



## Social Security Administration SSA-801 - Position Description

1. Position Description #:		<b>9E560 (S*****) / 9E564 (T*****)</b>						
2. Official Title:		<b>Personal Assistant</b>						
3. Pay Plan/Series/Grade:		<b>GS-303-05</b>						
4. Organizational Title:								
5. Classified/Graded By:		KH			Date:		12/29/08	
6. Organizational Location:		SSA, Various Components						
7. Number of Allocations:		<del>25</del> 75 (PR, 6/6/14)						
8. Reason for Submission:		<input checked="" type="checkbox"/> New	<input type="checkbox"/> Redescription	<input type="checkbox"/> Reestablished		<input type="checkbox"/> Other		
9. Service:		<input checked="" type="checkbox"/> Headquarters	<input type="checkbox"/> Field					
10. Employing Office:		Baltimore, MD			11. Duty Station:		Various	
12. Fair Labor Standards Act:		<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt					
13. Financial Statement Required:		Executive Personnel Financial Disclosure			Employment and Financial Interests			
14. Position Status:		<input type="checkbox"/> Competitive	<input checked="" type="checkbox"/> Excepted (Specify in Remarks)	SES (Gen)		SES (CR)		
16 Supervisory/Leader Status:		<input type="checkbox"/> Supervisory	<input checked="" type="checkbox"/> Non-Supervisory	Team Leader		Work Leader		
17. Sensitivity:		Non Sensitive/ Low Risk	NonCritical Sensitive	Critical Sensitive	Special	<input checked="" type="checkbox"/> X	Moderate Risk	High Risk
		1C AIS	2C AIS	3C AIS	4C AIS		5C AIS	6C AIS
18. Competitive Level:								
19. <b>Supervisor Certification.</b> 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. <b>REQUIRED</b>				Typed Name/Title of Immediate Supervisor:				
				Signature of Immediate Supervisor and Date:				
20. Higher Level Management Concurrence ( <b>Optional</b> )				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 <b>Allocation Certification</b> 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). <b>REQUIRED for Non-Supervisory GS-14 &amp; Below</b>				Typed Name/Title of Delegated Authorizing Official for Non-Supervisory GS-14 and Below:  Signature of Delegated Authorizing Official and Date				
22. <b>Classification/Job Grading Certification.</b> 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-303-05**  
**#9E560 (S\*\*\*\*\*)**  
**#9E564 (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 mathematical and statistical procedures necessary to compile, edit, and present data.

Knowledge of applicable document requirements and content, and knowledge of related software needed to prepare and use these documents.

Knowledge of data source forms and characteristics of data reported thereon.

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 grammar, spelling, punctuation, and format, sufficient to recognize and correct errors in correspondence and reports.

Knowledge of the organization of electronic and paper files and the purpose and content of data in these files. Knowledge of the clerical steps in processing documents, associating, filing and retrieving information, and preparing output documents.

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

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

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

Skill resolving inconsistencies and errors in data and to recognize data overlap or duplication.

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 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 employee and assistant is harmonious as this is essential to the effective assistance of the disabled individual.

The supervisor assigns support work by defining objectives, priorities, and deadlines and provides guidance on assignments that do not have clear precedents. The incumbent carries out the assistant and support work independently, referring unusually difficult problems to the supervisor. The employee works in accordance with accepted practices; the supervisor evaluates completed work for technical soundness, appropriateness, and effectiveness in meeting goals.

## **Factor 3 - Guidelines**

Guidelines include extensive oral and written instructions on office procedures and numerous written guides covering agency-wide and local policies. Included are procedural guides such as instructions, regulations, manuals, precedents, etc., used by the disabled employee.

In addition to having a full working knowledge of those guidelines, the incumbent must also be familiar with clerical guidelines such as style manuals and agency instructions concerning correspondence, formats, etc. Judgment is required in locating, selecting, and adopting guidelines or determining when deviations are required from among those available.

The incumbent adheres to proper usage of the English language using terminology and descriptions related to the work of the disabled employee. The incumbent must operate under the provisions of the Privacy Act in dealing with sensitive materials.

Discretion and selectivity are used in choosing the appropriate clerical guidelines; however, this judgment may only be extended to substantive guides by direction of a supervisor of the disabled employee.

## **Factor 4 - Complexity**

The personal assistant will provide services on a one-to-one basis in formal and/or informal settings. The complexity of the duties depends upon the work assigned to the physically disabled employee.

Work consists of performing a full range of standard and non-standard clerical assignments and resolving a variety of non-recurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The employee must identify and understand the issues involved in each assignment, identify what steps and procedures are necessary, and determine the order of their performance. Completion of each task typically involves selecting a course of action from a number of possibilities.

### **Factor 5 - Scope and Effect**

The purpose of work is to facilitate reasonable accommodation for the employee and to provide support work to other employees in 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 the assigned tasks. 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 made 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 incumbent are met.

### **Factor 8 - Physical Demands**

The employee must be able to provide mobility assistance to disabled employees. This includes lifting and steadying of disabled and immobile employees, assisting disabled employees 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.