

SECRETARY
GS-0318-05

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

Controls all incoming correspondence and action items. Reads all incoming mail, screens items to be handled personally, and forwards remainder to staff for action.

Drafts responses to routine requests for more information concerning the programs and operations of the office. Ensures that completed documents are procedurally and grammatically correct and complete. Maintains logs, files and records of correspondence and technical actions or programs.

Receives all telephone calls and visitors. Arranges travel and accommodations for staff and incoming visitors. Prepares related travel documents and vouchers.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-3	350 pts.
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Knowledge Type III: Knowledge of office programs sufficient to screen requests for information, personally provide information from records, advise on procedures, and refer requests to appropriate staff member.

Knowledge of grammar, punctuation, spelling, style, and format.

Knowledge of office filing system and various references and handbooks commonly used by staff, in order to search files for material needed to accompany correspondence or other documents.

Knowledge of travel regulations and time and attendance procedures sufficient to prepare travel orders, vouchers and time and attendance records for staff.

Work Situation A: Unit has limited organizational complexity. Supervisor directs staff primarily through face-to-face meetings. Internal procedures and administrative controls are simple and informal.

Factor 2 - Supervisory Controls FL 2-3 275 pts.

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 3-2 125 pts.

Procedures are established and specific guidelines are available including dictionaries, style manuals, agency instructions on correspondence procedures, time and attendance, and supervisor's policies. Uses judgment in selecting applicable guides, and refers to supervisor for any significant deviations.

Factor 4 - Complexity FL 4-2 75 pts.

Work duties involve several related steps, processes, or methods. Incumbent decides what needs to be done, and takes action based on knowledge of procedural requirements and awareness of specific functions and staff assignments.

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

The work performed supports that of other office staff, involving routine administrative and clerical work. The work affects the accuracy and reliability of further processes.

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

Most contacts are with employees within the immediate organization, vendors, and client offices serviced.

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

Contacts are to give and obtain information; to set up meetings or arrange travel; and to ensure that correspondence, reports, and action items are completed within deadlines.

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

Work is primarily sedentary.

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

Work is performed in a typical office setting.

TOTAL = 985 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.