

INTRODUCTION

The Department of Defense Education Activity (DoDEA) is a major Department of Defense (DoD) field activity with worldwide scope and the critical mission of ensuring that high quality education programs, from preschool through grade 12, are provided for eligible dependents of DoD military service members and civilian employees stationed in 13 foreign countries overseas, seven states, Guam and Puerto Rico. DoDEA is comprised of the Department of Defense Dependents Schools (DoDDS), the overseas component, and the Department of Defense Domestic Dependent Elementary and Secondary Schools (DDESS), the “stateside” component. DoDEA currently operates over 219 schools which employ approximately 14,500 professional educators and support staff serving over 95,000 students. DoDEA is one of the largest, most diverse and geographically dispersed school jurisdictions. All schools in DoDEA are fully accredited by U.S. accreditation agencies, and the DoDEA educational program consistently rates at or near the top in comparison with other school systems.

This standardized position description for Office Automation Tech, YB-0326-01, is appropriate for use at any DoDEA school. The purpose of the position is to perform office automation work, including word processing, and a variety of clerical functions in support of the school to which assigned.

MAJOR DUTIES

Using a personal computer, the incumbent prepares a variety of correspondence, forms, reports, and statistical material in draft or final form from oral instruction, handwritten drafts, typewritten rough drafts, or voice recordings. Responsible for correct format, spelling, punctuation, and grammar. Types transmittals, requests for supplies, forms, and related material. Inputs and extracts information from an automated database, spreadsheet, or other software document.

Performs a variety of substantive duties such as ensuring background material, files, and reports are retrieved and assembled for incoming requests or written correspondence. Performs basic fact-finding tasks, copies pertinent material, retrieves files, maintains inventory records, replenishes supplies, and makes telephone inquiries to obtain information. Responds to questions and inquiries requiring a basic knowledge of the organization, mission, and functions of the organizational unit to which assigned.

Assists with or exercises responsibility for compiling various statistical reports relating to the work unit. Assists higher-graded personnel in special projects by performing various clerical support functions. Organizes and maintains office files and records. Manages suspense files and related internal administrative controls.

Receives visitors to the work unit and answers phone calls, directing inquiries to the appropriate person. Makes travel arrangements, keeps time and attendance records, opens and distributes mail, and directs calls to various organizations (DoDEA areas, districts, schools, etc.) to pass on or obtain information.

Performs other duties as assigned.

FACTOR EVALUATION STATEMENTS

Factor 1, Knowledge Required by the Position

FL 1-3, 350 points

Knowledge of basic functions office automation equipment and a variety of software types (word processing, databases, spread sheets) to prepare a variety of documents in final form. A qualified typist is required.

Knowledge of the English language including but not limited to grammar, spelling, punctuation, and capitalization, to produce a variety of typed materials (correspondence, reports, records, etc.) accurately.

Knowledge of various formats, forms, clerical, organizational, and statistical procedures used by the work unit.

Knowledge of the functions and operations of the work unit to respond to requests for information.

Factor 2, Supervisory Controls

FL 2-2, 125 points

The supervisor provides assignments by indicating generally what is to be done, the quality and quantity expected, deadlines, and priority assignments. Specific instruction is provided for new or unusual assignments. The incumbent uses initiative to carry out daily recurring assignments independently. Deviations or problems not covered by instructions are referred to the supervisor. The supervisor reviews completed work for accuracy, completeness, and conformance with instructions and/or guidelines.

Factor 3, Guidelines

FL 3-2, 125 points

Guidelines include but are not limited to DoD, DoDEA, or unit procedures and instructions; dictionaries, English reference guides, software manuals, and administrative instructions such as those pertaining to correspondence formats. These guides are used for reference and procedures for format, reports, correspondence, mailing, filing, etc. They may be detailed step-by-step instructions for specific office automation tasks or more general procedural guidelines in the form of manufacturer's manuals and tutorials for users, agency correspondence procedures, style manuals, etc. Incumbent must select and apply the guides appropriate to each task, including software manuals, and may make minor deviations to adapt guidelines in specific cases.

Factor 4, Complexity

FL 4-2, 75 points

Typing is done in final form without intermediate rough drafts and may include one-of-a-kind formats. The work consists of various duties involving several related steps and processes to provide assistance to work unit members. Incumbent must identify work projects to be

completed, requiring recognition of the procedures or solutions and differences among several recognizable situations which require some adaptation and interpretation to complete the action.

Factor 5, Scope and Effect

FL 5-1, 25 points

The purpose of the position is to relieve the principal or assistant principal and other administrators of routine administrative and miscellaneous clerical work. The employee follows established rules and procedures to perform specific recurring tasks in maintaining electronic records such as directories and registration databases, and produces various reports and publications in support of school administrators and teachers. The work affects the efficiency, accuracy, and reliability of administrative and clerical processes of the school, and consequently the ability of the administrators to devote their attention to the children's education.

Factor 6, Personal Contacts, and
Factor 7, Purpose of Contacts

FL 6-A/7-1, 30 points

Contacts are primarily with employees within the assigned school, such as document originators and points of contact for various school functions. Additional contacts are with students and their parents when they visit the school office.

Contacts are made for the purpose of reporting and resolving problems, clarifying information, exchanging routine information and/or gathering data for various reports or projects. When dealing with visitors, the purpose of contacts is to provide information or to refer the visitor(s) to the proper official.

Factor 8, Physical Demands

FL 8-1, 5 points

The work is primarily sedentary. There may be some walking, standing, bending, and carrying of light items such as papers, files, and books.

Factor 9, Work Environment

FL 9-1, 5 points

Work is normally performed in an office setting. The work area is generally adequately heated, lighted, and ventilated. Some positions are located overseas, where the incumbent is subject to a variety of environmental conditions typical of the overseas areas in which residing, to include the potential for exposure to acts of terrorism.