

POSITION DESCRIPTION
Staff Assistant
GS-0303-07

I. INTRODUCTION

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

The incumbent performs administrative, program, and/or technical support duties.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs a variety of administrative and technical support duties. Compiles information to determine the status of various program activities, on such matters as status of funds, workload, and output; Composes narrative budget justifications to explain the purpose and schedule components; Maintains status reports. Serves as a focal point on procedures regarding travel, time and attendance, working hours, preparation of administrative and fiscal forms, and securing office and maintenance services.

Responds to information requests on topics related to the mission, products, or services of the organization. Explains resources, services, and administrative processes to clients using the appropriate form(s) and/or making appropriate referrals.

Manages office facilities for the development and execution of operational systems. Processes or maintains records or documents related to the work of the office.

Serves as contact for coordinating the procurement of goods and services. Researches, initiates, and prepares procurement requests on appropriate forms.

Reviews a variety of source documents initiated by customers. Examines documents for administrative content. Contacts originators to resolve deficiencies. Prepares letters of rejection, as necessary. Coordinates and facilitates the processing of administrative documents, reports, requests, and instructions.

Uses a personal computer to produce a wide variety of documents.

III. FACTORS

Factor 1 - Knowledge Required FL 1-4 550 pts.

Practical knowledge of office administrative, fiscal, management analysis, and personnel policies, procedures, and requirements sufficient to carry out a variety of program support projects.

General knowledge about the office organization, its relationship to the ED goals and vision, mission, objectives, their requirements, program administration, policy concepts and practices sufficient to enable the incumbent to foresee technical or administrative problems and requirements.

Factor 2 - Supervisory Controls FL 2-3 275 pts.

The employee works under the direction of a supervisor or specialist who defines overall priorities, objectives, and deadlines. The incumbent plans and carries out the work, handling problems and deviations in assignments in accordance with established policies. Work is reviewed for appropriateness and for compliance with instructions.

Factor 3 - Guidelines FL 3-3 275 pts.

Guidelines include ED and office directives, personnel procedures, and fiscal policies and requirements. Guidelines contain concepts, examples, or precedents that apply in general to the work situation. The incumbent uses judgment in selecting, applying, and adapting general guidelines to specific problems.

Factor 4 - Complexity FL 4-3 150 pts.

Work involves different and unrelated processes and methods. The work also consists of standard, procedural explanations of office policies and programs. Decisions concerning what needs to be done are based on an understanding of the interrelationship between the organizations, audiences, and issues involved. Performs several concurrent projects.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of this position is to provide technical level program and administrative assistance in support of the office. The incumbent's work affects the accuracy and reliability of many segments of the work of the office.

Factor 6 - Personal Contacts FL 6-2 25 pts.

Contacts include the office staff, high-level government officials outside ED, and members of the general public.

Factor 7 - Purpose of Contacts FL 7-2 50 pts.

Contacts are for such purposes as coordinating office activities, exchanging and locating information, resolving problems, and following up on assignments made to others or on work in progress.

Factor 8 - Physical Demands FL 8-1 5 pts.

The work is generally sedentary.

Factor 9 - Work Environment FL 9-1 5 pts.

The work is performed in an office setting

TOTAL = 1,410 pts.

IV. UNIQUE POSITION REQUIREMENTS

- Reports to the Chief of Staff-Immediate Office
- Perform administrative, program, and/or technical support functions, facilitating accomplishment of the office's mission
- Manage travel arrangements of channel representatives
- This position requires the services of a fully qualified typist.
- Knowledge of and significant experience in word processing or other software tools to produce a wide variety of documents
- Administratively support CoS, Senior Specialist and Director of Administrative Services
- Point person for Chief of Staff-Immediate Office