

## Evaluation of Position Description

Labor Category/FLSA: Nonexempt

GS-0303-09

Current Position Description  
 Proposed Position Description

Program Assistant/OA

Date Prepared: 07/07/03

Approving Official: Name: Sue Hickman

Signature: Sue Hickman

Title: HR Specialist

### Position Title/Series/Grade:

**ORGANIZATION:** Division of Property Management, Office of Research Facilities Development and Operations, NIH.

**Standards Used:** Miscellaneous Clerk and Assistant Series, GS-303, January 1979, TS-34 - November 1979, TS-37, the Introduction to the Position Classification Standards, July 1999, HRCD-7 and the Grade Level Guide for Clerical and Assistance Work, June 1989, TS-98

**Series and Title Determination:** In this position the incumbent supports management and staff in a variety of complex technical duties in support of the administrative functions of the division in the areas of personnel, budget, procurement, property, information technology, timekeeping and travel. This general support of service functions is essential to the orderly and efficient accomplishment of the work of the organization. Key among these duties is the gathering and coordinating of financial data for budget estimates, tracking division/program expenditures, and other budget related duties. Additionally, the incumbent plays a key role in gathering and coordinating procurement needs for the division. The incumbent is also responsible for a number of other activities that are of the utmost importance to the Director, Division of Property Management (DPM), for example: monitors the status of human resources actions; assists in the planning, review and reporting of data/statistical results of program/project studies; prepares, executes and/or tracks program specific information such as FOIA requests, congressional inquiries; and, performs and coordinates office automation duties using such software applications as desktop publishing, calendar, spreadsheet, and/or graphics.

This meets the series definition for Miscellaneous Clerk and Assistant Series, GS-303, which includes positions the duties of which are to perform or supervise clerical, assistant, or technician work for which no other series is appropriate. The work requires knowledge of the procedures and technique involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines.

According to the standard, no titles are specified for positions in this series and that the Introduction to the Position Classification Standards should be used for guidance. According to that standard, the title should be short, meaningful, and generally descriptive of the work performed. The title Program Assistant best describes the duties of this position because the incumbent handles the administrative program for the Branch. Therefore the series and title for this position is, Program Assistant, GS-303.

**Grade Level Determination:** In this position the incumbent performs a number of duties that require technical expertise in overseeing a variety of programs; in addition, the incumbent functions as an assistant to the Director, DPM. The Grade Level Guide for Clerical and Assistance Work provides general criteria for use in determining the grade level of non-supervisory clerical and assistance work from GS-1 through GS-7. Therefore, the Primary Standard was used to determine the grade level for the position. See the attached Factor Evaluation Statement. The total point value for this position is 1885.

**Conclusion:** Based on the above information and the attached factor evaluation statement, this position is properly classified as a Program Assistant (Office Automation), GS-303-9.

**Installation:** National Institutes of Health, Bethesda, MD  
**Title:** Program Assistant (Office Automation)  
**Occ Series:** 303  
**Pay Plan:** GS  
**Grade:** 9

**Introductory Statement:** The Division of Property Management (DPM) serves all of the NIH Community by providing support for renovations, new construction and maintenance of existing facilities, utilities and grounds. The Division provides professional leadership for the engineering programs of the National Institutes of Health (NIH). The scope of DPM operations is such that the effectiveness with which they are carried out has a major and direct effect on the worldwide biomedical research programs of the NIH. In addition to the main facilities at the Bethesda Campus and in Poolesville, MD, NIH has facilities at Research Triangle Park, North Carolina, Rocky Mountain Laboratory in Montana and the Gerontology Research Center in Baltimore, MD.

This position is organizationally located within the DPM and the incumbent serves as a Program Assistant (Office Automation) in any offices or organization within the Most Efficient Organization (MEO) as determined by ORF/DPM management as part of the A-76 process. Those offices or areas of the MEO include the Office of the Chief, MEO, Maintenance Support Team and any subordinate office thereof including the Facility Maintenance Team, Customer Operations Team and the Electronic Systems Support Team. It is the primary responsibility of the incumbent to act as the lead program assistant as well as to provide secretarial, administrative, clerical, and information technology support to the office to which they are assigned.

### **Duties**

The incumbent has primary responsibility for facilitating and overseeing a broad range of administrative and program support activities for the day-to-day program tasks and for anticipating the program needs of the DPM. The incumbent has specific responsibilities in the areas of procurement, time keeping, information technology, human resources, property management, travel, training and budget.

Obtains and monitors the use of services, supplies, or equipment for the office. Consolidates equipment or service requests from various offices. Ascertain the needs of subordinate offices and coordinates the purchase of equipment and services to meet the organization's needs. Studies the various offices to determine usage and needs and merges needs into one recommendation for the organization as a whole. Subsequently, acquires the equipment and

services using procedures to procure, authorize, control, and justify these purchases. Provides general office supply and equipment support services such as obtaining standard office supplies and services, procuring or justifying the full range of office services, or answering questions concerning policies and procedures related to support/office services. Performs and coordinates monthly purchase card reconciliation.

Performs and coordinates property accountability duties or the more routing phases of property management including inventory of non-expendable property, reporting excess property, etc. Reconciles property record balances after completion of the property inventory. Corrects routine discrepancies to inventory records such as recording error or error in properly identifying equipment.

Assures that all necessary documentation is prepared and that all appropriate signatures and approvals are obtained for recruitment and appointment of professional, technical, trades and support staff, reassignments, pay increases or adjustments, and separations for DPM staff. Monitors status of human resources actions and provides additional information if needed. Completes paperwork for award nominations.

Assembles and compiles preliminary budget data for use by the staff in estimating funds needed for program activities. Based on the information received from the staff, assists in the compilation of the annual budget that is submitted for review and approval. Maintains operating plan records showing allocations and current status of allotted funds. Keeps the staff informed of surpluses and deficits and make adjustments as directed.

Performs and coordinates office automation duties using such software applications as electronic mail, desktop publishing, calendar, spreadsheet, database, and/or graphics. Provides general office automation clerical services such as maintaining electronic files, troubleshooting operating or user problems, or utilizing advanced software functions. Provides and coordinates basic computer training on data processing procedures and practices used in the organization. Trains users on common data processing procedures such as procedures for retrieving standardized reports from various software applications.

Enters pertinent information into an automated tracking system. Assists in the planning, review, and reporting of data/statistical results of program/project studies. Establishes protocols for incoming data, organizes computerized data sets, and retrieves computerized data. Performs a basic analysis of the data and generates a variety of reports. Serves as the point of contact with lead responsibility for a particular database. Provides assistance to staff in designing, developing, and administering the office's automation and data processing systems. Creates and maintains databases, spreadsheets, and other computer files. Prepares, executes, and/or tracks program specific information such as FOIA requests, congressional inquiries, grants, cooperative agreements, and/or IAGS/contracts within an organizational unit.

Operates and coordinates the use of computer systems, such as the Micromain 2000 CMMS System and Project Information System (PIN) used to receive, route, process and track work

within the DPM and/or performs data processing support and service functions requiring knowledge of data processing sequences, procedures, user and/or programming languages, computer requirements, and/or techniques associated with the development and design of systems

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Acts as liaison to other managers and staff within the organization and provides accurate advice on procedures, reports, requirements, and other matters necessary to implement the supervisor's policies, directives, and instructions. Informs them of the supervisor's views on current issues and programs. Formal clearances are required to manage outside contacts and their impact on programs. A significant amount of time is spent in public contact work because the program/mission of the organization is so interlocked with other organizations or agencies. Responds to administrative problems brought to the supervisor's attention by members of the staff or management officials outside the organization or outside the agency. Notifies the appropriate subordinate management officials of the need for information or recommendation, and either prepares the response or follows up to ensure a timely response by others.

Coordinates and processes incoming and outgoing materials such as correspondence, reports, memoranda, and other forms of written communication. Composes and/or edits letters and reports, reviews correspondence for accuracy and completeness, and prepares public presentation outlines. Receives, sorts, and routes incoming mail per priorities and deadlines established by the supervisor. Establishes and maintains the office filing system including administrative, technical and informational materials. Develops an on-going action log and chronological file system for specific correspondence. Establishes and manages the office reference library of standards, criteria, and publications; catalogues publications; takes annual inventory to reconcile assets; controls loans/returns; and purchases new additions when directed.

Schedules appointments, coordinates meetings, and/or schedules conferences. This involves the performance of such activities as notifying speakers and participants, arranging hotel accommodations, transportation to and from the meeting site, social activities, and secretarial/clerical support. Attends meetings, takes notes of commitments made, informs staff of commitments, and follows up on action items. Determines audiovisual equipment requirements and makes arrangements to have equipment on hand. Prepares and distributes meeting minutes.

Performs and coordinates clerical, assistant, or technician level work in support of an employee development function. Performs standardized support work to process training requests and contracts, such as assisting with locating sources of training, ascertaining that employees meet course pre-requisites, etc. Performs a wide variety of nonstandard support duties, such as determining whether proposed training will affect employee qualifications, or recommending additions to the annual training needs survey. Enters training request data into the NIH Internal Training System. Makes travel arrangements, reservations, and accommodations in support of training. Assists with timely filing of travel documents and vouchers upon supervisor's return to

duty. Takes advantage of training opportunities for professional self-development, with concurrence of supervisor.

Performs and coordinates timekeeper duties as assigned, to include recording time and attendance, requesting leave, and resolving any pay or leave problems. Answers questions pertaining to time keeping; areas of inquiry include overtime, compensatory time, military reserve leave, advanced leave, family leave, etc.

Practical knowledge of technical methods to perform assignments requiring substantive training and/or experience, such as carrying out limited projects involving the use of specialized complicated techniques, and requiring analysis and developing preliminary or final conclusions. Knowledge of organization procedures and standards for completed assignments or documents. And, knowledge of the mission, function, goals, policies, and priorities of the agency and the organization as it affects the completion of assignments.

#### Supervision and Guidance Received

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations, which do not have clear precedents. The employee plans, assigns, coordinates and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

#### Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommends changes. The employee provides leadership and guidance on all matter to junior program assistants as required.

#### Complexity

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

#### Scope and Effect

The work involves treating a variety of conventional problems, questions, or situations in

conformance with established criteria. The work product or service affects the design or operation of systems, programs, or equipment; the adequacy of such activities as field investigations, testing operations, or research conclusions; or the social, physical, and economic well being of persons.

### Personal Contacts

The personal contacts are with employees in the same agency but outside the immediate organization. People contacted generally are engaged in different functions, missions, and kinds of work, e.g., representatives from various levels within the agency such as headquarters, regional, district, or field offices, or other operating offices in the immediate installation.

Also contacts members of the general public, as individual or groups, in a moderately structured setting (e.g. the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact is frequently unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of the other participants).

Contacts at this level are typically found in office where visitors and callers contact the office, or are contacted by the office for several different purposes, to find several different kinds of information, or to receive one of several different services.

### Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

### Physical Demand

The work is sedentary. Typically, the employee sits comfortably to do the work. Some tasks are repetitive in nature, so precautions must be taken to mitigate repetitive strain injuries. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; or driving an automobile, etc. No special physical demands are required to perform the work. Walking will include within and between buildings on the 300-acre Bethesda campus.

### Work Environment

The work environment involves everyday risks or ergonomic discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, or libraries in a combination hospital and medical research facility. The work area is adequately lighted, heated, cooled ventilated, and cleaned.