



Social Security Administration SSA-801 - Position Description

1. Position Description #:	9E562 (S*****) / 9E566 (T*****)						
2. Official Title:	Personal Assistant						
3. Pay Plan/Series/Grade:	GS-303-03						
4. Organizational Title:							
5. Classified/Graded By:	KH			Date:	12/29/08		
6. Organizational Location:	SSA, Various Components						
7. Number of Allocations:	10						
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	
		1C AIS		2C AIS		3C AIS	
					Special	Moderate Risk	High Risk
					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-303-03
#9E562 (S***)**
#9E566 (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.).

In addition, incumbent performs one or more of the following duties:

- 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 applicable operational procedures and document requirements and content.

Knowledge of applicable fire and safety regulations for the work area in order to aid 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.

Knowledge of the office files and the purpose and content of documents in the files. Knowledge of clerical steps in processing documents, filing and retrieving information and preparing reports.

Basic knowledge of data source forms and characteristics of data reported thereon.

Basic knowledge of technical information and vocabulary used by the employee(s) in the performance of duties.

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

Skill in retrieving information and resolving inconsistencies.

Skill in one-to-one dialogue.

Factor 2 - Supervisory Controls

The supervisor will make the determination as to the need for the personal assistant in all work situations. The supervisor determines when the personal assistant accompanies a disabled employee in off-site training or conferences where reasonable accommodations are unavailable.

The supervisor oversees the completion of all work and determines if the needs of the disabled employee are being met. The supervisor also assures that the interpersonal relationship between the two is harmonious as this is essential to the effective flow of dialogue between the personal assistant and the disabled individual being assisted.

The supervisor assigns clerical duties and is available to answer any questions that arise. The assistant performs duties within the framework of established procedures, seeking guidance on problems or unfamiliar situations. The supervisor reviews work for compliance with instructions.

Factor 3 - Guidelines

Guidelines include detailed procedures specified in manuals and established instructions. Style manuals and regulations pertaining to typing work are readily available.

The incumbent exercises judgment in determining which of the approved guidelines, references, or procedures are most appropriate to specific cases. Situations requiring deviation from established methods are referred to the supervisor.

Factor 4 - Complexity

The personal assistant provides services on a one-to-one basis in formal and/or informal settings. Work consists of many different prescribed tasks, steps, or operations. Deciding what needs to be done requires the employee to choose from among similar procedures. The work varies primarily in factual ways, such as in the sources of information or in the kinds of forms, etc.

Factor 5 - Scope and Effect

The purpose of work is to facilitate reasonable accommodation for the disabled employee, and to provide clerical and other support work to other employees of the office. The efforts of the incumbent have an effect on the ability of the employee with a disability to receive and disseminate information and perform assigned tasks.

Factor 6 - Personal Contacts

Contacts are with the disabled employee, assigned supervisor, fellow employees and individuals with whom the assistant must have contact in the performance of official duties.

Factor 7 - Purpose of Contacts

Contacts are to exchange information about the tasks or methods used to complete an assignment. Contacts are to receive and exchange information to ensure that the personal needs of the assigned disabled incumbent are met.

Factor 8 - Physical Demands

The employee 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.