

SECRETARY
GS-0318-07

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This position serves as the principal clerical assistant to the supervisor of the organizational component to which assigned.

II. MAJOR DUTIES AND RESPONSIBILITIES

Screens and refers calls and visitors to staff members and supervisor as appropriate. Schedules appointments and makes commitments for supervisor without prior approval. Handles many requests for information and resolves a variety of problems.

Reads all incoming correspondence, determining proper action. Prepares/reviews outgoing correspondence and reports for proper format, accuracy, and all coordination of facts in accordance with established policy. Handles routine matters, including signing non-technical correspondence.

Makes arrangements for meetings and conferences, prepares travel orders and vouchers. Establishes and maintains files, prepares correspondence, and maintains office supplies. May provide advice to secretaries in subordinate units concerning matters such as time and leave, travel, reporting, and correspondence procedures. Also, may serve as time keeper and maintains office filing system.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-4	550 pts.
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Knowledge Type III: Knowledge of the substantive programs of the organization as they relate to the clerical and administrative support functions of the office.

Knowledge of duties, priorities, commitments, and program goals of the office to shift clerical staff in subordinate offices or to respond to fluctuating workloads or to advise other secretaries on various clerical and administrative procedures. Knowledge of grammar, punctuation, and spelling, as well as organizational requirements on style and format; office filing systems; travel regulations; and time and attendance procedures.

Work Situation B: The organization is divided into subordinate organizations with further subdivisions and there are extensive internal procedures and reporting systems, or, the organization is limited in complexity, but has extensive responsibilities for coordinating work outside the organization.

Factor 2 - Supervisory Controls	FL 2-3	275 pts.
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Supervisor defines major priorities and specific assignments. Incumbent performs day-to-day work independently, referring questionable matters to supervisor. Completed work is reviewed for conformance with established policies and procedures. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines FL 3-3 275 pts.

Specific guidelines on office procedures are available, written and oral. In many instances the incumbent uses judgment in selecting the most appropriate alternative from these guidelines.

Factor 4 - Complexity FL 4-3 150 pts.

Work consists of duties involving different and unrelated processes, or methods. Incumbent decides what needs to be done and by what method, based on knowledge of programs, goals, priorities, and commitments of the supervisor and the office.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of the work is to assure that administrative and clerical aspects of the office are carried out smoothly and reliably. The work affects the accuracy and reliability of further processes, and the ability of the supervisor and staff to achieve program goals.

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

Contacts are with co-workers and employees in other areas within the organization, other organizations, and the private sector; or, contacts are with individuals or groups from outside the organization where the secretary must determine the identity and purpose of the contact to direct to the appropriate staff member.

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

Contacts are to provide non-technical information, perform various clerical services, schedule meetings and appointments, and make travel arrangements for the chief and the staff.

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

The work is primarily sedentary.

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

The work is performed in a typical office setting.

TOTAL = 1410 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.