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Human Resources Assistant 07

GS-0203-07

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I. INTRODUCTION

This position involves technical work in support of one or more personnel specializations.

II. MAJOR DUTIES AND RESPONSIBILITIES

Conducts research and provides technical answers to inquiries from employees and officials related to the specialty area(s). Advises employees about basic personnel matters. Recommends improved procedures. Prepares periodic and special reports. Independently performs routine technical assignments, such as: developing new vacancy announcements; making factor level determinations for clerical, secretarial, or other one-grade interval positions; or determining and counseling employees on benefit entitlements. Resolves problems and discrepancies. Evaluates and makes recommendations regarding personnel-related actions. Reviews, codes, and

processes personnel requests/forms relevant to the specialty area(s). Considers content accuracy and adequacy of documents submitted.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-4, 550 pts.

Knowledge of Federal personnel regulations, principles, policies, rules, and terminology to perform a variety of routine technical assignments and answer various personnel-related inquiries, resolve technical discrepancies, and make recommendations for the full range of personnel assistant functions in support of one or more specialty areas.

Knowledge of standardized personnel coding and processing procedures to handle forms and other related documentation.

Knowledge of NFC procedures to effect the full range of personnel/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 2-3, 275 pts.

The employee serves under the direction of a supervisor or specialist, who defines the overall work objectives and priorities and who assists the employee with unusual, difficult, or controversial situations without clear precedents. He/She plans work assignments, resolves problems, and recommends alternative actions. Work is reviewed for appropriateness, and conformance to policies.

Factor 3 - Guidelines FL 3-3, 275 pts.

Guidelines include the Federal personnel regulations, Departmental and office operating procedures, and NFC procedures. Guidelines contain concepts, examples, or precedents that apply in general to the situation/case being resolved. The employee uses judgment in selecting, applying, and adapting general guidelines to specific problems, considering situational similarities and differences.

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

The work involves making determinations, providing advice, and making recommendations based on established practices and principles of the specialty area(s). Works also consists of

standard explanations of personnel programs or policies. The employee identifies the situation or problems involved and determines the need for additional information and the applicability of precedents. He/She considers any interrelationship with other personnel matters.

Factor 5 - Scope and Effect FL 5-3, 150 pts.

The work performed provides various technical support activities for human resource specialists, based on established personnel practices for the particular specialty area(s). The work directly affects employees and the adequacy of specialized personnel activities.

Factor 6 - Personal Contacts FL 6-2 and FL 7-B, 75 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 to obtain necessary information, resolve recurring problems, provide instructions, ensure that all documentation is in order, and obtain cooperation as needed.

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 = 1,485 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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