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## Human Resources Assistant 05

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### GS-0203-05

NOTE: THE SENTENCE IN PART I DESCRIBING THE PURPOSE OF THE POSITION AND PARTS II AND III IN THEIR ENTIRETY ARE PERMANENT PARTS OF THE LIBRARY AND MAY NOT BE CHANGED OR EDITED IN ANY WAY.

#### I. INTRODUCTION

This position involves providing clerical support for processing personnel actions in the National Finance Center (NFC) personnel/payroll system, controlling personnel records, or performing a range of assignments related to one or more personnel specializations.

#### II. MAJOR DUTIES AND RESPONSIBILITIES

Reviews personnel forms for completion and confirms their contents as needed. Conducts orientation sessions for new employees. Enters data into the NFC personnel/payroll system. Assembles and maintains official personnel folders. Follows up on due dates, such as for the completion of probationary periods. Completes employee requests for changes, such as in health or life insurance coverage. Resolves recurring problems and discrepancies, such as reconciling computer records against position descriptions and organizational data. Performs duties such as computing severance pay, verifying retirement annuities, resolving payroll problems, and evaluating and making basic recommendations regarding certain personnel-related actions. Provides information on routine personnel matters, such as how to complete a form, information on vacancies, and open season enrollment deadlines.

#### III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-3, 350 pts.

Knowledge of the Federal personnel regulations, policies, procedures and terminology to analyze situations, answer basic inquiries, and resolve minor technical discrepancies.

Knowledge of personnel forms and NFC terminology and procedures to process personnel and/or payroll actions.

Knowledge of personnel recordkeeping procedures and organizational structure to maintain personnel references and/or organization files.

Knowledge of the Privacy Act and Freedom of Information Act to assure confidentiality of documents and records and to safeguard all personnel and payroll information.

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

The employee serves under the direction of a supervisor or higher-graded employee, who defines objectives, priorities, and deadlines and who assists the employee with unusual situations that do not have clear precedents. He/She takes initiative in performing assignments, following established instructions, policies, and practices. Work is reviewed for accuracy and compliance with instructions. Review of the work increases as assignments are more difficult or unfamiliar.

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

Guidelines include Federal personnel regulations, Departmental and office operating procedures, and NFC procedures. The employee uses judgment in selecting and applying guidelines according to circumstances of the

specific case. He/She refers to the supervisor or a higher-graded specialist when guidelines are not applicable or deviations are necessary.

Factor 4 - Complexity FL 4-3, 150 pts.

The employee performs the full range of clerical personnel assignments, involving different and unrelated processes/procedures. The employee identifies the nature and scope of the particular situation. He/She determines the need for additional information and the interrelationships and effects of the relevant factors and existing conditions upon one another. The employee makes decisions by examining alternatives that require different and unrelated approaches.

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

The employee applies rules and procedures to perform a limited range of personnel support activities and respond to inquiries. The employee examines submitted forms to ensure all blocks are completed and, as needed, provides factual information to clients. The work affects the timeliness, accuracy, and reliability of further personnel processes.

Factor 6 - Personal Contacts FL 6-2 and FL 7-A, 45 pts.

Contacts include all levels of employees, supervisors, and administrative staffs in the organizations serviced, the general public, and/or field offices.

Factor 7 - Purpose of Contacts

Contacts are primarily to give and receive information. Contacts involve answering basic questions, providing standard instructions, and ensuring all documentation is in order.

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

Work is primarily sedentary, involving no special physical demands.

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

The work is performed in a typical office setting.

TOTAL = 880 pts.

This position is non-exempt from coverage under the Fair Labor Standards Act.

#### **IV. UNIQUE POSITION REQUIREMENTS**

(Last updated: October 4, 2001)

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