

## I. INTRODUCTION

This position is located in an office of the Agricultural Marketing Service. AMS has responsibility for inspection and grading services, standardization, market news, regulatory programs, marketing agreements and orders, management services, scientific, and related programs assigned to the Agency.

The employee performs general clerical, word processing, and other office automation tasks for an assigned organizational unit.

## II. MAJOR DUTIES

Types a variety of materials from longhand or typed rough draft into final format. Typed information may include terms and phrases related to the field of agriculture. The incumbent is responsible for correct format, punctuation, spelling, grammar, etc. The typing may be done on a microcomputer, electronic typewriter, word processor or computer terminal.

Maintains a variety of files and records with responsibility for properly filing materials by subject matter.

Receives incoming telephone calls and personal visitors. Provides information relating to the activities of the office.

Maintains office supplies and prepares requisitions; performs duplicating services; and assists with office time and attendance reports. Inputs records into electronic time and attendance system.

Prepares non-complex reports and forms in accordance with prescribed formats. Inputs data into predefined databases or spreadsheets. Transmits, receives, and acknowledges electronic mail.

## FACTORS

Factor 1. Knowledge Required by the Position Level 1-2, 200 pts.

Skill in operating a microcomputer, word processor, electronic typewriter, or computer terminal. Skill in operating related equipment such as printers, modems, local area networks, etc. A qualified typist is required. Ability to execute several basic office automation functions such as storing and retrieving electronic documents/files; inserting or deleting text; printing documents; entering data into a predeveloped database or spreadsheet; retrieving, or transmitting and receiving electronic mail.

Knowledge of grammar, spelling, capitalization, punctuation, and common terms used in the office in order to type a variety of material from rough draft and written material.

Knowledge of the office filing systems in order to file or locate information. Knowledge of office organization and functions to route visitors and phone calls and provide non technical information.

Factor 2. Supervisory Controls Level 2-2, 125 pts.

The supervisor provides general instructions for routine office tasks on such items as quantity and quality expected, deadlines, and priority of assignments. Specific guidance is provided on new or unusual tasks on such things as format, printing and software. The employee receives instructions for new assignments, but completes routine tasks independently. Completed work is checked for compliance with procedures, adherence to special instructions, accuracy, and appearance.

Factor 3. Guidelines Level 3-2, 125 pts.

Specific written guidelines are available for reference purposes, including dictionaries, correspondence manuals, software manuals and tutorials, written office guidelines, and Agency, Department, Division, and Branch instructions. Detailed written instructions are available for specific office automation tasks. The employee must search appropriate references to cover situations not covered by specific guidelines. Situations requiring significant deviations from established methods are referred to the supervisor for assistance.

Factor 4. Complexity Level 4-2, 75 pts.

The work consists of duties involving several sequential steps, processes, and methods. Material is typed into final form from rough draft, written material, or handwritten notes. Typing involves specialized terminology related to the organizational unit and a variety of formats. The incumbent is responsible for the grammar, spelling, capitalization, and punctuation, and assures proper format and distribution. Tasks may require the use of two or more types of software.

Factor 5. Scope and Effect Level 5-1, 25 pts.

The accuracy and timeliness of the completion of the assignments contributes significantly to the efficiency and effectiveness of the daily operations of the office. The incumbent produces typed material in the proper, error-free, final form.

Factor 6. Personal Contacts Level 6-1

Contacts are with employees in the organizational unit and office visitors and callers, and employees in other government agencies.

Factor 7. Purpose of Contacts Level 7-A, 30 pts.

Contacts are for the purpose of receiving assignments, taking and relaying messages, and assisting callers and visitors.

Factor 8. Physical Demands Level 8-1, 5 pts.

The work is sedentary. There may be some walking, standing, bending, and carrying of light items, such as papers and books.

Factor 9. Work Environment Level 9-1, 5 pts.

The work is performed in an office setting.

TOTAL POINTS 590