

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No
S9355

6. OPM Certification No

9. Subject to IA Action
 Yes No

13. Competitive Level Code
0001

14. Agency Use

2. Reason for Submission
 Redescription Reestablishment
 New Other

3. Service
 Hdqtrs. Field

4. Employing Office Location
Arlington, VA

5. Duty Station
Various

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Financial Statements Required
 Executive Personnel Financial Disclosure Employment and Financial Interests

10. Position Status
 Competitive
 Excepted (Specify in Remarks)
 SES (Gen.) SES (CR)

11. Position is:
 Supervisory
 Managerial
 Neither

12. Sensitivity
 1-Non-Sensitive
 2-Noncritical Sensitive
 3-Critical Sensitive
 4-Special Sensitive

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment	Tech Office Automation Assistant	YB GS	0326	01 05		
c. Second Level Review						
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position (if different from official title)

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment
Department of Defense Education Activity

a. First Subdivision
Area

b. Second Subdivision
District

c. Third Subdivision

d. Fourth Subdivision

e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

20. **Supervisory Certification.** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Signature _____ Date _____

Signature _____ Date _____

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position
DoD Civilian Personnel Manual 1400.25-M, Subchapter 1920
OPM Position Classification Flysheet for Office Automation Clerical and Assistance Series, GS-326; TS-100, Nov '90

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Typed Name and Title of Official Taking Action
Laura J. Perkins
Chief, Classification and Compensation Section
Signature *Laura J. Perkins* Date 8/8/06

23. Position Review	Initials	Date								
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks
This standardized position description for Office Automation Assistant, GS-0326-05 is appropriate for use in any District Superintendent's Office.

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 District Superintendent’s Office (DSO). The purpose of the position is to perform office automation work, including word processing, and a variety of clerical functions in support of the DSO to which assigned.

MAJOR DUTIESOffice Automation Duties

Uses a personal computer and multiple functions of a variety of software types (e.g., word processing, spreadsheets, databases, graphics) to prepare a variety of letters, messages, memoranda, reports, statistical material, graphics, school bulletins, parent newsletters, faculty and parent handbooks, and other documents from oral instructions, hand-written rough drafts, or voice recordings. Also prepares transmittals, requests for supplies, a variety of forms, and related material. Responsible for correct format, spelling, punctuation, and grammar.

Utilizes database or spreadsheet software to enter, revise, sort, or calculate and retrieve data for standard reports.

Administrative and Clerical Duties

Establishes and manages all files and records related to correspondence, mail distribution, and Freedom of Information Act data. Responds to letters of inquiry whenever possible, routing to the appropriate personnel any correspondence requiring their personal attention. Ensures distribution and/or appropriate posting of information of interest and concern to school personnel. Maintains suspense files and follows up to ensure that deadlines are met.

Orders and maintains supplies and materials for the immediate office.

May perform a variety of administrative and clerical duties unique to a DSO including, but not limited to, one or more of the following:

- Maintain staff personnel folders and ensure proper documentation is filed and maintained in each folder to include certification/recertification requests, official transcripts, and DoDEA teaching certificates. File forms and transcripts to ensure teacher certification/recertification records are properly maintained and requirements are up-to-date, including tracking, preparing, documenting, and filing of teacher certification/recertification requests. Maintains file plans and updates when required.
- Maintain the Key Control Register to control the issuance of office keys. Conduct semi-annual inventories of keys. Prepare all requests for keys and locks. Report key loss or theft to the DSO Security Specialist.
- Prepare and track Military Interdepartmental Purchase Request (MIPR), and provide printouts of available funds information data to the DSO using Microsoft Excel software. Prepare and forward billing requests to the appropriate agencies.
- Serve as the Telephone Control Officer (TCO). Prepare, track, and verify the information on all requests for telephones, radios, and intercom systems.
- Publications and Regulations. Order, maintain, and display controlling regulations, publications and required forms that may have been issued by a variety of sources (i.e., DoD, DoDEA, the military service(s) represented in the area, or other controlling organization such as DFAS or OPM).

In the absence of the DSO secretary, the incumbent may be tasked to perform the following tasks:

- Exercising discretion and knowledge of applicable policies and regulations, receive calls, greet visitors, and direct inquiries to the appropriate staff member. Determine the purpose of calls and visits and either respond to issues or refer caller or visitor to the appropriate staff member.
- Maintain time and attendance and leave records. Process timecards and transmit administrative and other personnel payroll data.
- Compile information for administrative and recurring technical reports. Based on general instructions as to type of information required and its purpose, obtain information and technical data from such sources as records and reports in files or computer databases.

Performs other duties as assigned.

FACTOR EVALUATION STATEMENTS

Factor 1, Knowledge Required by the Position

FL 1-3, 350 points

Knowledge of the capabilities, operating characteristics, and functions of one or more types of office automation software (e.g., word processing, desktop publishing, graphics, database, or spreadsheet) to perform a substantial range of office automation tasks in support of the DSO to which assigned.

Procedural knowledge to perform a substantial range of functions in several software types to meet various DSO needs and produce a wide range of documents incorporating data from different software applications, or to update databases and/or spreadsheets.

Knowledge of the functions, programs, structure, routines, and procedures of the DSO to which assigned to take phone calls and receive visitors, personally provide information on routine or procedural matters, or refer the question to the appropriate staff member.

Knowledge of the DSO's administrative system sufficient to perform such tasks as locating and summarizing material, filing material that may be difficult to categorize, as well as the more routine filing and mail duties. Knowledge of the requirements and procedures pertaining to file and record maintenance.

Knowledge of administrative and clerical rules, practices, and procedures applicable to the processing of forms and requests used in various office support tasks, such as time and attendance, travel, and office supply requisitioning.

Factor 2, Supervisory Controls

FL 2-3, 275 points

The supervisor outlines objectives, priorities, and deadlines to ensure the smooth operation of the DSO. The employee independently performs daily tasks, handling problems and deviations in the work assignments in accordance with accepted practices. The supervisor assists in unusual situations where it may be necessary to deviate from established policies or procedures. Because the supervisor may not be readily available for advice and guidance, the employee must exercise sound judgment in resolving problems of an immediate nature. Completed work is evaluated for technical soundness, appropriateness, and conformance to policy requirements. Methods used are not normally reviewed in detail.

Factor 3, Guidelines

FL 3-2, 125 points

Guidelines typically include DoDEA regulations, software user manuals, tutorials, dictionaries, correspondence manuals, time and leave instructions, and sample work products. The employee selects the most appropriate guide, using judgment in selection either because the guides are numerous and similar, or because there are alternative procedures for accomplishing a function. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

Factor 4, Complexity

FL 4-2, 75 points

The employee performs duties that involve related steps, processes, or methods that are often numerous and varied and determines what needs to be done based on choices between alternatives with easily recognizable differences. Selects the appropriate procedures and/or action by choosing among options that differ in such things as the type of software used, type of document or report to be produced or edited, or existing prerecorded formats. Much of the work is complicated due to the coordination required with external parties and the limited availability of time to analyze the issues presented in many individual situations.

Factor 5, Scope and Effect

FL 5-2, 75 points

The purpose of the position is to relieve DSO educators and administrators of routine administrative and clerical work. The employee follows established rules and procedures in collecting, organizing, and providing information. The work affects the efficiency, accuracy, and reliability of administrative and clerical processes within the district, and consequently the ability of the administrators to devote their attention to the DSO mission.

Factor 6, Personal Contacts

FL 6-2, 25 points

Contacts are primarily with employees and staff within the assigned district, and with other DoDEA employees throughout the area engaged in different types of work. Contacts are also maintained with parents, military personnel, and other officials and members of the community.

Factor 7, Purpose of Contacts

FL 7-1, 20 points

Contacts are made to exchange information needed to accomplish assignments. Contacts with parents, military personnel and other community officials and members are to welcome them to the office and direct them to the appropriate staff member. The employee must use tact and judgment in dealing with callers and visitors, some of whom may be uninformed of appropriate procedures, hostile, or upset.

Factor 8, Physical Demands

FL 8-1, 5 points

The work is primarily sedentary, and the employee is seated comfortably at a desk or computer station. There may be some walking, standing, bending, or carrying of light items.

Factor 9, Work Environment

FL 9-1, 5 points

The employee works in an adequately lighted and ventilated office environment, observing normal safety precautions. Some positions are located overseas, requiring accommodation to foreign culture and adjustment to a variety of personal inconveniences, to include the possibility of exposure to terrorist attacks.