be studied. Identifies problems, reviews production standards, and makes tentative recommendations for problem resolution.

Reviews reports and studies to ensure that user requirements are met and appropriate rules and regulations are utilized.

Serves as a focal point for coordination and comment on proposed administrative policies and procedures. Assists in the development of directives and the design, development, documentation, and implementation of various reporting systems.

Provides technical assistance to customers and potential customers on procedures and program requirements. Validates text and data provided in customer-initiated documents. Conducts necessary research and analysis to respond to program inquiries.

Uses a personal computer to produce a wide variety of documents.



materially affects the adequacy and quality of services provided to customers.

Factor 6 - Personal Contacts FL 6-2 25 pts.

Contacts are with employees, supervisors, and managers in the agency but outside the immediate organization, including representatives from offices located elsewhere. Contacts may also involve congressional offices, other Federal and State government officials, White House personnel, and the general public.

Factor 7 - Purpose of Contacts FL 7-2 50 pts.

Contacts are to coordinate plans, gather information, and give advice on resolving problems on shared work efforts.

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

The work is primarily sedentary, requiring no special physical demands.

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

Work is performed in a typical office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1885 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the first description below **if** the incumbent must be a qualified typist and mark **both** descriptions if the incumbent has office automation responsibilities)*

\_\_\_\_ This position requires the services of a fully qualified typist.

\_\_\_\_ Knowledge of word processing or other software tools to produce a wide variety of documents.

\_\_\_\_ The principle responsibilities of the incumbent involve the analysis of incoming and outgoing correspondence prepared for the signatures of the Secretary, Deputy Secretary, Assistant Secretary and Deputy Assistant Secretaries. The incumbent ensures that correspondence is technically and grammatically correct, follows all Federal, DOL and ETA correspondence procedures, and is responsive to the incoming correspondence. The incumbent provides technical assistance to liaisons in ETA components in implementing recommended changes to correspondence in question.

\_\_\_\_ The principle responsibilities of the incumbent involve the handling of telephone and written inquiries for technical assistance from ETA Executive Staff and liaisons and regional personnel. The incumbent handles phone inquiries to and from Congressional offices, Legislative Liaisons and other key officials, concerning such matters as program changes or pending legislation, and refers caller to

appropriate person or office.

\_\_\_\_\_ The principle responsibilities of the incumbent involve writing and rewriting replies to priority correspondence, as necessary, using a knowledge of changing policy and program goals. Correspondence prepared by incumbent deals with acknowledgment letters, rush items or revision of correspondence prepared by Regions. The incumbent has full responsibility for White House mail received from the Secretary's office.

\_\_\_\_\_ The principle responsibilities of the incumbent involves initiating the development of administrative issuances and guidelines concerning correspondence preparation and procedures. The incumbent conducts orientation and style briefings for new ETA employees, and also conducts training sessions to acquaint other ETA employees with new procedures or refresh staff on existing procedures.

\_\_\_\_\_ The principle responsibilities of the incumbent involves serving as the delegated correspondence "sign-off" authority in the absence of the Senior Program Assistant. This authority indicates that final review is completed.