



**U.S. DEPARTMENT of COMMERCE**  
Office of Human Resources Management

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## Office Automation Assistant 05

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### GS-0326-05

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 is located in

This position performs office automation assignments to provide general office clerical support.

#### II. DUTIES AND RESPONSIBILITIES

Edits and reformats electronic drafts of documents that often require graphics and tables. Transmits and receives documents electronically or using floppy disks. Proofreads materials to ensure conformance with office standards.

Creates elementary macros to simplify and expedite assignments and provides instructions on their use to others in the office. Develops training aids for use by office members and provides them with hands-on-training.

Proposes alternative formats or stylistic changes in format that might result in more effective instructional materials. Incorporates these features into actual materials on a trial basis and evaluates them with the assistance of others in the office.

Performs simple troubleshooting of system and/or software problems encountered by co-workers. Refers more difficult problems to the office's automation liaison or the systems support representative.

#### III. FACTOR LEVELS

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

A fully qualified typist required to operate an electronic typewriter, word processor, microcomputer, or computer terminal.

Knowledge of varied and advanced functions of one or more automated systems to produce a wide range of documents.

Knowledge of office automation systems in order that several types of software may be used for various office needs such as graphs, tables, and charts.

Knowledge of spelling, grammar, punctuation, capitalization.

Knowledge of specialized terminology, organization mission, and the roles of co-workers to type materials, to receive and screen phone calls and visitors, and maintain files.

Knowledge of the organizational structures and functions is needed to answer routine and non-technical inquiries.

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

The supervisor provides overall instructions and priorities. The incumbent receives instructions from supervisor and/or office specialists on specific application or interpretation of new regulations and policies. The incumbent independently plans and performs familiar office automation assignments. The incumbent also exercises initiative when resolving problems encountered. Work products are occasionally spot-checked for accuracy. The work methods used usually are not reviewed.

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

Work is performed in accordance with a variety of established office procedures, requirements, software manuals and tutorials, and references making minor deviations to adapt the guidelines to specific cases. The incumbent decides which is appropriate for desired results. Guidance is provided for unusual situations.

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

The work involves a variety of automated and clerical processes and methods. The incumbent decides what needs to be done and how to accomplish it based on the specific project, knowledge of the priorities, policies, commitments, and objectives of the office and an understanding of the automated processes and software requirements and capabilities inherent in the work. Is responsible for several concurrent projects.

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

The purpose of the work is to perform specific, recurring tasks required to maintain electronic records, or produce a variety of clerical activities in support of individuals within the organizational unit. The services and work performed facilitate the work of the originators of the material.

Factors 6 & 7

Personal Contacts and Purpose of Contacts FL 2A, 45 pts.

Personal contacts are with employees at various levels throughout the operating unit. Contacts are for receiving assignments and instructions, discussing additions or revisions, receiving or giving information, or clarifying terminology.

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

The work is primarily sedentary, requiring no special physical demands.

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

The work is performed in a typical office setting.

TOTAL = 980 pts.

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

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

(Last Updated: November 16, 1994)

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