

OFFICE AUTOMATION CLERK
GS-0326-03

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This developmental position performs office automation assignments to provide general office clerical support.

II. MAJOR DUTIES AND RESPONSIBILITIES

Uses word processing software and operates one or more types of office automation equipment to type various documents in draft or final form.

Locates and gathers specifically identified material from various sources for the use of the staff.

May place and receive telephone calls; refer calls and visitors; open and distribute mail; reproduce materials.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-2	200 pts.
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A qualified typist is required to operate an electronic typewriter, word processor, microcomputer, or computer terminal to type correspondence or various documents.

Knowledge of processing procedures to execute several basic office automation functions such as storing and retrieving electronic documents or files, activating a printer, inserting and deleting text, entering data into a spreadsheet or data base, and transmitting and receiving electronic mail.

Knowledge of grammar, spelling, punctuation, and capitalization needed to understand and type written material correctly.

Knowledge of normal or prescribed formats, forms, and typing procedures needed to type material properly.

Factor 2 - Supervisory Controls	FL 2-2	125 pts.
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The supervisor provides detailed instructions for new assignments. The incumbent performs routine aspects of the work without instructions or guidance. Completed work is reviewed for accuracy and compliance with instructions. Review of the work increases as assignments are more

difficult or unfamiliar. 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.

Work is performed in accordance with a variety of established office procedures, requirements, software manuals and tutorials, references. The incumbent decides which is appropriate for desired results. Guidance is provided for unusual situations by the supervisor or other staff member.

Factor 4 - Complexity FL 4-2 75 pts.

Work consists of using one or more types of software to produce standard documents requiring different procedures and functions. The incumbent uses judgment in selecting from established alternatives. Actions taken depend on the source of information, type of assignment, or situation.

Factor 5 - Scope and Effect FL 5-1 25 pts.

The purpose of the work is to perform specific, recurring tasks required to maintain electronic records such as directories, spreadsheets, and databases or produce a variety of clerical activities in support of co-workers within the operating unit. The services and work performed facilitate the work of the originators of the material.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 1.a. 30 pts.

Contacts are with employees in immediate work unit or related support units. Contacts are for receiving assignments and instructions, discussing additions or revisions, receiving or giving information, clarifying terminology.

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.

The work is performed in a typical office setting.

TOTAL = 590 pts.

IV. UNIQUE POSITION REQUIREMENTS