



Social Security Administration SSA-801 - Position Description

1. Position Description #:	9E561 (S*****) / 9E565 (T*****)											
2. Official Title:	Personal Assistant											
3. Pay Plan/Series/Grade:	GS-303-04											
4. Organizational Title:												
5. Classified/Graded By:	KH			Date:	12/29/08							
6. Organizational Location:	SSA, Various Components											
7. Number of Allocations:	40											
8. Reason for Submission:	X	New		Redescription		Reestablished	Other					
9. Service:	X	Headquarters		Field								
10. Employing Office:	Baltimore, MD			11. Duty Station:	Various							
12. Fair Labor Standards Act:		Exempt	X	Non-Exempt								
13. Financial Statement Required:		Executive Personnel Financial Disclosure				Employment and Financial Interests						
14. Position Status:		Competitive	X	Excepted (Specify in Remarks)		SES (Gen)	SES (CR)					
16 Supervisory/Leader Status:		Supervisory	X	Non-Supervisory		Team Leader	Work Leader					
17. Sensitivity:	X	Non Sensitive/ Low Risk		NonCritical Sensitive		Critical Sensitive		Special		Moderate Risk		High Risk
		1C AIS		2C AIS		3C AIS		4C AIS		5C AIS		6C AIS
18. Competitive Level:												
19. Supervisor 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 the false or misleading statements may constitute violations of such statutes or their implementing regulations. REQUIRED						Typed Name/Title of Immediate Supervisor:						
						Signature of Immediate Supervisor and Date:						
20. Higher Level Management Concurrence (Optional)						Typed Name/Title of Higher Level Manager: Linda A. Jackson, Director Center for Disability Services, OCREO Signature of Higher Level Manager and Date: /s/ 12/23/08						
21 Allocation Certification I certify that each incumbent will perform the grade controlling duties and responsibilities of this position for a substantial amount of time (i.e., 25% or more). REQUIRED for Non-Supervisory GS-14 & Below						Typed Name/Title of Delegated Authorizing Official for Non-Supervisory GS-14 and Below: Signature of Delegated Authorizing Official and Date						
22. 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 Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards and authorize establishment of the position..												
Typed Name/Title of Official Taking Action: Kary Hattaway, HR Specialist (CLFSN), OPE/CCOM						Signature of Official Taking Action and Date: /s/ 12/29/08						
23. Typed Name/Title of Delegated Official for GS-15/ SES:						Signature of Delegated Authorizing Official for GS-15/SES and Date:						
24. Standards and information on application are available in the personnel office. Position Classification Standards used in Classifying Position and date issued:												
25. Remarks: *Schedule A authority 5 CFR 213.3102 (11)												
26. Description of Major Duties and Responsibilities (See Attached)												

Personal Assistant
GS-303-04
#9E561 (S***)**
#9E565 (T***)**

Duties

Serves as personal assistant for physically disabled employee(s). Also, on a regular and recurring basis, assists the supervisor and staff engaged in a variety of projects and assignments.

- Provides a variety of services to physically disabled employees involving support in work-related duties. These duties relate to the personal reasonable accommodations needed for the qualified employees to experience the same rights and benefits as non-disabled employees.
- Performs incidental activities and collateral assignments to assist the disabled individual with the required functions of the position. These job-related duties may accommodate architectural transportation/mobility and communication barriers needed to perform the job.
- Assists in the organizing and maintenance of files and manuals and photocopying and help with other duties requiring physical demands according to the dexterity or disability of the employee.
- Ensures the personal needs of the physically disabled employee are met. This includes services pertaining to communication, travel/ movement, and related needs.
- Assists in emergency type situations (fire drills, illness, building evacuation, etc.).
- Assists in the research and collection of information and documentation for use by the assisted employee in performing appropriate work.
- Maintains the necessary files and records and to insure access to desired information. Files can include administrative files, statistical information and other materials related to office functions.
- As directed, prepares final letters, notices, reports and other correspondence from draft documents and/or edited reports.
- Performs related duties such as accompanying the employee to meetings, conferences, and training sessions.
- Where necessary and approved by the assisted employee's immediate supervisor, accompanies the impaired employee in work-related travel in order to facilitate performance of his/her job. Travel-related duties may include duties as described above, note taking, pulling files, gathering and duplicating written materials.

- As required, assists with clerical duties associated with the assigned component.
- Performs office automation tasks not requiring a fully qualified typist, such as creation of documents, graphs, charts and worksheets.
- OR
- Uses personal computer software programs, such as word processing, database, spreadsheet, and electronic mail in order to create and/or edit standard letters, memoranda, and reports; enter data as provided into a database and print a pre-defined spreadsheet; and transmit, receive and acknowledge electronic mail and messages. Performs general and specific clerical/typing. Initiates computer notices, form letters, inquiry forms, or self-composed letters, as needed.

Factor 1 - Knowledge Required by the Position

Knowledge of SSA organizational structure and functions that pertain to the assignment area.

Knowledge of operational procedures of the organizational unit and clerical position.

Knowledge of applicable fire and safety regulations for the work area in order to aid the disabled employees in case of an emergency.

Knowledge of basic office equipment, e.g., photocopier, personal computer, calculator, etc., to assist disabled employees(s).

Knowledge of staff priorities and major work assignments in maintaining and updating charts and controls for a variety of internal operations.

Knowledge of the English language to read and effectively summarize handwritten and/or printed materials, clearly, rapidly, and distinctly, with appropriate inflections.

Skill in retrieving information and resolving inconsistencies and errors in information.

Skill to develop and maintain personal one-on-one relationships with tact and courtesy to provide personal assistance for physically disabled employees.

Factor 2 - Supervisory Controls

The supervisor determines the need for the personal assistant in all work situations. The supervisor determines when the personal assistant accompanies a disabled employee(s) in off-site training, conferences, or studies where reasonable accommodations are unavailable. The supervisor reviews the method, completed product of all work, and determines if the needs of the disabled employee are being met. The supervisor also assures that the relationship between the

personal assistant and the disabled employee(s) is harmonious and good rapport is maintained between the two.

The personal assistant helps in planning work and carries out routine work independently, referring unusually difficult problems to the supervisor. Duties are performed within the framework of established procedures; assignments may be spot checked by higher officials to ensure that work is completed according to office procedures.

Factor 3 - Guidelines

Guidelines include oral or written instructions on specific assignments, established policies and procedures, manuals on the appropriate use of software, language and grammar, and applicable directives. The incumbent must use judgment in locating and selecting the most appropriate guidelines for application, and in adapting them to specific circumstances. Incumbent refers to supervisor situations not covered directly by guidelines or instructions,

Factor 4 - Complexity

The personal assistant will provide services to the disabled employee in addition to performing a variety of support work for the staff. Complexity of work depends on the work being carried out by the disabled employee.

Support work consists of performing a full range of standard clerical assignments and resolving recurring problems. Work consists of related steps, processes, or methods that require the employee to identify and recognize differences among a variety of recurring situations. Actions to be taken or responses to be made differ in nature and sequence because of differences in the particular characteristics of each task.

Factor 5 - Scope and Effect

The purpose of the work is to facilitate reasonable accommodation for the disabled employee(s) and to provide clerical and other support work to other employees of the office. The efforts of the incumbent have a direct effect on the ability of the employee with a disability to receive and disseminate information and perform assignments. The support work affects the accuracy, timeliness, and efficiency of office operations.

Factor 6 - Personal Contacts

Contacts are with the disabled employee(s), supervisor, and fellow employees in the immediate and other organizations with whom the assistant must communicate in the performance of official duties.

Factor 7 - Purpose of Contacts

Contacts are to obtain, clarify, or give information and to resolve discrepancies. Contacts are to receive and exchange information related to office support activities and to ensure that the personal needs of the assigned disabled employee are met.

Factor 8 - Physical Demands

The assistant must be able to provide mobility assistance to physically disabled employees. This includes lifting and steadying disabled and immobile employee(s). May have to lift and carry the disabled employee(s) for short distances. Assists disabled employee(s) through environmental, transportation, and communication barriers. Assists with other physical demands as determined by the dexterity and/or disability of the disabled employee(s).

Factor 9 - Work Environment

Work is performed in an office setting.