Job Family Position Classification Standard for Support Work in the General Program and Office Services Group, 0300

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INTRODUCTION

This Job Family Standard (JFS) provides series definitions, titling instructions, and grading criteria for non-supervisory one-grade interval positions in the General Program and Office Services Group, 0300, for General Schedule (GS) and other "white collar" pay plans. In the GS position classification system established under chapter 51 of title 5, United States Code, the positions addressed here are one-grade interval positions.

This JFS is divided into three parts. Part I contains occupational information applicable to Federal work covered by this JFS without regard to pay plan or classification system. Part II provides the grading criteria for positions classified in accordance with GS grade definitions. Part III will include explanatory material about the development of this JFS.

The term "General Schedule" or "GS" traditionally denotes the major position classification system and pay structure for white collar work in the Federal Government. Agencies no longer subject to chapter 51 have replaced the GS pay plan indicator with agency-unique pay plan indicators. For this reason, reference to the GS has been omitted from much of this JFS.

Coverage

This JFS covers the following occupational series:

Series

Messenger	**0302**
Administrative Assistance	**0303**
Mail and File Assistance	**0305**
Secretary	**0318**
Program Assistance	**0344**
Office Equipment Operating	**0350**
Telecommunications Equipment Operating and Support	**0390**

Modification, Cancellation, or Establishment of Occupational Series and Standards

Issuance of this JFS modifies, renames, supersedes, or cancels occupational series, classification standards, and guides as described in the following table. The table also indicates how to classify work covered by previous classification standards.

New / Previous Series or Guidance		Action Taken / How to Classify Work Previously Covered
General Administrative, Clerical, and Office Services Group	**0300**	• Renames this occupational group, **General Program and Office Services Group, 0300**.
Messenger	**0302**	• Supersedes this classification standard, last revised in December 1973.
Miscellaneous Clerk and Assistant	**0303**	• Renames this series, **Administrative Assistance Series, 0303**. • Supersedes this flysheet, last revised in November 1979.
Information Receptionist	**0304**	• Cancels this series. • Cancels this classification standard, last revised in June 1961. • Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Mail and File	**0305**	• Renames this series, **Mail and File Assistance Series, 0305.** • Supersedes this classification standard, last revised in January 1979.
Correspondence Clerk	**0309**	• Cancels this series. • Cancels this classification standard, last revised in June 1982. • Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Secretary	**0318**	• Supersedes this classification standard, last revised in June 1982.
Closed Microphone Reporting	**0319**	• Cancels this series. • Cancels this classification Flysheet, last revised in January 1979. • Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.

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New / Previous Series or Guidance		Action Taken / How to Classify Work Previously Covered
Clerk-Typist	**0322**	- Cancels this series. - Cancels this classification Flysheet, last revised in November 1990. - Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Office Automation Clerical and Assistance	**0326**	- Cancels this series. - Cancels this classification Flysheet, last revised in November 1990. - Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Management and Program Clerical Assistance	**0344**	- Renames this series, **Program Assistance, 0344.** - Supersedes this classification standard, last revised in May 1993.
Equipment Operator	**0350**	- Renames this series, **Office Equipment Operating Series, 0350**. - Supersedes this classification standard, last revised in November 1978.
Data Transcribing	**0356**	- Cancels this series. - Cancels this classification standard, last revised in August 1975. - Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Coding	**0357**	- Cancels this series. - Cancels this classification standard, last revised in May 2009. - Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Telephone Operating	**0382**	- Cancels this series. - Cancels this classification standard, last revised in November 1991. - Classify work previously covered by this series to the **Telecommunications Equipment Operating and Support Series, 0390**.

(Continued)

New / Previous Series or Guidance	Action Taken / How to Classify Work Previously Covered
Telecommunications Processing **0390**	• Renames this series, **Telecommunications Equipment Operating and Support Series, 0390**. • Supersedes this classification standard, last revised in November 1981.
General Telecommunications Series **0392**	• Cancels this series. • Cancels this Flysheet, last revised in November 1991. • Classify work previously covered by this series to the **Telecommunications Equipment Operating and Support Series, 0390**.
Communications Clerical **0394**	• Cancels this series. • Cancels this classification Flysheet, last revised in October 1963. • Classify work previously covered by this series to the **Administrative Assistance Series, 0303**.
Grade Level Guide for Clerical and Assistance Work	• Cancels this Guide, last revised in June 1989.
Office Automation Grade Evaluation Guide	• Cancels this Guide, last revised in November 1990.
Typing and Stenography Grade Evaluation Guide	• Cancels this Guide, last revised in November 1990.

PART I – OCCUPATIONAL INFORMATION

Part I is intended for use by all agencies in evaluating nonsupervisory one-grade interval administrative support positions in the General Program and Office Services Group, 0300.

General Series Determination Guidelines

Selection of the correct series for a position is an essential part of the entire human resources management process for a variety of reasons. For example, qualification requirements used in recruiting are based on the series of the position; career ladders are influenced by the series; and organizational structure is often designed with consideration of the series of assigned positions.

Determining the correct series for a position is usually apparent by reviewing the assigned duties and responsibilities and comparing them to the series definitions and general occupational information the JFS provides. Generally, the series determination for a position is based on the primary work of the position, the highest level of work performed, and the paramount knowledge required to do the work of the position. Normally, it is fairly easy to make this decision. However, in some instances, determining the correct series may not be as obvious.

Use the following guidelines to determine the predominant series when the work of a position matches more than one job family or occupational group. Also, when the work of a position falls into more than one series within this job family, it may be difficult to determine which particular series predominates. In such situations, apply the guidelines below in the order listed to determine the correct series.

- **Paramount knowledge required.** Although there may be several different kinds of work in the position, most positions will have a paramount knowledge requirement. The paramount knowledge is the most important type of subject-matter knowledge or experience required to do the work.
- **Reason for the position's existence.** The primary purpose of the position or management's intent in establishing the position is a positive indicator for determining the appropriate series.
- **Organizational mission and/or function.** Positions generally align with the mission and function of the organization to which they are assigned. The organization's function is often mirrored in the organizational title and may influence the appropriate series.
- **Recruitment source.** Supervisors and managers can help by identifying the occupational series providing the best qualified applicants to do the work. This is closely related to the paramount knowledge required.

Although the work of some positions may require applying knowledge and skills similar to that required by this JFS, classification of a position to a series covered by this Group, 0300, may not be appropriate. The **Additional Occupational Considerations** section of this JFS provides examples where the work may involve applying related knowledge and skills, but not to the extent it warrants classification to this job family.

Additional information may be found in the U.S. Office of Personnel Management's (OPM) publication, **The Classifier's Handbook**.

Official Titling Provisions
Title 5, United States Code, requires the U.S. Office of Personnel Management (OPM) to establish authorized official position titles, including basic titles (e.g., Messenger) to which one or more prefixes and/or suffixes may be appended. Agencies must use the official position titles for human resources management, budget, and fiscal purposes. Instructions for assigning official position titles are provided for specific series in this section. **Supervisors and Leaders** Add the prefix "Supervisory" to the basic title when the agency classifies the position as supervisory. If the position is covered by the General Schedule, refer to the **General Schedule Supervisory Guide** for additional titling and grading information. Add the prefix "Lead" to the basic title when the agency classifies the position as leader. If the position is covered by the General Schedule, refer to the **General Schedule Leader Grade Evaluation Guide** for additional titling and grading information. **Organizational Titles** Organizational and functional titles do not replace but rather complement official position titles. Agencies may establish organizational and functional titles for internal administration, public convenience, program management, or similar purposes. Examples of organizational titles are Branch Chief and Group Leader. Examples of functional titles are Manager, General Program and Office Support Services or Office Manager, Telecommunications Equipment Operating and Support Services. **Parenthetical Titles** For some occupational series OPM has prescribed certain parenthetical titles to be used as appropriate for positions in those series. Only these designations may be used. For positions in series for which OPM has not established parenthetical titles, agencies may supplement official titles with parenthetical designations determined by the agency. A parenthetical designation should be used only when it would add to the understanding and identification of the position. Parenthetical titles should be used only where it would be helpful or necessary to identify further the duties and responsibilities involved, and such duties and responsibilities reflect special knowledge and skills needed to perform the work. The addition of parenthetical designations can be important for a variety of purposes, such as to indicate special skills for recruitment or to identify positions for pay purposes. In all cases where a parenthetical title is used, the position description must reflect the duties which support the parenthetical designation.

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Official Titling Provisions (continued)

A parenthetical title of (*Typing), (Stenography), (Office Automation)*, or (*Data Transcribing)*, must be added to the official title of a position when the duties of the position require proficiency at or above competitive level standards for one of these skills. The parenthetical designation (*Office Automation)* may be shortened to (*OA)*, if desired. When either "Stenography" or "Office Automation" is used alone in parenthesis, the "Typing" designation will not be used.
When a position is classified to a specialized clerical series and requires competitive level stenographic skill and competitive level typing skill to perform office automation work, both "Stenography" and "Office Automation" are added parenthetically to the position title, i.e., *Secretary (Stenography/Office Automation)* or *Secretary (Stenography/OA)*. In any case where one of these parenthetical titles is used, the position description must state the skill level required to assure appropriate recruitment for the job.

In this JFS, only the Telecommunications Equipment Operating and Support Series, 0390, has prescribed parenthetical titles (i.e., *teletype, cryptographic equipment, or radio*) to the above title when further distinctions in the work are necessary for recruitment and other purposes. Agencies may use only the listed parenthetical titles to supplement the basic titles for this series. For all other series in this JFS, agencies may supplement the basic titles authorized with agency-established parenthetical titles, if necessary, for recruitment or other human resources needs. Agencies may use a combination of two parenthetical specialty titles in official position titles where the two are of significant importance to the position. Use the basic title without a parenthetical specialty title for positions with no established specialty or for positions involving work in more than two of the established specialties.

Occupational Information by Series

MESSENGER, 0302	**Qualification Standard**

Series Definition	This series covers positions which lead or perform general messenger work, such as receiving and delivering documents or other items. The work may also involve performing light manual or mechanical work, general office tasks, or operation of a motor vehicle.
Titling	The basic title for positions in this occupation is *Messenger*.
Occupational Information	**General Occupational Information** Messenger work involves the receipt, individual-route sorting, collection or retrieving, and delivery of a variety of items, including correspondence, memoranda, publications, records, files, packages, and similar materials. Typically, work in this series may include: • sorting items to be delivered; • delivering packages; • obtaining receipts or signatures for deliveries; • retrieving packages; • making special trips to pick up or deliver materials; and • operating a motor vehicle to facilitate the performance of messenger duties. ⇐**BACK TO TABLE OF CONTENTS**

ADMINISTRATIVE ASSISTANCE, 0303	**Qualification Standard**

Series Definition

This series covers positions the duties of which are to supervise, lead, or perform general office assistance work. The series covers one-grade interval work for which no other series is appropriate. The work requires knowledge of the procedures, techniques, and practices involved in carrying out the work of an organization within a framework of established guidelines, and the skill to use various office equipment, such as fax machines, photocopiers, scanners, videoconferencing, telephone systems, and the ability to create and edit documents.

Titling

No basic titles are specified for positions in this series. Agencies may construct titles which appropriately describe the work.

Occupational Information

General Occupational Information

Positions in this series involve a broad range of clerical and administrative general office support activities. Work in this series may include duties such as:

- providing routine clerical and administrative support to supervisor and staff members;
- assisting and coordinating routine office support services;
- using automated software and equipment to prepare routine correspondence, reports, spreadsheets, graphs, charts, and other various documents;
- reviewing correspondence for proper spelling, punctuation, formatting, grammar, and compliance with administrative and office policy;
- processing and maintaining employee time and attendance records;
- receiving, screening, and directing visitors, guests, and telephone calls;
- answering routine inquiries and/or referring to appropriate staff member;
- scheduling appointments and maintaining supervisor's calendar;
- making travel arrangements;
- arranging conferences and meetings;
- gathering, filing, and assembling materials and correspondence;
- creating, organizing, and maintaining a records management system;
- ordering, issuing, and maintaining office supplies and equipment;
- keeping inventory and records of office property;
- distributing and monitoring incoming and outgoing mail;
- maintaining security or confidentiality of records, equipment, or computer access;
- tracking and maintaining budget information, such as cash flows or similar data;
- transcribing or verifying data;
- coding information from source materials; and
- preparing and maintaining organization's records.

MAIL AND FILE ASSISTANCE, 0305	**Qualification Standard**

Series Definition	This series covers positions which supervise, lead, or process incoming or outgoing mail, and/or the systematic sorting, retrieving and filing records and/or scheduling disposition of records. The work requires applying established mail and/or file methods and procedures, and knowledge of the organization.
Titling	The basic titles for positions in this series are: **Mail Assistant -** Work primarily involving mail duties. **File Assistant -** Work primarily involving file duties. **Mail and File Assistant -** Work involving significant duties in both of the above areas.
Occupational Information	**General Occupational Information** **Mail** Mail work involves processing incoming materials, routing materials to the appropriate organization(s), and processing outgoing materials. Mail work includes duties such as: • receiving, sorting, and routing mail; • maintaining control systems for special communications; • maintaining directories, mail count logs, and/or distribution lists; • date-stamping mail and verifying signature; • processing mail through sealing, metering, or canceling machines; • bundling, bagging, and wrapping mail according to regulations; • delivering and accepting mail; • preparing labels and envelopes; • determining the means of transmission for documents; and • coordinating dispatch with ground and air schedules.

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Occupational Information (Continued)

File

File work involves systematic arrangement of records for storage or reference, and/or the scheduling of disposition of records and/or retrieval of information and materials. File work includes duties such as:

- determining proper classification of filing materials;
- sorting and arranging records according to established procedure;
- filing correspondences, invoices, receipts, and other records;
- locating and retrieving filed materials;
- maintaining a document control system;
- cross-referencing file materials; and
- preparing records for disposition.

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SECRETARY, 0318	**Qualification Standard**

Series Definition	This series covers positions which perform office work in support of the work of the organization by assisting the head of the department, agency, bureau, unit or organization, and in many cases, the subordinate staff of the head of the unit. To be included in this series, a position must be the principal general office or administrative support position in the office. The duties require knowledge of a wide variety of standardized office procedures, programs, and operations to provide clerical and administrative support duties, and the ability to apply these skills to increase the effectiveness of others.
Titling	The basic title for positions in this series is *Secretary*. *Executive Secretary*: Work involving providing clerical and administrative support work to a Senior Executive Service (SES) position.
Occupational Information	**General Occupational Information** Secretary work includes duties such as: • supervising, organizing, and coordinating daily operations and duties in the office; • performing highly confidential duties and receiving confidential communications; • interfacing with high level officials, high profile visitors, and confidential personnel; • arranging meetings, conferences, and briefings at executive and highly confidential levels; • scheduling appointments and commitments for supervisor without prior approval; • rearranging and resolving conflicts with multiple calendars; • ensuring that practices and procedures of other Secretaries and subordinate offices are consistent with those of upper management; • reviewing, recommending, and implementing changes in administrative policies, practices, and procedures; • receiving and reviewing all correspondence requiring executive signature for clarity, accuracy, procedural correctness, and factual consistency; • replying to correspondence and inquiries not requiring executive attention; • screening and transmitting classified material according to prescribed guidance; • developing material and preparing outlines for public speaking engagements and presentations; • establishing and maintaining extensive office files; • making complex travel arrangements and preparing post-travel vouchers; • ensuring continuity of office operations and serving as administrative liaison; • attending meetings, taking notes, and composing summaries and detailed reports; • tracking and ensuring implementation of supervisory commitments; • providing agendas, logistical support, and materials for meetings and conferences; • answering most questions without referring to staff; and • assisting staff members in procedural aspects of expediting the work. **⇐BACK TO TABLE OF CONTENTS**

PROGRAM ASSISTANCE, 0344	**Qualification Standard**

Series Definition	This series covers positions which supervise, lead or perform technical/clerical work in support of program management analysis to evaluate and improve program efficiency, effectiveness, and productivity. The work requires a practical knowledge of the methods, techniques, procedures, and processes within an established framework of program management analysis, guidelines, and the skill and ability to use one or more automated systems to perform various duties.
Titling	The basic title for positions in this series is *Program Assistant.*

General Occupational Information

Positions in this series involve a broad range of general office and program management analysis in support of organizational structures, functions, processes, objectives, services, and resource requirements. Work in this series may include duties such as:

- reviewing, evaluating, and improving the efficiency of internal administrative processes, organizations, or management;
- developing and advising on the methods and policies for providing administrative or information management systems to agencies, such as records, directives, mail, or forms management systems;
- measuring the effectiveness of line or operating programs, progress and quality of service, and devising actions to resolve program problems in meeting goals and objectives;
- performing routine, procedural, or standard duties to support program or management analytical work;
- gathering, maintaining, compiling and creating records of organizational and workflow charts and other graphics;
- compiling and distributing reports on proposed program goals, budgets, staff levels, and performance criteria to operating officials for review and comments;
- verifying routine calculations such as standard cost estimates, production rates, staff hours, and workload figures;
- preparing charts, graphs, and narrative information for management or program analysis reports;
- reviewing and monitoring past and present program resource use and forecasted requirements to identify trends, discrepancies, and problems;
- identifying problems and deviations, and within the framework of established guidelines applying or adapting procedure or methods to correct problems;
- entering, searching, extracting data and creating statistical diagrams and information; and
- monitoring program status and funding use.

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OFFICE EQUIPMENT OPERATING, 0350	**Qualification Standard**

Series Definition	This series includes positions which involve supervising, leading, or performing work operating copier/duplicating, mail processing, peripheral, or other equipment. Duties require knowledge of procedures to set up, adjust, control, run, and maintain the equipment.
Titling	The basic title for positions in this series is *Office Equipment Operator*.

General Occupational Information

Work in this series may include one or more of the following:

- setting up, operating, a variety of peripheral equipment and adjusting high-speed copier/duplicating and closely related equipment;
- operating computerized equipment, such as postage machines;
- operating binding and finishing machines to produce finished documents requiring stapling, hole punching, spiral binding, or laminating;
- duplicating, assembling, sorting, and packaging materials for delivery; and
- classifying data by following all security measures.

Additionally, the work typically involves:

- cleaning and adjusting equipment;
- planning for sufficient quantities of supplies to meet demands;
- maintaining production records; and
- keeping work and storage areas orderly to prevent fire and safety hazards.

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TELECOMMUNICATIONS EQUIPMENT OPERATING AND SUPPORT, 0390	**Qualification Standard**

Series Definition	This series includes positions involving supervising, leading, or performing work using telecommunications equipment to transmit, receive, and relay messages or perform closely related tasks. The work requires using computer hardware and software, telephone switchboard equipment, and/or other equipment.
Titling	The basic titles for positions in this series are: **Telecommunications Equipment Operator –** Work involving operating equipment to transmit, receive, and relay messages. **Telecommunications Assistant –** Work involving miscellaneous telecommunications support duties which do not involve substantial operation of telecommunications equipment to send and receive messages, but requires knowledge of telecommunications techniques to facilitate the flow of messages.

General Occupational Information

Positions in this series are primarily located in communications centers serving an installation, base, national park, or similar facility. The basic purpose of the work is to use a telephone switchboard, radio system, or computer system dedicated to telecommunications to connect callers, or transmit messages promptly and smoothly to their proper destinations, or to perform related telecommunications support work.

Some positions in this occupation provide routine and emergency dispatch services. Other positions assess and evaluate circuits, message traffic, routing, facilities, security procedures, and equipment associated with a telecommunications center. The work may also involve using equipment to encode and decode, or encipher and decipher, messages.

Telecommunications equipment operation and support work involves:

- operating telecommunications equipment, such as a multi-line telephone switchboard; radio base station; mobile, marine, or portable multi-channel radio; or portable pagers;
- isolating, identifying, and resolving system problems;
- diagnosing the nature and source of hardware and software problems;
- recovering messages and performing bypass routines;
- routing messages and answering questions from callers; and
- maintaining system logs and documentation.

Impact of Automation

Automation and computer technologies greatly affect the way administrative products and services are delivered. Employees use computers to perform a wide variety of clerical and administrative functions, record keeping, correspondence, and work tracking operations.

Although workers in support positions use computers to perform work, knowledge of administrative rules and processes of an office remains the paramount subject matter knowledge required to perform the work. The information technology tools involved and the skill required to use them generally replace or supplement work methods and techniques previously performed through manual or outdated machine-enhanced processes. For example, many workers apply knowledge of computer applications and technology to input, delete, retrieve, manipulate, and correct information in databases or automated records, and to design and produce reports. Although office support personnel use computers to facilitate such work, the use of automation does not change the primary purpose of the work. Proper classification of positions within these occupations is based on the relevant knowledge and skills required to perform the primary office support duties of the position.

Additional Occupational Considerations

Although some positions may include assistance work requiring knowledge and skills typically associated with the General Program and Office Services Group, 0300, classification to a series in this job family may not be appropriate. The **General Series Determination Guidelines** section of this JFS offers guidance on selecting the most appropriate series. The following table provides examples of work similar to that performed in the JFS for Support Work in the General Program and Office Services Group, 0300, but not to the extent that it warrants classification to a series in this job family.

If Work Involves…	**See This Standard or Series Definition:**
Human resources support activities that require practical knowledge of human resources terminology, requirements, procedures, and functions.	**Job Family Standard for Assistance Work in the Human Resources Management Group, 0200**
Determining amounts of money payable and validating requests for payment, when the work involves administrative support duties requiring practical knowledge of accounting, budget, and other financial management-related functions.	**Job Family Standard for Clerical and Technical Accounting and Budget Work, 0500**
Legal assistance, claims assistance, or general claims examining work requiring knowledge of legal terminology and procedures.	**Job Family Standard for Assistance Work in the Legal and Kindred Group, 0900**
Providing or obtaining a variety of management services (for example, budget, personnel, management analysis, accounting) essential to the direction and operation of an organization when the paramount qualifications required are knowledge of management principles, practices, methods, and techniques.	**Position Classification Flysheet for Administrative Officers Series, 0341**
Work covering one-grade interval administrative support positions involving supervising, leading, or performing assistance work in support of two-grade interval positions in the Equipment, Facilities, and Services Assistance Series, GS-1603.	**Job Family Standard for Administrative Work in the Equipment, Facilities, and Services Group, 1600**
Performing clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities, and requiring knowledge of supply operations and program requirements and the ability to apply established supply policies, day-to-day servicing techniques, regulations, or procedures.	**Position Classification Standard for Supply Clerical and Technician Series, 2005**

Technical and analytical work pertaining to: 1) the planning, development, acquisition, testing, integration, installation, utilization, or modification of telecommunications systems, facilities, services, and procedures; 2) managerial and staff work involved in the planning, implementation, or program management of telecommunications programs, systems, and services or, 3) line supervision over communications operations, when such work includes responsibility for management functions such as planning, recommending changes and determining organizational structure, staffing, training, and budgetary requirements.	**Position Classification Standard for Telecommunication Series, 0391**
Work primarily involving and requiring a practical knowledge of medical records to perform clerical or technical work to analyze, code, compile, and index medical records information when the work is subject to technical supervision and review by medical records administration personnel in the Medical Records Technician Series, GS-0675.	**Job Family Position Classification Standard for Assistance and Technical Work in the Medical, Hospital, Dental, and Public Health Group, 0600**

Crosswalk to the Standard Occupational Classification

The Office of Management and Budget requires all Federal agencies to use the Standard Occupational Classification (SOC) system for statistical data reporting purposes. The Bureau of Labor Statistics uses SOC codes for the National Compensation Survey and other statistical reporting. OPM and other Federal agencies maintain a "crosswalk" between OPM-authorized occupational series and the SOC codes to serve this need. These SOC codes and this requirement have no effect on the administration of any Federal human resources management system. The information contained in this table is for information only and has no direct impact on classifying positions covered by this job family standard. The SOC codes shown here generally apply only to nonsupervisory positions in these occupations. As changes occur to the SOC codes, OPM will update this table. More information about SOC is available at **http://stats.bls.gov/soc**.

Federal Occupational Series and Position Titles and Their Related Standard Occupational Classification System Codes

Federal Occupational Series	Standard Occupational Classification Code Based on Occupational Series		Position Title	Standard Occupational Classification Code Based on Position Title	
Messenger, 0302	43-5021	Couriers and Messengers	Messenger	43-5021	Couriers and Messengers
Administrative Assistant, 0303	43-4071	Administrative Assistants	Administrative Assistant	43-4071	Administrative Assistants
Mail and File, 0305	43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	Mail and File Assistant	43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service
Secretary, 0318	43-6010	Secretaries	Secretary	43-6010	Secretaries
Program Assistance, 0344	43-9000	General Office and Program Support	Program Assistant	43-9000	Program Assistants
Office Equipment Operating, 0350	43-9070	Office Machine Operators, Except Computer	Equipment Operator	43-9070	Office Machine Operators, Except Computer
Telecommunications Equipment Operating and Support, 0390	43-2099	Communications Equipment Operators, All Other	Telecommunications Equipment Operator	43-2099	Communications Equipment Operators, All Other
			Telecommunications Technician	43-2099	Communications Equipment Operators, All Other

PART II – GRADING INFORMATION

Part II provides grading information for use in determining the appropriate grade of non-supervisory one-grade interval positions in the General Program and Office Services Group, 0300. These grading criteria are applicable to General Schedule positions classified under chapter 51 of title 5, United States Code. They may also be used as appropriate to determine work levels for other Federal position classification systems. You will find more complete instructions for evaluating positions in the following OPM publications: **Introduction to the Position Classification Standards** and **The Classifier's Handbook**.

How to Use This Grading Information

Evaluate positions on a factor-by-factor basis using the factor level descriptions (FLDs) provided in this JFS. Compare each factor in the position description to the appropriate FLDs and illustrations. If the factor information in the position description fully matches an FLD for the series, you may assign the level without reviewing the illustrations. FLDs are progressive or cumulative in nature. For example, each FLD for Factor 1 – Knowledge Required by the Position encompasses the knowledge and skills identified at the previous level. Use only designated point values.

The FLDs in this JFS cover non-supervisory positions at grades GS-2 through GS-7. Evaluate supervisory and leader positions by applying the appropriate **functional guide**.

Use the occupation and specialty-specific **factor illustrations** following the FLDs as a frame of reference to understand how to apply factor level concepts. FLDs represent the minimum threshold that must be fully met in order to credit a particular FLD. FLDs cover a range of work from the FLD threshold up to, but not meeting the next higher level FLD threshold. Do not rely solely on illustrations in evaluating positions, because they reflect a limited range of actual work examples. Note that the level of work described in some specific illustrations may be higher than the threshold for a particular factor level. When the factor information for a position fails to fully match a relevant illustration, but fully matches the FLD, assign the appropriate FLD.

 If the factor information in the position description you are evaluating exceeds the higher level factor, consideration may be appropriate to use the technical standard for grading.

For each factor, record the factor level used, the points assigned, and relevant comments on the **Position Evaluation Summary Worksheet**. Convert total points to a grade using the Grade Conversion Table, and record the grade in the summary section of the Worksheet. The shaded portions of the table reflect the most commonly found grades in this job family.

GRADE CONVERSION TABLE

Point Range	GS Grade
190-250	1
255-450	2
455-650	3
655-850	4
855-1100	5
1105-1350	6
1355-1600	7
1605-1850	8
1855-2100	9
2105-2350	10

Position Evaluation Summary Worksheet

Organization _____

Position #_____

Evaluation Factors	Factor Level Used (FL#, etc)	Points Assigned	Comments
1. Knowledge Required by the Position			
2. Supervisory Controls			
3. Guidelines			
4. Complexity			
5. Scope and Effect			
6/7. Personal Contacts and Purpose of Contacts			
8. Physical Demands			
9. Work Environment			
S U M M A R Y	**Total Points**		
	Grade Conversion		

Additional Remarks:

Title, Series, and Grade Assigned:

_____

Prepared by: _____ Date: _____

Agencies may copy for local use.

Factor Level Descriptions (FLDs)

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts an employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills necessary to apply that knowledge. You should only select a factor level under this factor when the knowledge described is required and applied.

Level 1-2	200 Points

Series				
	Messenger 0302	**Illustration(s)**	**Office Equipment 0350 Operating**	**Illustration(s)**
	Administrative 0303 Assistance	**Illustration(s)**	**Telecommunications 0390 Equipment Operating and Support**	**Illustration(s)**
	Mail and File 0305 Assistance	**Illustration(s)**		

FLD

Knowledge of, and skill in applying, basic general program and office rules, processes, and procedures; and limited knowledge of office automation software sufficient to:

- compare basic information to established requirements to identify and correct errors and omissions in files and documents;
- use keyboard in transcribing interspersed alphabetic and numerical characters;
- receive, sort and deliver mail materials using office codes or organizational unit;
- apply special procedures for processing data in different forms;
- transcribe numerous data items requiring a number of separate cards and/or equivalent entries, and involving transcribing procedures;
- inspect and ensure security procedures are followed, e.g., applying security seals;
- create standard documents and complete forms; and
- respond to routine requests from customers.

Level 1-3					350 Points

<table>
<tr><td rowspan="3">Series</td><td align="right">Administrative
Assistance</td><td>0303</td><td>Illustration(s)</td><td align="right">Program Assistance</td><td>0344</td><td>Illustration(s)</td></tr>
<tr><td align="right">Mail and File
Assistance</td><td>0305</td><td>Illustration(s)</td><td align="right">Office Equipment
Operating</td><td>0350</td><td>Illustration(s)</td></tr>
<tr><td align="right">Secretary</td><td>0318</td><td>Illustration(s)</td><td align="right">Telecommunications
Equipment Operating
and Support</td><td>0390</td><td>Illustration(s)</td></tr>
</table>

Knowledge of, and skill in applying, standardized rules, regulations, processes, and procedures to general program and office duties sufficient to:

- use various software functions to format letters or other documents;
- extract information from automated systems or databases;
- maintain office records to include updating, data entry, securing classified and/or confidential materials;
- respond to requests and/or complaints from customers;
- verify adequacy of program documents;
- compile data and reports, produce charts, and graphs;
- operate from unedited and uncoded source documents;
- correct transcribing errors or refer document to the proper person for correction;
- develop, select, or recommend appropriate recording and transcribing procedures and/or adapt general instructions;
- interpret substantive data in the record or the source document to determine the specific changes required;
- use automated systems to enter, correct, and retrieve factual information, and monitor program status;
- resolve recurring problems;
- process and correct messages, formats, and address codes;
- correct and transmit messages through a computerized telecommunication system;
- verify the authority of messengers; and
- operate and maintain various office equipment.

Level 1-4	**550 Points**

<table>
<tr><td rowspan="2">Series</td><td>**Administrative 0303**
Assistance</td><td>**Illustration(s)**</td><td>**Program Assistance 0344**</td><td>**Illustration(s)**</td></tr>
<tr><td>**Secretary 0318**</td><td>**Illustration(s)**</td><td>**Telecommunications 0390**
Equipment Operating
and Support</td><td>**Illustration(s)**</td></tr>
</table>

FLD

Knowledge of, and skill in applying, extensive body of management and/or program analysis technical rules, guidelines, regulations, and precedents. It also requires knowledge of the basic objectives and policies governing various management or program operations sufficient to:

- perform interrelated and nonstandard assignments;
- extract information from various sources and clarify conflicting information;
- identify, describe and apply basic data gathering methods, procedures and techniques; review, and evaluate program operations;
- assemble documents and records;
- interpret results and resolve problems;
- prepare charts, graphs, and respond to basic inquiries;
- identify, isolate, and resolve recurring issues affecting message transmission;
- resolve wide range of recurring telecommunication problems;
- use computer hardware and program capabilities to prevent loss of messages;
- use computer commands to restart or reload the system;
- switch to alternative equipment when a peripheral device breaks down;
- provide training to telecommunication system users; and
- develop reports based on analyses and comparisons.

Level 1-5	**750 Points**

<table>
<tr>
<td rowspan="2" style="writing-mode: vertical-lr;">Series</td>
<td>Administrative 0303
Assistance</td>
<td><u>Illustration(s)</u></td>
<td>Telecommunications 0390
Equipment Operating</td>
<td><u>Illustration(s)</u></td>
</tr>
<tr>
<td>Secretary 0318</td>
<td><u>Illustration(s)</u></td>
<td>and Support</td>
<td></td>
</tr>
</table>

Knowledge of, and skill in applying, a wide range of complex principles, practices, rules, regulations and concepts of clerical and administrative office procedures, programs, processes, and operations sufficient to:

- perform complex office automation duties such as preparing spreadsheets, graphics, databases, and reports;
- monitor time and attendance;
- make purchases and verify documentation;
- use multiple types of software to track funds, create, manipulate, print, and transmit data;
- review and evaluate situations involving varying or unrelated conditions;
- perform diagnostic or troubleshooting of computer operating systems;
- use system configuration to bypass failed peripheral equipment and circuits;
- use multiple combinations of commands to restore system operation;
- arrive at decisions or recommendations tailored specifically to the individual case;
- clearly communicate complex factual information;
- coordinate the work of the office with that performed by other offices;
- monitor office budget and/or operating expenses;
- recommend budget adjustment, restructure of allocations, maintain and transfer funds among several unrelated appropriated fund accounts;
- process and track purchase documents;
- serve as a senior administrative support in a large bureau and/or equivalent organization;
- coordinate various administrative services within the organization and/or bureau;
- review and recommend changes to administrative directives and policies;
- advise staff members and/or persons outside the organization of the administrative procedures and processes concerning purchases and supply management;
- identify duplications and/or conflict in office procedures and recommends elimination; and
- track and maintain administrative, financial, and personnel processes, and/or initiate actions for follow-up.

Level 1-6	**950 Points**

<div style="writing-mode: vertical">Series</div>

Secretary 0318   Illustration(s)

<div style="writing-mode: vertical">FLD</div>

Knowledge of, and skill in applying, significantly more difficult and complex practices, principles, and concepts of clerical and administrative office procedures, programs, processes, and operations; organizational policies and practices; and specialized terminology sufficient to:

- assist supervisor and staff in procedural aspects that expedite the workload;
- identify and eliminate conflict and duplication in office procedures;
- determine when new office procedures are needed by evaluating various alternatives and recommending solutions;
- organize the flow of administrative activities of the office and of subordinate offices, and offer specific recommendations for improvements;
- develop materials for the supervisor's use based on a comprehensive understanding of the supervisor's policies and views on all significant matters affecting the organization;
- advise staff members or persons outside the organization of the supervisor's views on current issues affecting the organization;
- evaluate the operation of new office machines and recommend acceptance or rejection of their use;
- prepare and develop draft background information for supervisor's use in public engagements; and
- serve as liaison between supervisor and staff.

FACTOR 2 – SUPERVISORY CONTROLS

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor or another individual over the work performed, the employee's responsibility, and the review of completed work. The controls apply to how supervisors assign and review work. The supervisor determines what information the employee needs to perform the assignments (e.g., instructions, priorities, deadlines, objectives, and boundaries). The employee's responsibility depends on the extent to which the supervisor expects the employee to develop the sequence and timing of the work, to modify or recommend modifying instructions, to participate in establishing priorities, and to define objectives. The primary components of this factor are: **How Work is Assigned, Employee Responsibility,** and **How Work is Reviewed**.

NOTE: Unless otherwise indicated, all factor level descriptions (FLDs) apply to all occupational series in this JFS.

Level 2-1	25 Points

FLD

How Work is Assigned – The supervisor or designated employee:

- makes specific assignments; and
- provides clear, detailed, and specific oral and/or written instructions for work assignments.

Employee Responsibility – The employee:

- works as instructed; and
- consults with the supervisor on matters not specifically covered in the original instructions.

How Work is Reviewed – The supervisor or designated employee:

- closely controls work through both the structure and nature of the assignments; and
- reviews the work at various stages of its progress or at completion for accuracy, adequacy, and adherence to instructions and established procedures.

Level 2-2	**125 Points**

FLD

How Work is Assigned – The supervisor or designated employee:

- instructs the employee on the purpose of the assignment, its scope, limitations, expected deadlines, and priorities;
- provides additional instructions and/or suggested work methods for new, difficult, or unusual assignments; and
- limits or controls work according to readily applicable instructions or procedures by describing how the work is done and type (s) of adaptations or exceptions permitted.

Employee Responsibility – The employee:

- works independently but within the framework of established practices and prescribed procedures, and receives little day-to-day supervision;
- uses initiative to perform recurring assignments;
- resolves recurring clerical or administrative issues without specific instructions; and
- refers problems, deviations, and unfamiliar situations not covered by instructions or guides to the supervisor.

How Work is Reviewed – The supervisor or designated employee:

- reviews completed work to verify accuracy and conformance to required procedures, including special instructions; and
- reviews new or difficult assignments the employee has not previously performed to make sure findings and conclusions are supported by facts.

Level 2-3	**275 Points**

FLD

NOTE: This FLD does not apply to Messenger Series, 0302; Mail and File Series, 0305; and Office Equipment Operator Series, 0350.

How Work is Assigned – The supervisor or designated employee:

- makes assignments by defining objectives, priorities, and deadlines; and
- assists the employee with unusual situations which have no clear precedents.

Employee Responsibility – The employee:

- independently plans and carries out assignments in accordance with accepted practices and policies; and
- handles problems and deviations relying on instructions, previous training, and established procedures.

How Work is Reviewed – The supervisor or designated employee:

- reviews completed work for program and office soundness, considering appropriate factors and ensuring information gathered is sufficient to support conclusions; and
- reviews completed work for conformity with policy, pertinent regulations, precedents and adherence to deadlines.

Level 2-4	450 Points

NOTE: This FLD does not apply to Messenger Series, 0302, Mail and File Series, 0305; and Office Equipment Operating Series, 0350.

How Work is Assigned – The supervisor or designated employee:

- sets the overall objectives and available resources;
- discusses with the employee the assignment and time frame; and
- determines the boundaries of the employee's responsibilities.

Employee Responsibility – The employee:

- independently determines most appropriate approach or methods to use;
- decides the best practices to apply at each stage of the assignment;
- interprets administrative regulations and procedures to resolve a variety of situations and conflicts as they arise; and
- keeps the supervisor or designated employee informed of progress and potential administrative issues.

How Work is Reviewed – The supervisor or designated employee reviews completed work for:

- soundness of overall approach;
- effectiveness in producing results;
- adherence to requirements; and
- feasibility of recommendations.

FACTOR 3 – GUIDELINES

This factor covers the nature of guidelines and the judgment employees need to apply them. Individual assignments may vary in the specificity, applicability, and availability of guidelines; thus, the judgment employees use similarly varies. The existence of detailed plans and other instructions may make innovation in planning and conducting work unnecessary or undesirable. However, in the absence of guidance provided by prior agency experience with the task at hand or when objectives are broadly stated, the employee may use considerable judgment in developing an approach or planning the work. Examples of guidelines used in support work in the General Program and Office Services Group, 0300, include:

- Federal regulations covering program operations and procedures;
- agency policies and operational procedures;
- administrative policies and procedures;
- local policies, handbooks, and operating procedures;
- guidelines, circulars, and regulations developed by other agencies and organizations;
- computer training programs, including distance learning;
- reference materials such as dictionaries, style manuals, and handbooks;
- files and records, such as previous reports; and
- established budgetary procedures and policies.

Do not confuse guidelines with the knowledge described under Factor 1 – Knowledge Required by the Position. The two components of this factor are: **Guidelines Used** and **Judgment Needed**.

NOTE: Unless otherwise indicated, all factor level descriptions (FLDs) apply to all occupational series in this JFS.

Level 3-1	25 Points

FLD	**Guidelines Used** – The employee uses specific, detailed guidelines covering all important aspects of the assignment. **Judgment Needed** – The employee works in strict adherence to the guidelines and refers deviations to the supervisor or designated employee for assistance or resolution.

Level 3-2	**125 Points**

NOTE: This FLD does not apply to Messenger Series, 0302.

Guidelines Used – The employee uses a number of established procedures and specific guidelines in the form of oral instructions, directives, agency policies and procedures, related regulations, precedent actions, and processing manuals.

Judgment Needed – The employee uses judgment in selecting and applying the most appropriate guidelines, references, and procedures from among several established alternatives. The employee may also make minor deviations to the guidelines to adapt to specific cases. Situations in which the existing guidelines cannot be applied or significant deviations must be made are referred to the supervisor or designated employee.

Level 3-3	**275 Points**

NOTE: This FLD does not apply to Messenger Series, 0302, or Office Equipment Operating Series, 0350.

Guidelines Used – The employee uses a variety of guidelines, manuals, and standard reference materials; however, they are not completely applicable to the work or have gaps in specificity.

Judgment Needed – The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions to specific cases or problems. The employee analyzes results of such adaptations and recommends changes in established methods and procedures.

Level 3-4	**450 Points**

NOTE: This FLD applies only to Administrative Assistant, 0303 and Secretary, 0318 series.

Guidelines Used – The employee uses a variety of administrative policies and precedents which are applicable, but stated in general terms. Guidelines for performing the work are scarce and/or of limited use or have gaps in specificity.

Judgment Needed – The employee uses initiative and resourcefulness in deviating from established methods to:

- address specific issues or problems;
- identify and research trends and patterns;
- develop new methods and criteria; and/or
- propose new policies and practices.

FACTOR 4 – COMPLEXITY

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The primary components of this factor are: **Nature of Assignment, What Needs to be Done,** and **Difficulty and Originality Involved**.

Level 4-1		25 Points

Series	**Messenger 0302** **Illustration(s)**	**Mail and File 0305 Illustration(s)** **Assistance**
FLD	**Nature of Assignment** – The work consists of clear-cut and directly related repetitive tasks. **What Needs To Be Done** – There is little or no choice to be made in deciding what needs to be done. **Difficulty and Originality Involved** – Actions to be taken or responses to be made are readily discernible. Where additional information is needed, the employee follows a predetermined sequence of steps in obtaining it.	

Level 4-2						**75 Points**

<table>
<tr><td rowspan="3">Series</td><td>Administrative Assistance</td><td>0303</td><td>Illustration(s)</td><td>Program Assistance</td><td>0344</td><td>Illustration(s)</td></tr>
<tr><td>Mail and File Assistance</td><td>0305</td><td>Illustration(s)</td><td>Office Equipment Operating</td><td>0350</td><td>Illustration(s)</td></tr>
<tr><td>Secretary</td><td>0318</td><td>Illustration(s)</td><td>Telecommunications Equipment Operating and Support</td><td>0390</td><td>Illustration(s)</td></tr>
</table>

Nature of Assignment – The work consists of tasks involving related steps, processes, procedures, or methods to support the program and office.

What Needs To Be Done – The employee completes tasks consisting of routine aspects of the work including:

- choosing the appropriate approach from various established methods and procedures to complete recurring assignments;
- designing forms within standard guidelines;
- searching, compiling and arranging data in a usable format;
- identifying facts, considering relevance to the assignment; and
- answering factual questions concerning office programs.

Difficulty and Originality Involved – The employee decides what needs to be done by recognizing differences among a few easily distinguishable situations.

Level 4-3					**150 Points**

<table>
<tr><td rowspan="3">Series</td><td>**Administrative Assistance**</td><td>0303</td><td>**Illustration(s)**</td><td>**Program Assistance**</td><td>0344</td><td>**Illustration(s)**</td></tr>
<tr><td>**Mail and File Assistance**</td><td>0305</td><td>**Illustration(s)**</td><td>**Telecommunications Equipment Operating and Support**</td><td>0390</td><td>**Illustration(s)**</td></tr>
<tr><td>**Secretary**</td><td>)318</td><td>**Illustration(s)**</td><td></td><td></td><td></td></tr>
</table>

Nature of Assignment – The work consists of duties involving different and unrelated steps, procedures, and processes with non-recurring problems, issues, and trends.

What Needs to be Done – The employee:

- searches, adapts and applies procedures, methods, practices and precedents in evaluating various information;
- reviews and evaluates the issues involved in each assignment;
- selects and applies appropriate guidelines and standard techniques and procedures; and
- decides on a course of action from many alternatives.

Difficulty and Originality Involved – The employee identifies and analyzes elements of the work to determine interrelationships and resolve problems. The employee identifies the scope and nature of problems or issues, determines their interrelationship, and appropriate methods and techniques needed to resolve problems.

FACTOR 5 – SCOPE AND EFFECT

This factor covers the relationships between the nature of work (i.e., the purpose, breadth, and depth of the assignment) and the effect of work products or services both within and outside the organization. Effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or affects the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture to allow consistent evaluations. Consider only the effect of properly performed work. The primary components of this factor are: **Scope of the Work** and **Effect of the Work**.

Level 5-1				25 Points

Series	**Messenger** 0302	**Illustration(s)**	**Mail and File Assistance** 0305	**Illustration(s)**
	Administrative 0303 **Assistance**	**Illustration(s)**	**Telecommunications** 0390 **Equipment Operating and Support**	**Illustration(s)**

FLD

Scope of the Work – The work involves the performance of specific, recurring, routine program and office operations that include a few separate tasks or procedures.

Effect of the Work – The work product or service facilitates the work of the office or program and has little impact beyond the immediate organizational unit, or beyond the timely provision of limited services to others.

Level 5-2				75 Points

Series	**Administrative** 0303 **Assistance**	**Illustration(s)**	**Program Assistance** 0344	**Illustration(s)**
	Mail and File 0305 **Assistance**	**Illustration(s)**	**Office Equipment** 0350 **Operating**	**Illustration(s)**
	Secretary 0318	**Illustration(s)**	**Telecommunications** 0390 **Equipment Operating and Support**	**Illustration(s)**

FLD

Scope of the Work – The work involves the application and execution of specific rules, regulations, and/or procedures; improving the methods and efficiency of operations; or operating a computerized telecommunication system. The work typically comprises a complete segment of an assignment or project of broader scope.

Effect of the Work – The work product or service affects the overall accuracy, reliability, quality, or acceptability of further processes and services.

Level 5-3	**150 Points**

<table>
<tr><td rowspan="2">Series</td><td>Administrative 0303
Assistance</td><td><u>Illustration(s)</u></td><td>Program Assistance 0344</td><td><u>Illustration(s)</u></td></tr>
<tr><td>Secretary 0318</td><td><u>Illustration(s)</u></td><td>Telecommunications 0390
Equipment Operating
and Support</td><td><u>Illustration(s)</u></td></tr>
</table>

FLD

Scope of the Work – The work involves using and applying accepted criteria, principles, and standard methods to resolve a variety of conventional problems, questions, or situations.

Effect of the Work – The work product or service affects:

- design and operation of office systems, programs, or equipment;
- decisions that will be made by management, supervisors and other employees;
- the timeliness and economy of operations, services, or equipment; and/or
- services provided by the office or program to the general public.

FACTOR 6 – PERSONAL CONTACTS
AND
FACTOR 7 – PURPOSE OF CONTACTS

These factors include face-to-face and remote dialogue (e.g., telephone, e-mail, and video conferences) with persons not in the supervisory chain. (Personal contacts with supervisors are under Factor 2 – Supervisory Controls). Levels described under these factors reflect what is required to make the initial contact, the difficulty of communicating with those contacted, the setting in which the contact takes place, and the nature of the discourse. The setting describes how well the employee and those contacted recognize their relative roles and authorities. The nature of the discourse defines the reason for the communication and the context or environment in which the communication takes place. For example, the reason for communicating may be to exchange factual information or to negotiate. The communication may take place in an environment of significant controversy and/or with people of differing viewpoints, goals, and objectives.

Credit points under Factors 6 and 7 are given only for contacts essential for successfully performing the work and with a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

PERSONAL CONTACTS	
Level 1	Contacts are with other employees and support personnel in the immediate office or related units within the agency. In some cases, contacts are with members of the general public in very highly structured and limited situations.
Level 2	Contacts are primarily with employees in the same agency, both inside and outside the immediate unit. In other cases, contacts may be with members of the general public in a moderately structured setting. For example, some assistants may regularly receive telephone calls and face-to-face visitors from both within or outside the agency who may be seeking information.
Level 3	Contacts are generally with individuals or groups from outside the agency in moderately unstructured settings and on a non-routine and a non-recurring basis. The extent of each contact is different, and the authority and role of each party must be re-established each time for the employee to determine the nature and extent of information to be released or discussed. Contacts may also involve high-ranking officials outside the agency, congressional staff, or persons representing others, such as representatives of constituents or investigators from other agencies, district attorneys, witnesses, informants, complainants, public interest groups, and the news media.

PURPOSE OF CONTACTS	
Level A	To obtain, clarify, or exchange information or facts needed to complete an assignment.
Level B	To plan, coordinate, or advise on work efforts or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals, and have basically cooperative attitudes. Contacts typically involve identifying options for resolving problems.
Level C	To influence, persuade, interrogate, or control people or groups. The people contacted may be fearful, skeptical, uncooperative, or dangerous. Therefore, the employee must be skillful in approaching the individual or group to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport with a suspicious informant.

POINT ASSIGNMENT CHART **Purpose of Contacts**				
	Level	**A**	**B**	**C**
Personal Contacts	**1**	**30**	**60**	**130**
	2	**45**	**75**	**145**
Personal Contacts	**3**	**80**	**110**	**180**

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FACTOR 8 – PHYSICAL DEMANDS

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., agility or dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, stooping, kneeling, crouching, crawling, or reaching). The frequency or intensity of physical exertion must also be considered. For example, positions requiring prolonged standing involve more physical exertion than a job requiring intermittent standing.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in s*ection 5545(d), title 5, United States Code,* and *subpart I of part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 0300 occupational series in this JFS.

Level 8-1	5 Points
FLD	The work is typically sedentary. Some work may require periods of walking, standing, bending, or driving a motor vehicle. Employees may frequently lift relatively light boxes, materials, and supplies and/or carry file folders, copied materials, books, and other similar materials.

Level 8-2	20 Points
FLD	The work requires physical exertion such as long periods of standing, walking, recurring bending, crouching, stooping, stretching, reaching, or similar activities. The work may include frequent lifting of moderately heavy items weighing up to 50 pounds (i.e., 23 kilograms), such as boxes, mailbags, large stacks of paper, or equipment.

Level 8-3	50 Points
FLD	The work requires prolonged regular and recurring periods of standing, bending, crouching, lifting and carrying of heavy objects weighing over 50 pounds, and occasional lifting and carrying of heavier materials.

FACTOR 9 – WORK ENVIRONMENT

This factor considers the discomfort and risk of danger in the employee's physical surroundings and the safety precautions required. Although safety regulations and techniques can reduce or eliminate some discomfort and dangers, they typically place additional demands upon the employee.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in s*ection 5545(d), title 5, United States Code,* and *subpart I of part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 0300 occupational series in this JFS.

Level 9-1	5 Points

FLD

Work is in an adequately lighted, heated, and ventilated area. The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, mail distribution centers, telecommunications centers, meeting and training rooms, libraries, or motor vehicles.

Level 9-2	20 Points

FLD

Work is performed on a regular and recurring basis involving moderate risks and/or discomforts and/or in areas subject to high noise and/or outdoor weather fluctuations or other conditions requiring special safety precautions, e.g., working around moving parts, carts, or machines; exposure to contagious diseases or irritant chemicals. Employees may be required to use protective clothing or gear, such as masks, gowns, coats, boots, goggles, gloves, or shields.

Factor Illustrations

Illustrations are provided in this part as a tool to give insight into the meaning of the Factor Level Descriptions (FLDs) for Factors 1, 4, and 5. Consider each illustration in its entirety and in conjunction with the FLDs. Do not rely solely on these illustrations in evaluating positions.

For additional information about the proper use of illustrations, see the **How to Use This Grading Information** section of this JFS.

FACTOR 1 ILLUSTRATIONS

LEVEL 1-2:   MESSENGER, 0302

Knowledge of, and skill in applying, security and administrative procedures applicable to handling of classified materials sufficient to:

- pick up and inspect classified materials to certify that security regulations have been complied with;
- collect and deliver a variety of mail, documents, and other papers or materials;
- provide routine information to persons at pickup points on how to prepare classified materials for delivery purposes by messengers;
- use automated tracking system; and
- safeguard materials in transit by taking all precautions not to lose or mislay the classified materials.

FACTOR LEVEL DESCRIPTION

LEVEL 1-2:   ADMINISTRATIVE ASSISTANT, 0303

Basic knowledge of various standard clerical and administrative support duties and processes such as:

- the rules and procedures of the organization;
- automated software systems and equipment;
- the organization's filing system;
- grammar, spelling, and punctuation; and
- terminology used in office settings

sufficient to:

- create, copy, edit, store, retrieve, and print a variety of standard documents;
- file, maintain, and search for electronic and hard-copy materials;
- create documents from drafts using the proper format;
- format tables or edit materials, incorporating substantive changes made by reviewers;
- distribute materials produced; and
- receive and respond to email.

FACTOR LEVEL DESCRIPTION

LEVEL 1-2:　　MAIL AND FILE ASSISTANT, 0305

Basic knowledge of the organizational structure, mission, and functions of mail and filing regulations, processes, controls and the procedural instructions of postal regulations sufficient to:

- search and apply mail and/or filing techniques;
- deliver regular and accountable mail (i.e., insured, registered, express, or certified);
- redirect incorrectly addressed mail;
- process various outgoing materials with differing procedures;
- file, maintain, and search for materials;
- edit central files and prepare files for transfer to holding area;
- locate files and supporting materials in any location; and
- screen outgoing materials for proper format and ensure they are assembled and addressed in accordance with applicable requirements.

FACTOR LEVEL DESCRIPTION

LEVEL 1-2:　　OFFICE EQUIPMENT OPERATOR, 0350

Basic knowledge of, and skill in, equipment set-up, operation, and maintenance; and knowledge of copyright laws sufficient to:

- set up, operate, maintain, and monitor high-speed copiers and duplicators capable of producing several thousand copies per hour;
- maintain adequate supplies to perform the work;
- operate other office equipment as necessary; and
- ensure the duplication of documents is permissible.

FACTOR LEVEL DESCRIPTION

LEVEL 1-2:　　TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Basic knowledge of the organizational structure; skill in applying telephone procedures and techniques; and knowledge of equipment used to send and receive messages sufficient to:

- operate a telephone switchboard using a headset;
- answer recurring telephone calls;
- connect local and long-distance calls to their proper destinations; and
- place outgoing calls through various circuits and networks, such as military networks, and other Federal and commercial circuits.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 1)

Knowledge of, and skill in applying, a variety of standard office software programs (e.g., word processing, database, graphics, spreadsheet) sufficient to:

- produce a wide range of documents, incorporating tables within the text;
- use software systems to prepare databases, spreadsheets, or graphics to enter, revise, sort, calculate, and retrieve data for standard reports;
- generate tables of contents and lists of exhibits; edit and reformat lengthy reports; and
- produce charts and graphs using software.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 2)

Knowledge of, and skill in applying, a standardized body of general administrative rules, procedures and functions of a variety of office software programs (e.g., presentation, database, spreadsheet, word processing, emails, spell check, track changes) sufficient to:

- prepare a variety of narrative and tabular materials (e.g., correspondence, messages, reports, charts, graphs, statistical tables, manuals, travel orders, other documentation);
- select, rearrange, and consolidate data from a number of source documents;
- enter, revise, sort, correct discrepancies, and retrieve data for standard reports;
- make routine calculations such as standard production rates, staff hours, and funding use; and
- review and correct documents for clarity, spelling, grammar, punctuation, and format.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 3)

Knowledge of, and skill in applying, a standardized body of general office operations, policies, administrative procedures, practices, and techniques to support the functional programs of the unit sufficient to:

- receive and direct persons and calls;
- give directions, control visitor traffic, and facilitate security control procedures;
- maintain appointment records, lists, and recurring reports using word processing software;
- respond to inquiries about functions, programs, activities, operations, and personnel of the agency; and
- refer technical or non-routine inquiries to appropriate staff members.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   ADMINISTRATIVE ASSISTANT 0303 (ILLUSTRATION 4)

Skill in stenography and knowledge of spelling, grammar, punctuation, capitalization, and technical terminology sufficient to:

- take dictation and transcribe notes of telephone conversations, meetings, conferences, correspondence, reports, and similar materials; and
- prepare materials in final form.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   MAIL AND FILE ASSISTANT, 0305

Knowledge of, and skill in applying, a standardized body of general office rules, procedures, and operations; security regulations and procedures; U.S. Postal Service requirements; and organization's structure and functions, sufficient to:

- process incoming and outgoing mail, including classified mail;
- route materials by subject matter content;
- establish and maintain mail record files;
- establish distribution patterns and codes;
- search and obtain information from subject-matter files;
- examine and identify subject-materials and assign proper classification;
- differentiate materials related to special projects and programs; and
- review and prepare file materials to determine consolidation, retention, and disposition.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   **SECRETARY, 0318**

Knowledge of, and skill in applying, a standardized body of general office and program rules, procedures, and practices concerning:

- the organization's administrative functions;
- the duties, commitments, goals, and priorities of the staff;
- spelling, grammar, and required formats; and
- applicable automated systems

sufficient to:

- provide administrative and clerical support to the immediate organizational unit;
- maintain the supervisor's calendar and schedule appointments;
- determine which items should be brought to the attention of the supervisor;
- establish and maintain office files, in hard-copy and/or electronic format, as required;
- receive and answer routine telephone inquiries and refer callers to appropriate staff members;
- maintain logs for tracking correspondence;
- prepare a wide variety of correspondence and recurring reports, ensuring proper spelling, grammar, format, and arrangement of materials; and
- prepare and maintain time and attendance records.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   **PROGRAM ASSISTANT, 0344**

Knowledge of, and skill in applying, basic principles of form design techniques and general program procedures, practices, policies, and techniques sufficient to:

- prepare, receive, review, and verify the adequacy of documents or reports;
- enter, correct, and retrieve information using automated systems;
- design and explain standard design techniques, and produce organizational workflow charts; search records, compile data from various sources and analyze materials by content area;
- respond to public inquiries about program publication and information;
- file records including electronic data; and
- maintain established data base records of audit cases including case status.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   **OFFICE EQUIPMENT OPERATOR, 0350**

Knowledge of, and skill in applying, the setup, operation, and adjustment of copier equipment sufficient to:

- operate the equipment in accordance with guidelines;
- diagnose equipment malfunctions and perform corrective adjustments; and
- perform routine maintenance.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390 (ILLUSTRATION 1)

Knowledge of, and skill in applying, a standardized body of telephone procedures, regulations, rules, security measures, and operational instructions concerning the organization's telephone switchboard operations and structure; and to receive calls over commercial networks sufficient to:

- handle routine, high priority, and demanding calls and complaints;
- use a telephone switchboard console and headset to answer, connect, and transfer calls;
- approve or disapprove customer requests for special telephone support;
- respond calmly and courteously with irate callers;
- train new operators on the efficient use of telephone equipment; and
- recommend changes to procedures.

FACTOR LEVEL DESCRIPTION

LEVEL 1-3:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390 (ILLUSTRATION 2)

Knowledge of, and skill in applying, a standardized body of telecommunications equipment procedures, rules, and operations in communications systems, associated peripheral devices, and security guidelines and regulations sufficient to:

- send and receive messages via communications systems;
- monitor the system to identify the nature and source of problems in communication links and equipment;
- correct format errors and certify proper message distribution and security classification when mismatches occur; and
- handle classified and confidential materials.

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 1)

Extensive knowledge of, and skill in applying, computer software programs, including databases and desktop publishing; and knowledge of the organization's work sufficient to:

- prepare various brochures, reports, publications, and news releases highlighting the activities of the organization;
- locate and import information to be included in publications;
- format documents to enhance the presentation of data by selecting fonts, page layout, etc.; and
- determine the best way to display data (e.g., tables, charts, graphs, images).

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 2)

Extensive knowledge of, and skill in applying, rules, guidelines, regulations, and procedures concerning program and office operations; basic data gathering methods; standardized processes and procedures for evaluating program or management operations; and effective writing techniques sufficient to:

- collect a variety of factual information;
- identify issues or problems;
- select solutions from alternatives in guidelines and precedent cases; and
- prepare clear, concise reports.

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 3)

Knowledge of, and skill in operating, closed microphone equipment or similar mechanical equipment, and the ability to maintain sustained concentration and accuracy sufficient to:

- make a verbatim record of spoken material at conferences or similar proceedings; and
- repeat spoken materials simultaneously with, and at a rate equal to, the speaker.

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   SECRETARY, 0318

Knowledge of, and skill in applying, an extensive body of general office and program rules, procedures, practices, and policies sufficient to:

- serve as the principal administrative and/or clerical support for the unit;
- provide information in response to inquiries;
- prepare regular and special reports on the status of projects, such as monthly budget reports;
- arrange interviews, as required, for the supervisor with candidates for employment;
- prepare letters and memos for staff members;
- receive, read, and screen incoming correspondence, determine proper action, and refer those items requiring immediate attention to the supervisor;
- coordinate a range of office processes (e.g., equipment maintenance, supplies, personnel records, etc.) in a timely and effective manner; and
- purchase limited office supplies and equipment with a Government-issued credit card.

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   PROGRAM ASSISTANT, 0344

Extensive knowledge of, and skill in applying, program analysis, technical rules, guidelines, regulations, precedents, office software programs and the basic objectives and policies governing various program operations sufficient to:

- evaluate program operations, track progress in meeting objectives and use of resources;
- collect various information and data about the program using basic data gathering methods such as standardized, previously developed interviews or surveys;
- identify problems or recurring issues and select solutions from alternatives in guidelines and precedent cases;
- prepare clear, concise reports, describing the data collection techniques and other processes and procedures used, conditions of program operations, and recommended improvements;
- control the maintenance and development of various administrative directives;
- review existing directives, detect and eliminate conflict, overlap, and duplication, and retain current material;
- review established guidelines and precedent cases to identify alternative solutions such as revising procedures, redesigning office space, or using new equipment; and
- provide reports describing the problems, possible causes, and alternative solutions.

FACTOR LEVEL DESCRIPTION

LEVEL 1-4:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Knowledge of, and skill in applying, an extensive body of telecommunications rules, operating methods, procedures, capabilities, and practices; and security procedures regarding classified and confidential materials sufficient to:

- receive and transmit messages within both secure and non-secure message networks;
- isolate, identify, and resolve system problems affecting operational status;
- request corrections from transmitting telecommunications centers when messages are incomplete or garbled in transmission;
- provide training to system users;
- restart or reload the system after scheduled or unscheduled outages;
- switch to alternative equipment when peripheral devices break down;
- respond to error messages appearing on the console screen or on printouts; and
- recognize and report software problems to the programmers.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5:   ADMINISTRATIVE ASSISTANT, 0303

Knowledge of, and skill in applying, a comprehensive body of general office and/or program rules, regulations, guidelines, procedures, and technical methods concerning:

- closed microphone equipment terminology;
- program operations;
- data gathering methods and techniques;
- legal documents, processing requirements, and the protocols and methods used in legal proceedings;
- advanced word processing software functions;
- take high-speed dictation and provide verbatim recordings of formal and informal proceedings such as courts-martial, grievance hearings, and investigation boards, where diverse specialized terminology is encountered;
- evaluate office management and/or program operations;
- review and provide various types of information using office software application;
- manipulate various types of graphs, including exporting and inserting graphs into narrative text;
- prepare and recommend budget adjustments, allocations, and transfer of funds;
- coordinate various administrative services and/or changes to the directives, procedures and processing;
- identify and resolve office and/or program duplications;
- provide guidance to supervisor on general and/or program rules, practices and precedents;
- use the closed microphone device to repeat spoken material simultaneously with and at a rate equal to that used by all the speakers;
- record and transcribe materials spoken at conferences or similar events;
- prepare and present reports and publications;
- identify and recommend changes to administrative and/or program procedures;
- transcribe and assemble records of trials, ensuring proper notations are made; and
- monitor office budgets including maintaining government issued credit cards, purchases and supplies.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5:   SECRETARY, 0318

Knowledge of, and skill in applying, a comprehensive body of administrative rules, procedures, and program operations, including budget, requisition, and security procedures sufficient to:

- anticipate and prepare materials for the supervisor to respond to correspondence or telephone calls;
- purchase office supplies and equipment with a Government-issued credit card;
- advise other office support staff on such matters as conferences, reports, and appropriate correspondence procedures;
- coordinate the integration of activities with subdivisions and other organizations;
- handle complex public inquiries about the program;
- collect, compile, and monitor office, and/or unit budget;
- manage the office and/or unit budget, maintain and reconcile office or unit accounts;
- prepare charts and graphs using computer software;
- search information on the Internet; and
- serve as security and/or property officer for the office.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Knowledge of, and skill in applying, a comprehensive body of telecommunications rules, procedures, and technical methods concerning unusual and difficult telecommunication equipment operating system problems; and multiple combinations of commands sufficient to:

- maintain the flow of messages through a computerized telecommunications relay system;
- restore system operations and bypass failed peripheral equipment and circuits;
- advise connected centers on solving complex hardware and software problems that do not respond to standard solutions;
- adjust priorities depending on traffic load, establish alternative routes, and intercept messages to prevent system overload;
- recover messages incorrectly processed;
- extract statistical data from the system for reports; and
- test new equipment and programs prior to implementation.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6:   SECRETARY, 0318

Knowledge of, and skill in applying, a comprehensive body of secretarial and/or administrative concepts, principles, procedures, organizational practices, and policies and a wide range of program-related processes and procedures sufficient to:

- serve as principal secretary or principal administrative assistant to a senior executive in an organization or department, agency or bureau with multiple subunits;
- perform duties of a highly confidential nature that require discretion, judgment, and tact;
- schedule appointments and make commitments for the supervisor without prior approval;
- clearly explain complex relationships and policies to employees, supervisors, and managers;
- serve as buffer and act as liaison between the supervisor and other staff members;
- work independently, especially when the supervisor is away from the office;
- review and assess administrative policies and procedures;
- organize and/or monitor flow of administrative/office functions including subordinate offices;
- recommend elimination of inefficient procedures and/or introduction of new office and program related procedures;
- review correspondence and documents prepared for the supervisor for conformance with regulations, grammar, format, and special policies of the office;
- gather materials to prepare and maintain various administrative reports; and
- compose correspondence on own initiative, based on knowledge of the supervisor's views.

FACTOR LEVEL DESCRIPTION

FACTOR 4 ILLUSTRATIONS

LEVEL 4-1:   MESSENGER, 0302

Nature of Assignment – Work involves picking up and delivering materials to offices or destination points by following directions and signs; and taking all necessary security precautions to retain personal possession of classified materials.

What Needs to be Done – The employee follows specific instructions and directions to locate the destination and identify the prescribed person, office, number, code, or organization.

Difficulty and Originality Involved – The employee exercises limited discretion or judgment in carrying out repetitive work.

FACTOR LEVEL DESCRIPTION

LEVEL 4-1:   MAIL AND FILE ASSISTANCE, 0305

Nature of Assignment – Work involves clear-cut and repetitive tasks, such as sorting mail into broad categories (e.g., regular, air mail, special handling mail), routing mail by placing it in clearly identified slots or boxes; sequencing and filing like materials in a subject matter or alphabetical filing system; performing filing tasks in a security classified or security material storage area.

What Needs to be Done – Employee follows specific instruction and directions in handling incoming and outgoing mail, routing mail to the prescribed destination or filing like materials into less complex filing systems.

Difficulty and Originality Involved – Employee exercises limited discretion or judgment in carrying out repetitive work.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 1)

Nature of Assignment – Work consists of completing a variety of related and recurring assignments in support of higher level office programs and/or management functions.

What Needs To Be Done –The employee:

- reviews directives, staffing reports, and/or organizational change requests for compliance with standard formats;
- searches prescribed sources for data;
- reviews program production reports; and
- identifies clear discrepancies, trends, and/or problems.

Difficulty and Originality Involved – The employee exercises limited originality and judgment concerning distributing forms to the appropriate offices, reviewing formats, searching for data, and identifying discrepancies and trends.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 2)

Nature of Assignment – Work consists of developing and maintaining records to support general office and program functions.

What Needs To Be Done – The employee identifies the basic instructions and procedures to follow from among a few established procedural alternatives to:

- maintain various administrative records;
- determine appropriate filing steps and procedures;
- select information from a variety of source documents such as travel vouchers, personnel forms, work reports, or training records;
- enter data accurately; and
- assemble information for standard reports.

Difficulty and Originality Involved – The employee exercises limited originality and judgment to recognize the existence of, and differences among, a variety of documents in completing routine or standard assignments, and in considering filing systems.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:　MAIL AND FILE ASSISTANT, 0305

Nature of the Assignment – Work involves a number of related and recurring steps or processes in handling incoming and outgoing mail, routing mail to functional areas, and/or deciding the appropriate filing systems.

What Needs To Be Done – The employee determines the appropriate procedures for each type of mail, such as registered, insured, certified, security classified, etc., and/or the proper procedures for filing like materials.

Difficulty and Originality Involved – The employee exercises limited originality and judgment to:

- classify materials to the correct filing system;
- distinguish among a large number of distribution points with overlapping organizational functions;
- search for missing materials when information varies or conflicts; and
- identify and decide on several different steps or processes involving different types of mail and/or filing systems.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:　SECRETARY, 0318

Nature of Assignment – Work involves serving as the primary secretary for a manager.

What Needs To Be Done – The employee:

- maintains the manager's calendar;
- coordinates meetings requiring representatives of various subordinate units, program offices, and other parties; and
- responds to routine questions, taking appropriate action.

Difficulty and Originality Involved – The employee exercises limited originality and judgment to:

- establish and maintain office files;
- receive and answer routine telephone inquiries or refer callers to appropriate staff; and
- receive, review, and respond to routine, repetitive, non-technical correspondence, including email responses.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:   PROGRAM ASSISTANCE, 0344

Nature of Assignment – Work consists of duties related to program analysis or clerical and/or technical in nature, which requires applying practical procedures, processes, and methods.

What Needs To Be Done – The employee:

- reviews established formats and designs forms;
- searches and compiles data and arranges data in standard formats for projects or reports;
- identifies differences in the basic characteristics and nature of one or a few similar, stable work units in program areas;
- identifies basic instructions and procedures to follow from among a few established procedures; and
- reviews routine program production reports and identifies clear discrepancies, trends, or problems.

Difficulty and Originality Involved – The employee exercises limited originality and judgment in compiling and computing data, identifying trends or problems, and explaining procedures.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2:   OFFICE EQUIPMENT OPERATOR, 0350

Nature of Assignment – Work consists of several routine steps, processes, and procedures.

What Needs To Be Done – The employee:

- sets up, operates, adjusts, and maintains a variety of copier and peripheral equipment; and
- corrects errors due to typical operating problems, defective materials, or improper set-up.

Difficulty and Originality Involved – The employee exercises limited originality and judgment to determine the best course of action.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Nature of Assignment – Work consists of operating telecommunications equipment to transmit, receive, or relay both routine and complicated calls and messages.

What Needs To Be Done – The employee:

- examines, corrects and connects calls, receives, and transmits messages;
- operates standard and/or non-standard telecommunications equipment (e.g., teletype machine, cryptographic equipment);
- relays messages of various precedence and security levels using related sets of procedures;
- maintains system security;
- identifies and corrects a variety of software and hardware problems; and
- performs telecommunications support work.

Difficulty and Originality Involved – The employee exercises limited originality and judgment to route calls based on system capabilities, security concerns, and priority level of calls.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 1)

Nature of Assignment – Work consists of:

- reviewing correspondence and documents to determine compliance with policies and regulations;
- identifying correspondence and documents requiring supervisory attention; and
- creating and maintaining a file management system, including records of sensitive, priority, and urgent documents.

What Needs To Be Done – The employee selects appropriate procedures, researches guides, and extracts pertinent information to incorporate in correspondence and documents.

Difficulty and Originality Involved – The employee exercises moderate judgment and originality in:

- considering interrelated facts;
- deciding on an appropriate filing system;
- determining relevancy and sufficiency of information; and
- handling sensitive issues.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 2)

Nature of Assignment – Work consists of gathering, reviewing, monitoring, and evaluating administrative and clerical functions to support management decisions.

What Needs To Be Done – The employee:

- reviews new and existing administrative directives, rules and regulations;
- studies the work processes of administrative units with different functions and objectives;
- identifies changes in production rates of office's workflow to determine the nature and extent of deviations;
- identifies issues and/or problems;
- examines, assembles, and collects information from various sources and facts; and
- reconciles differences in information gathered from program files.

Difficulty and Originality Involved – The employee exercises moderate judgment and originality to:

- determine if changes to administrative procedures are necessary;
- identify issues and problems; and
- identify the differences between the facts and attribute differences to applicable program rules, practices and procedures.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3:   MAIL AND FILE ASSISTANT, 0305

Nature of Assignment – Work consists of processing a wide variety of incoming correspondence, and/or classifying and marking materials for indexing, and cross-referencing.

What Needs To Be Done – The employee:

- receives, reads, and assigns routing codes, and routes correspondence;
- identifies and classifies the subject matter;
- processes incoming and outgoing mail;
- reviews filed materials for changes in laws or rules and recommends reclassifying or retiring materials; and
- develops and monitors subject-matter digest.

Difficulty and Originality Involved – The employee exercises judgment to:

- distinguish between related subjects, such as indexing legal and technical materials;
- classify and cross-reference materials; and
- make decisions based on the nature of the issue or problem in the correspondence.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3:   SECRETARY, 0318

Nature of Assignment – Work consists of various duties involving different and unrelated processes, procedures, and methods.

What Needs To Be Done – The employee:

- serves as the primary administrative support staff in the organization;
- distributes work, coordinates workflow of support staff, and prepares reports; and
- performs a full range of procedural duties in providing office support.

Difficulty and Originality Involved – The employee exercises creativity and judgment:

- regarding what needs to be done, based on knowledge of the duties and program goals of the supervisor and staff; and
- in deciding how the work should be performed, choosing from among many alternatives.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: PROGRAM ASSISTANT, 0344

Nature of Assignment – Work consists of various duties, projects, or assignments requiring varieties of different and unrelated program analysis, technical processes and procedures requiring actions and/or steps not completely standardized or prescribed in instructions, guidelines or precedents.

What Needs To Be Done – The employee:

- reviews new and existing administrative and/or program directives and policies to ensure no conflicts;
- evaluates work processes with different functions and objectives and identifies areas of improvements;
- monitors program and/or project progress to identify missed schedules/milestones, and to forecast resource availability;
- reviews interrelationships of work units, program areas, and/or program operations; and
- identifies changes in production rates of offices to determine the nature and extent of deviations.

Difficulty and Originality Involved – The employee exercises moderate judgment and originality in:

- selecting, adapting, and applying correct practices, procedures, methods, and precedents
- determining if changes to administrative procedures are necessary; and
- identifying missed project milestones/schedules and forecasting resource availability and providing specific recommendations.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: TELECOMMUNICATION EQUIPMENT OPERATOR, 0390

Nature of Assignment – Work consists of operating computer systems dedicated to relaying messages and resolving any operational problems.

What Needs To Be Done – The employee uses diagnostic test programs to isolate cause of problems and decide on action among several alternatives.

Difficulty and Originality Involved – The employee adapts chosen alternative to the specific condition, assesses conflicting problem indicators, and adjusts load based on precedence and security levels.

FACTOR LEVEL DESCRIPTION

FACTOR 5 ILLUSTRATIONS

LEVEL 5-1: MESSENGER, 0302

Scope of the Work – Work involves collecting and delivering a variety of documents, including secure, classified mail.

Effect of the Work – Work facilitates the smooth operation of the organization and the safeguarding of classified materials.

FACTOR LEVEL DESCRIPTION

LEVEL 5-1: ADMINISTRATIVE ASSISTANT, 0303

Scope of the Work – Work involves maintaining electronic records, filing materials, and producing standard reports.

Effect of the Work – The work facilitates the operations of the immediate office.

FACTOR LEVEL DESCRIPTION

LEVEL 5-1: MAIL AND FILE ASSISTANT, 0305

Scope of the Work – Work involves filing, searching for materials and/or sorting mail by class or types of delivery and delivering mail to multiple units or subunits.

Effect of the Work – Work affects the efficiency of operations and promotes timely processing within the organization.

FACTOR LEVEL DESCRIPTION

LEVEL 5-1: TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Scope of the Work – Work involves helping organizational staff in day-to-day telephone communication.

Effect of the Work – Work promotes effective and timely operations.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 1)

Scope of the Work – Work involves composing routine correspondence in response to requests from Congressional, State and local government staff members, and members of the public.

Effect of the Work – The timely and accurate completion of written correspondence affects the accuracy and reliability of further actions of the office and other organizations.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   ADMINISTRATIVE ASSISTANT, 0303 (ILLUSTRATION 2)

Scope of the Work – Work involves providing a full range of general office support functions, including filing documents and program support.

Effect of the Work – Work affects the accuracy, reliability, quality, and timeliness of management or program products, recommendations, studies, and projects.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   MAIL AND FILE ASSISTANT, 0305

Scope of the Work —Work involves immediate and efficient improvement of the filing methods, and procedures; effective routing of private and official inquiries to the appropriate organizational unit for response; and/or prompt processing of outgoing materials.

Effect of the Work – Work affects:

- timeliness, reliability, efficiency and accuracy;
- completeness of work performed by other employees; and
- satisfaction of the general public.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   SECRETARY, 0318

Scope of the Work – Work involves performing recurring secretarial activities in support of the supervisor and the office to include screening correspondence and telephone calls and gathering information.

Effect of the Work – Work affects the accuracy, timeliness, and completeness of work performed by the supervisor and other employees.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   PROGRAM ASSISTANT, 0344

Scope of the Work – Work involves complete segment of a broad program management process and/or study using specific rules, regulations and procedures.

Effect of the Work – Work affects the accuracy, reliability, quality, and timeliness of program management analysis, studies, and recommendations, and may affect other systems within the organization.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   OFFICE EQUIPMENT OPERATOR, 0350

Scope of the Work – Work involves providing complete copier/duplicating services to a large organization.

Effect of the Work – Work affects the accuracy, validity, and reliability of the work processes performed in the organization serviced by the copy center.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Scope of the Work – Work involves performing clearly defined assignments, such as operating the telephone system to connect complicated calls in accordance with specific rules and procedures.

Effect of the Work – Work facilitates the accurate, timely, and reliable transmission of national defense, security, medical, or other important messages.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3:   ADMINISTRATIVE ASSISTANT, 0303

Scope of the Work – Work involves the planning and execution of administrative projects to improve efficiency and productivity of the organization and achieve program management and budget goals.

Effect of the Work – Work contributes to the design of effective administrative procedures and the efficient use of staff, funding, equipment, and other resources.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3:   SECRETARY, 0318

Scope of the Work – Work involves performing clearly defined and specific procedures to complete assignments such as:

- ensuring administrative functions of the supervisor's work are accomplished efficiently;
- arranging and reserving rooms for meetings;
- developing administrative methods and procedures to support accomplishing the office mission; and
- identifying and resolving various issues and situations affecting transactions with parties outside the organization.

Effect of the Work – Work affects the:

- accuracy and reliability of administrative functions of the organization;
- timeliness of a wide range of agency activities and operations; and
- support of external parties for the organization.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3:   PROGRAM ASSISTANT, 0344

Scope of the Work – Work involves planning and performing duties to improve the effectiveness, efficiency, and productivity of the program operations and the organization.

Effect of the Work –Work affects the structure of the organizational design, workflow, efficiency, effectiveness, resource allocation, and management of the administrative offices throughout the organization.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3:   TELECOMMUNICATIONS EQUIPMENT OPERATOR, 0390

Scope of the Work – Work involves maintaining telecommunications traffic flow by diagnosing and resolving problems or issues in accordance with established policies within acceptable deadlines.

Effect of the Work – Work affects timely delivery of messages from various sources, including national defense and medical information.

FACTOR LEVEL DESCRIPTION