

**POSITION DESCRIPTION** *(Please Read Instructions on the Back)*

1. Agency Position No.  
S0038a

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment <input type="checkbox"/> New <input type="checkbox"/> Other		3. Service <input checked="" type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location WASHINGTON, D.C		5. Duty Station VARIOUS LOCATIONS		6. OPM Certification No.	
Explanation <i>(Show any positions replaced)</i>  Redescription of multiple existing pd's				7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input checked="" type="checkbox"/> Employment and Financial Interest		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
				10. Position Status <input checked="" type="checkbox"/> Competitive <input checked="" type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input type="checkbox"/> 1--Non-Sensitive <input checked="" type="checkbox"/> 3--Critical <input type="checkbox"/> 2--Noncritical Sensitive <input checked="" type="checkbox"/> 4--Special Sensitive	
								13. Competitive Level Code 0264	
								14. Agency Use BUS: 8888	

15. Classified/Graded by	Official	Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management							
b. Department, Agency or Establishment							
c. Second Level Review		STAFF ASSISTANT	GS	301	09		
d. First Level Review							

16. Organizational Title of Position *(if different from official title)*  
17. Name of Employee *(if vacant, specify)*  
\*

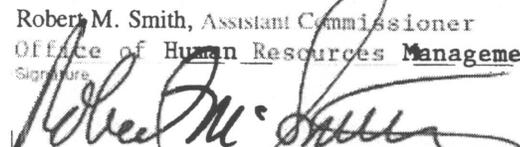
18. Department, Agency, or Establishment  
Department of Homeland Security

a. First Subdivision  
b. Second Subdivision  
\*  
c. Third Subdivision  
d. Fourth Subdivision  
e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.  
Signature of Employee *(optional)*

20. Supervisory Certification. *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.*

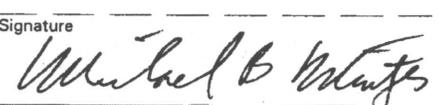
a. Typed Name and Title of Immediate Supervisor  
Signature \_\_\_\_\_ Date \_\_\_\_\_

b. Typed Name and Title of Higher-Level Supervisor or Manager *(optional)*  
Robert M. Smith, Assistant Commissioner  
Office of Human Resources Management  
Signature  Date 5/10/01

21. Classification/Job Grading Certification. *I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.*

22. Position Classification Standards Used in Classifying/Grading Position  
US OPM PCS: AAPEG, 8/90; HNDBK OF OCC GRPS, 1/99; INTRO TO PCS, APP 3, 7/99

Typing Name and Title of Official Taking Action  
Michael B. Mintzer, Personnel Management Specialist

Signature  Date 5/10/2001

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date								
b. Supervisor										
c. Classifier										

\* Refer to personnel action for information specific to the employee.

Revised 6/17/05

**STAFF ASSISTANT**  
**GS-301-9**  
**PD Number S0038A**

**INTRODUCTION**

Serves as staff assistant to a manager in an organization within the Department of Homeland Security (DHS), performing a full range of administrative support and analytical duties, a variety of liaison activities, and special assignments related to the office mission and function. In addition, oversees the administrative management and operations of the office.

**MAJOR DUTIES**

Relieves the manager of unnecessary interruptions and demands on his/her time by handling administrative matters and programmatic problems or referring technical matters to the appropriate individual(s). Serves as a liaison and troubleshooter for the manager. Is responsible for meeting assigned deadlines.

Screens all calls and visitors. Forwards to the manager only those calls or visitors requiring his/her attention. Refers, whenever possible, callers and visitors to other staff or handles the request personally. Based on a thorough knowledge of the manager's views, policies, objectives, handles substantive questions not requiring technical expertise.

Makes travel arrangements, schedules visits, makes transportation and living arrangements, notifies officials and/or organizations of visits, maintains contact during travel to provide information and to maintain accomplishments of program activities, completes and processes necessary travel documents.

Coordinates a variety of administrative projects within the office to include the development, analysis and modification of internal administrative policies, procedures and management processes of the office. Responsibilities in this area include conducting research on projects to gather all available data, analysis of the data to ensure that all relevant facts are presented, developing options and recommendations, and providing comprehensive reports on the subjects, as required. Conducts briefings on the projects and sensitive programmatic issues.

Determines the office management support requirements and designs and refines automated systems specifically tailored to address these needs. Such development efforts are based upon a comprehensive problem analysis, including a review and consideration of available options and selection of the most cost effective approach and conducted in accordance with generally accepted system development guidelines and principles.

Coordinates planning for special conferences conducted by the manager with other management officials. Maintains information regarding issues and problems under the jurisdiction of the manager. Is responsible for ensuring that the issues or problems are addressed by subordinate offices and expedites actions as necessary.

Prepares and/or reviews all correspondence written for the manager including letters, memoranda, reports, charts, briefing materials, and talking points. Ensures that all correspondence meets high standards for clarity and conciseness while taking account of current management trends. Works closely with members of the office staff and with others outside the office to track projects and to ensure implementation dates are met.

Manages the manager's schedule. Independently determines which matters to handle personally and which ones to refer to other management officials. Exercises good judgement in scheduling interviews, meetings and conferences to be attended by the managers.

Participates in providing administrative guidance and assistance to subordinate organizations by answering technical questions on financial and organizational-oriented procedures. Develops and provides training and resource materials, operating manuals, standard operating procedures (SOP's) etc. and maintains contact with agency officials and officials of other federal, state and local agencies.

Provides technical supervision to lower graded staff assistants and other support personnel assigned to the manager's office.

May participate in special conferences conducted by the manager with other management officials. Maintains information regarding issues and problems under the jurisdiction of the manager. Is responsible for ensuring that issues or problems are addressed by subordinate offices and expedites actions, as necessary. Monitors administrative functions and transactions, and prepares a variety of reports utilizing various databases and automated systems. Analyzes operational trends and compiles data for analysis by top-level managers. Advises the manager of any potential shortfalls, and recommends solutions to deal with such problems.

Performs other duties as assigned.

## **FACTOR LEVELS**

### **Factor 1, Knowledge Required, Level 1-6, 950 points**

Skill and ability and experience in using them to analyze, review and evaluate

established administrative procedures, to determine if existing procedures are effective and efficient and to develop new practices and procedures to meet new, changed or special needs and situations.

Knowledge of the substantive programs of the office and of the responsibilities, priorities, commitments, policies and goals of the manager, to independently carry out to completion non-routine work activities requiring research, coordination, and development of reports and responses.

Knowledge and skill in using various techniques, methods and procedures for analyzing projects and programs that have an impact on the manager's office. This is used to coordinate a wide spectrum of projects, including conducting research to gather all available data, analysis of the data to ensure relevant facts are presented, developing options and recommendations, and providing comprehensive reports on the subjects.

Ability to prepare written reports based on analysis and research of data and appropriate to the activity or program studied. Reports must present options clearly, explain potential benefits and costs, and provide sufficient facts to make informed judgments as to the soundness and advisability of recommended courses of action.

### **Factor 2, Supervisory Controls, Level 2-3, 275 points**

The supervisor defines objectives, priorities and deadlines; and may assist the employee with unusual or controversial situations. Incumbent plans and carries out the work, resolves most problems or deviations that arise, and coordinates the work with others. Keeps the manager informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed for technical soundness and appropriateness.

### **Factor 3, Guidelines, Level 3-3, 275 points**

Administrative policies and precedents are available, but are stated in general terms and may be of limited use. Guidelines require the employee to use judgment in interpreting and adapting guidelines for application to specific cases or problems. The employee analyzes results and recommends or makes changes, as appropriate.

### **Factor 4, Complexity, Level 4-3, 150 points**

The work consists of various duties, projects, or assignments involving different and unrelated management or program analysis technical processes and procedures. Assignments or projects involve various actions or steps that are not completely standardized or prescribed in instructions, guidelines, or precedent cases; adaptation or modification of established procedures and

methods; various types and sources of information; nonrecurring problems, trends, or issues. Decisions regarding what needs to be done depend on the analysis of the subject, phase or issues involved. The chosen course of action may have to be selected from many alternatives.

**Factor 5, Scope and Effect, Level 5-3, 150 points**

The purpose of the work is to plan and carry out assignments or projects to improve the efficiency and productivity of organizations or program operations. Employees use established methods, practices, and criteria to identify, study, and recommend solutions for resolving conventional problems or questions. The work affects the design of organizational structures and workflow; the evaluation and improvement of operating program efficiency and effectiveness; the use and management of staff, funding, equipment, and other resources; and the design or use of similar management or program operations.

**Factors 6 & 7, Personal Contacts & Purpose, Levels 6-3 & 7-2, 110 points**

Contacts are with managers and officials, officials from other agencies, Congressional staff, representatives of international organizations and governments, trade and professional executives, the media and the traveling public.

Purpose of contacts is to plan, coordinate or advise on work efforts and project to resolve operating problems. Contacts also are to provide or assure sufficient data and information is provided for various programs, projects or decisions. The incumbent establishes and maintains effective liaison with contacts throughout DHS and other organizations needed to gather and verify various kinds of data and information.

**Factor 8, Physical Demands, Level 8-1, 5 points**

Work is sedentary. It does involve some walking, standing, bending, and carrying of light items such as files or books.

**Factor 9, Work Environment, Level 9-1, 5 points**

Works in an office environment.

**TOTAL POINTS: 1,920**

**POINT RANGE: 1,855 -2,100 = GS-09**

**GRADE CONVERSION: GS-09**

