

SECRETARY  
GS-0318-08

## 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 head of the organizational component to which assigned.

## II. MAJOR DUTIES AND RESPONSIBILITIES

Receives and refers telephone calls and visitors. Obtains background before referring calls to supervisor. Maintains supervisor's appointment schedule, advising supervisor of appointments and commitments which may affect future decisions. Arranges meetings, including space, time, and staff. Assembles background material for agenda items and informs participants of topics to be discussed.

Reviews, routes, and controls mail, retaining items of special importance for personal attention of supervisor. Searches files for background or requests information from divisions. May compose routine replies in accordance with supervisor's desires. Prepares/reviews all correspondence for supervisor's signature for grammar, construction, and format, and compliance with supervisor's viewpoint. Advises writers of inadequacies. Advises subordinate units on administrative and procedural requirements and instructions, providing guidance and leadership to other support staff. 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. Sufficient knowledge of the substantive programs of the organization and of the goals, priorities, policies and commitments of the supervisor, to perform such tasks as assembling information to be used for reports or responses to inquiries, to compose correspondence not requiring a technical knowledge, and to maintain awareness of the clerical and administrative problems related to the organization's programs.

Skill in advising and instructing subordinate offices concerning the required reporting and general clerical and administrative procedures of the organization.

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 2-4 450 pts.

Supervisor establishes overall objectives of the work based on priorities and needs of the organization. Incumbent frequently handles office emergencies and resolves situations requiring initiative in determining methods and approaches. Supervisor reviews completed work only for general effectiveness. 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.

Written procedural and policy guides and precedents are available. Incumbent must use much judgment to select and adapt guidelines for specific situations.

Factor 4 - Complexity FL 4-3 150 pts.

Coordinates and controls clerical and administrative work in immediate and subordinate offices. Decisions regarding what needs to be done require analysis of subject matter, phase, or issues involved in each assignment (*e.g.*, assembling information for various reports requiring identification of relevant information from files and other sources).

Factor 5 - Scope and Effect FL 5-3 150 pts.

The office serves a wide range of agency activities, other agencies, and/or a large segment of the public or business community. Incumbent resolves various problems and situations affecting flow of work with parties outside the organization.

Factor 6 - Personal Contacts FL 6-3 60 pts.

Contacts include high level officials both within the agency and from other agencies in moderately unstructured settings.

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

Contacts are made to coordinate the work of the office, including resolution of clerical and administrative problems.

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

The work is sedentary.

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

The work is performed in a typical office setting.

TOTAL = 1695 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.