

**Office Automation Clerk
GS-326-4**

Standard Job #326-04

A. MAJOR DUTIES

Typical, but not all-inclusive, duties are illustrated by performance of any combination of the following:

Uses office automation software package(s) and equipment to type, edit, and format letters, memoranda, reports, manuscripts, technical documents, charts, graphs, and/or forms. Produces error-free documents, ensuring correct punctuation, spelling, capitalization, and grammar. Ensures that final documents are formatted and arranged in conformance with established correspondence, publication, and office procedures.

Establishes and maintains a variety of office records and files. Updates and purges files on a regular basis. Researches files and reference materials for information needed by office personnel.

Receives incoming telephone calls and visitors. Answers inquiries related to general policy, programs, and activities of the office. Based on a knowledge of office functions and programs/projects, refers callers and visitors to appropriate staff member.

Receives, sorts, and routes incoming mail and correspondence to office staff. Based on the subject of incoming documents and correspondence, distributes mail.

As primary or alternate/backup timekeeper, prepares and transmits Time and Attendance records for office staff.

Sends, receives, and distributes electronic mail and telephone facsimile (FAX) documents. Operates office photocopiers.

Prepares travel authorizations and vouchers and other standard office forms.

Fills in for office secretary or other clerical employees during periods of absence.

May maintain office bulletin board(s), ensuring material of interest and importance to employees is current and posted.

B. EVALUATION FACTORS

1. Knowledge Required by the Position (FLD 1-3: 350 pts)

Skill in operating an electronic typewriter, a personal computer, and related equipment, such as printers and modems. A qualified typist is required.

Knowledge of software package functions and features, including EITHER (1) the varied functions of more than one software package OR (2) the varied and advanced functions of one software package, in order to perform accurate word processing and to format, arrange, update and produce a wide variety of complex documents.

Knowledge of scientific and/or administrative programs/terminology of the office to accomplish tasks, refer visitors and callers, and maintain files.

Knowledge of English grammar, spelling, punctuation, and required formats to type, proofread, and correct errors in documents consistent with requirements for style and content.

Knowledge of the basic mission, program(s), and policies of the office to screen requests and provide information from files and records; advise on established procedures; and refer non-routine requests to appropriate staff members.

Knowledge of USDA and ARS policies and procedures concerning such administrative matters as correspondence preparation and control, travel, personnel, office automation systems, files maintenance, procurement, and time and attendance.

2. Supervisory Controls (FLD 2-2: 125 pts)

The supervisor assigns work in terms of deadlines and priorities. More detailed guidance is provided by the supervisor when new, difficult, and/or unusual tasks are assigned.

The clerk is responsible for independently accomplishing routine, recurring assignments. The supervisor is consulted when unusual problems or situations arise.

Completed work is reviewed for compliance with standard procedures, technical accuracy, and appearance.

3. Guidelines (FLD 3-2: 125 pts)

Guidelines include Administrative Memoranda, ARS Directives, Correspondence Manual, travel regulations, Government Style Manual, and dictionary. Software manuals and tutorials are also available for reference. The supervisor is available for guidance to explain new or unique assignments.

Judgment is required to select and apply appropriate guides. Situations for which no established guidelines exist are referred to the supervisor.

4. Complexity (FLD 4-2: 75 pts)

Assignments involve a wide variety of office automation and clerical support duties, including use of office automation software packages, filing systems, and electronic mail. The number and variety of documents, formats, and processing functions involved differ from one assignment to another. Uses office automation software package(s) to create and edit a variety of standard documents.

The clerk is required to use different procedures and functions and/or to create and edit lengthy documents requiring a variety of format changes. Identifies and selects correct procedure and/or document format from a variety of alternatives.

Recognizes and corrects errors of a clerical/administrative nature in documents, e.g., spelling, formatting, and punctuation.

5. Scope and Effect (FLD 5-1: 25 pts)

The purpose of the position is to provide clerical support.

Duties performed facilitate the work of others in the organization.

6. Personal Contacts (Level 1a: 30 pts)

7. Purpose of Contacts

Contacts include coworkers, office visitors and callers, and support services office personnel.

Contacts are for the purpose of receiving assignments, taking and relaying messages, directing callers and visitors to the appropriate staff member, obtaining information, and resolving discrepancies.

8. Physical Demands (FLD 8-1: 5 pts)

Work is primarily sedentary. Some walking, standing, bending, and carrying of light items is required.

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9. Work Environment

(FLD 9-1: 5 pts)

Work is performed in an office setting.

C. OTHER CONSIDERATIONS (Check if applicable)

- Supervisory Responsibilities (EEO Statement)
- Training Activities - Career Intern, Student Career Experience Program
- Motor Vehicle or Commercial Driver's License Required
- Pesticide Applicators License Required
- Safety/Radiological Safety Collateral Duties
- EEO Collateral Duties
- Drug Test Required
- Vaccine(s) Required
- Financial Disclosure Required
- Special Physical Requirements/Demands
- Other:

TOTAL POINTS = 740 points
(GS-4 Range: 655-850 points)