

**UNITED STATES TRANSPORTATION
COMMAND (USTRANSCOM)**

**AIR FORCE CORE PERSONNEL DOCUMENT (CPD)
USTRANSCOM/TCCS-JS
SECRETARY (OA) GS-318-08
JOINT SECRETARIAT EXECUTIVE SECRETARY
CPD NO. 3T0033**

AIR FORCE CORE PERSONNEL DOCUMENT (CPD)

ORGANIZATION: USTRANSCOM/TCCS-JS
 SUPV LEVEL CODE: 8
 TARGET GRADE: 8
 DRUG TEST: Yes
 SENSITIVITY: Non-Critical Sensitive
 EMERGENCY ESS: No
 KEY POSITION: No

CPD NUMBER: 3T0033
 COMP LEVEL CODE: K09A
 FLSA: Non-Exempt
 CAREER FIELD ID: E
 CENTRALLY MANAGED: N/A
 BUS: AF 2264
 POSITION HISTORY:

CLASSIFICATION: Secretary (OA), GS-0318-08
 DUTY TITLE: Joint Secretariat Executive Secretary

ORG & FUNC CODE:

1ST SKILL CODE: 55 % ANT Secretary
 2ND SKILL CODE: 25% AKK Clerk/Assistant/Technician
 3RD SKILL CODE: 20% OASCPX Office Automation Clerk/Data Systems Support

CLASSIFIED BY

(b)(6)

CLASSIFIER'S SIGNATURE

DATE

28 March 2012

SUPERVISOR'S CERTIFICATION: I certify that this CPD is an accurate statement of the major duties, knowledges, skills, and abilities, responsibilities, physical and performance requirements of this position and its organizational relationships. 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 false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR'S SIGNATURE

DATE

Pat F. Whitcomb

28 Mar 12

PERFORMANCE PLAN CERTIFICATION:

Rater/Supv.	(b)(6)			
Date	<i>15 May 12</i>			
Reviewer	(b)(6)			
Date	<i>15 May 12</i>			
Employee*	(b)(6)			
Date	<i>15 May 12</i>			

*Signature acknowledges receipt. It does not indicate agreement/disagreement.

PURPOSE OF POSITION AND ORGANIZATIONAL LOCATION:

The primary purpose of this position is: To serve as an executive secretary/staff assistant in the consolidated administrative function of the Joint Secretariat of USTRANSCOM (USTC), responsible for providing executive administrative support to General Officer/Flag Officer/SES senior leaders, including Directors of staff offices and program managers, who directly report to the USTC Commander, Deputy Commander, and Chief of Staff. Plans, coordinates, develops, and performs a variety of secretarial and specialized administrative services.

The organizational location of this position is: United States Transportation Command (USTRANSCOM), Office of the Chief of Staff-Joint Secretariat, Scott AFB IL

ORGANIZATIONAL GOALS OR OBJECTIVES:

The organizational goals or objectives of this position are: Performs executive level secretarial and administrative support by providing personal assistance to the USTRANSCOM staff and command components on a variety of issues and requirements involving a wide variety of subjects. Ensures work fully supports the vision and intent of the Commander, Deputy Commander, and Chief Staff.

DUTY 1:

30%

As an executive secretary/staff assistant, establishes and maintains the daily activity calendar for various command group senior leaders, as assigned and/or required. Schedules appointments and arranges meetings. Assures daily activities for the assigned command senior leaders are coordinated and that schedule changes are made with minimal disruption to command activities. Assures attendance of appropriate personnel at various meetings. Notifies Directors' support staffs of the need for the Directors or their key representatives to attend such meetings and conferences. Maintains knowledge of physical location of assigned command group senior leaders, in order to make contact for urgent matters. Assures commitments made by the senior leaders are executed. Ensures all appropriate travel arrangements are made for assigned senior leader travel, to include transportation, scheduling, and reservations; notifies the officials to be visited and maintains contact as appropriate, while they are traveling to and on location. Accomplishes orders, travel vouchers, itineraries, and reports upon completion of travel and submits for processing, coordination, and approval. Receives telephone calls, greets visitors, and ascertains the nature of the calls or visits.

STANDARDS:

- A. Typically maintains calendar efficiently and informs those involved promptly of any changes or conflicts.
- B. Typically reminds assigned senior leaders of scheduled events promptly and courteously to ensure timely attendance and/or reminds individual(s) of commitments made at meetings and/or conferences.
- C. Routinely screens and refers those contacts needing staff attention properly.
- D. Typically receives, greets, and answers questions from visitors and telephone callers promptly and courteously.

KSA: All

DUTY 2:

25 %

Ensures outgoing correspondence conforms to senior leaders' preferred style of subject matter approach and is factually correct, procedurally and grammatically accurate, conforms to general policies, and complies with established regulations and directive. Calls the executive or program manager's attention to material determined to be of interest or importance and attaches any available previous correspondence or reference material to facilitate final action. Based on brief notes, verbal instructions, and through own initiative composes correspondence relating to office activities. Establishes and maintains office files on a wide range of topics (i.e., general office correspondence, periodic and special

reports, congressional correspondence, emergency manuals, budgetary data, etc.) Prepares and distributes memorandums to key personnel outlining command policies and/or instructions relating to specific projects, subject matters, etc. Independently maintains control of material requiring action and initiates follow-up to ensure compliance with established deadlines. As needed, responsible for reading, analyzing, and distributing electronic mail, and levying taskings and suspense dates throughout the command, component commands, etc. Receives and reviews incoming mail and sets controls on action. Effects necessary controls and follow-up to ensure timely completion of reports. Routes mail and e-mails to appropriate offices or command group staff. Assists in the transition of new command group members by providing updated information, background, historical, and related data designed to ensure smooth and uninterrupted change in management.

STANDARDS

- A. Routinely follows-up on suspense items to ensure completion by the suspense dates.
- B. With rare exception, effectively provides accurate information and advice in accordance with established guidelines.
- C. Typically coordinates all correspondence appropriately with other offices, as required.

KSA: All

DUTY 3:

25 %

Provides a variety of other administrative support activities to Program Managers serving at Command level for programs of command-wide interest, DoD interest, and/or that have high level/public interest, such as those related to Freedom of Information Act (FOIA), Privacy Act (PA), Civil Liberties (CL), Knowledge Management (KM), Information Management (IM), and Records Management (RM). As assigned, provides assistant-level support, including performing studies, compiling statistics/data, summarizing information for reports, and maintaining awareness of unique or special issues or items that require higher level attention. Based on knowledge of the Command in general, ensures the projects or elements assigned by the Program Managers are complete and accurate. In the absence of a Program Manager, performs administrative activities to maintain continuity and ensure responsiveness to command staff and/or in some cases, the general public. Incumbent is required to maintain strict confidence in performing all duties directed.

STANDARDS

- A. With rare exception, performs assigned duties effectively and in compliance with Program Manager direction and associated regulations and/or other applicable guidance.
- B. Typically coordinates as directed with all staff members involved or concerned in a timely manner.
- C. Almost always provides accurate and timely reports, statistical data, and other administrative documents, as assigned.

KSA: All

DUTY 4:

20%

Uses word processing software/office automation to produce a variety of documents. Transmits and receives documents and messages electronically using personal computer that is networked or linked to other computers and workstation throughout the command. Must have working knowledge of a variety of other software such as spreadsheets and databases.

STANDARDS:

- A. Typically utilizes multiple automated software programs effectively and appropriately to produce/develop accurate and useful documents.

B. Routinely receives, processes, transmits, and/or forwards electronic messages and documents promptly and appropriately.

KSA: 1, 2, 3, 5, 6

RECRUITMENT KNOWLEDGES, SKILLS, AND ABILITIES (KSA):

1. Knowledge of the organizational and functional responsibilities and operational requirements of the USTRANSCOM and DoD components.
 2. Knowledge of extensive rules, procedures, operations, functions, and commitments applied to secretarial and administrative assignments in order to perform the work of an executive level office/program, including preparing, reviewing, and editing correspondence and other documents, locating and assembling information and computing statistics for various reports, making appointments and travel arrangements, responding to calls and visitors, and ensuring the work of the manager is not hampered by administrative issues and problems, wherever possible.
 3. Knowledge of various office automation software programs, tools, and techniques to support administrative operations and to produce a variety of documents such as letters, reports, spreadsheets, databases, and graphs.
 4. Skill in fact-finding, problem analysis, problem resolution, and development of action plans to solve problems.
 5. Skill in typing and in using a variety of automated and other office equipment.
 6. Ability to plan and organize work, to gather, analyze and present facts, and to communicate effectively using tact and courtesy, while meeting deadlines.
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CLASSIFICATION CRITERIA:

Factor 1, Knowledge Required by the Position

Level 1-4

550 Points

- Knowledge of mission, functions, and organizational structure of the command in order to provide advice and assistance to the command section senior leadership in identifying and resolving a variety of administrative problems.
- Knowledge of management principles, concepts, practices and techniques in order to provide executive level administrative support services to the command section and directorates; and to analyze administrative practices and design and recommend improvements in administrative procedures and policies.
- Knowledge of duties, priorities, commitments, policies, and program goals of the organization sufficient to perform unique assignments which often involve extensive coordination both within the Command Group and to Directorates and to outside contacts; also including independently noting and following-up on commitments made at meetings/conferences; advising other administrative personnel on preparing correspondence and other documents, ensuring requirements for various reports are met, interpreting new instructions and procedures; and/or locating and summarizing information from files and documents that requires recognizing which information is or is not relevant to each assignment or issue at hand.
- Knowledge of variety of command and higher echelon rules, regulations and procedures on administrative reporting and control requirements for such matters as record management, time and attendance, travel, purchase of supplies, security, publications, forms control, etc. in order to prepare required documents and advise on procedural requirements to command staff.
- Knowledge and ability to perform the work of a variety of administrative programs that are of high interest to the command, of importance to DoD, and of active public interest and participation by the public, such as FOIA, PA, CL, KM, IM and RM.

- Knowledge of correct grammar, spelling, punctuation, capitalization, and format to prepare and edit written correspondences and reports.
- Knowledge of various office automation software processing procedures and function keys to produce a wide range of documents that often require complex formats, such as graphics or tables within text, to edit and reformat electronic drafts, and to update and revise existing databases or spreadsheets.
- Skill to properly assess and apply various facts and types of information to reports, briefings, executive summaries, etc.
- Strong interpersonal skills are required to communicate effectively with high level managers and supervisors within the Command Group, as well as all other types of contacts, including ability to be courteous and display integrity is required at all times.

Work Situation B: This position performs secretarial and other administrative duties for the executive managers and supervisors within the Command Group and in support of Program Managers of command-level programs. The incumbent is assigned as the executive secretary to senior leaders at GO and SES levels and their programs across the command. The duties require extensive experience in order to ensure the varied and complex interlocking programs throughout the command and the highly complex coordinative efforts that entail many offices and high-ranking personnel outside of the command are handled in a professional and dignified manner at all times. There are formal procedures and controls that must be continually met. This position clearly meets the intent of Situations described at Work Situation B and meets many, but not all of the intent of Situation C.

Factor 2, Supervisory Controls

Level 2-4

450 Points

The incumbent is supervised by the Joint Secretariat Supervisor, who receives input from others to whom the incumbent is assigned. The supervisor receives requests for assignments and, in consultation with the senior leader requesting the incumbent's secretarial and/or administrative support services, determines the overall objectives of the work, after which the incumbent plans and carries out the work, resolving most of the conflicts which arise independently. The incumbent also determines the approach to use, coordinates the work with others, and interprets policy and guidelines in terms of the established objectives. With knowledge of the senior leader's required guidelines, timelines, likes and dislikes, and the overall objectives, the incumbent sets personal deadlines, and refers only the most complex problems to the attention of the senior leader or supervisor. When reviewed, the work is reviewed only to ensure that the overall objectives of the assigned work are met.

Factor 3, Guidelines

Level 3-3

275 Points

Guidelines include a wide variety of command, components, and DoD regulations, directives and operating procedures pertaining to business and program needs and requirements. The employee determines and selects sources for information and points of contact; evaluates action to take in view of required performance/results, and only refers issues to the senior leader or supervisor if required by directive. The performance requirements of the position involve the use of experienced judgment in all work operations. Because of the variety of secretarial and/or administrative support tasks assigned, guidelines are generally applicable but lack specificity and must be adapted to each individual situation.

Factor 4, Complexity

Level 4-3

150 Points

The secretary is required to be personally acquainted and familiar with the requirements of each command office and top manager in order to ensure that the work reflects the needs, likes and dislikes of the senior leader served. The work consists of varied secretarial and other administrative support duties involving different and unrelated steps, methods, concepts, procedures and processes. Decisions and actions to be taken or responses to be made differ in such things as sources of information, kinds of inquiries, rules and regulations, types and levels of reporting required, etc. This necessitates the intimate knowledge of commitments and goals of the executive and staff, so that determinations made are based on this knowledge and on knowledge of the overall duties, priorities, policies, and programs of the command.

Factor 5, Scope and Effect

Level 5-3

150 Points

The support and results provided by the unique staff of the Joint Secretariat, including this position, set the tone for administrative and clerical operations for the command section and all directorates in the command. The incumbent of this position ensures the secretarial/administrative support of the command group and executive staff work is accomplished effectively, allowing senior leadership to concentrate on other high level professional and/or managerial duties. The executive leadership and their staffs who are served by this position are positively affected by the degree to which the incumbent functions efficiently.

Factor 6, Personal Contacts

Level 6-3

60 Points

The incumbent has regular and recurring face-to-face and telephonic contacts with all level of personnel to include command staff, senior leadership in DoD, AF, Components, other federal agencies, contractors/private industry leaders, foreign dignitaries, and others.

Factor 7, Purpose of Contacts

Level 7-2

50 Points

The purpose of the contacts vary according to the assignment, but include providing, receiving, or developing information; performing administrative support for high level programs; identifying and clarifying problems or issues; discussing significant findings; planning or coordinating work efforts; gaining cooperation and/or input; and resolving problems.

Factor 8, Physical Demands

Level 8-1

5 Points

The work is mostly sedentary. No special physical demands are involved. There may be some walking, standing, bending, or carrying of light items.

Factor 9, Work Environment

Level 9-1

5 Points

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

Other significant facts pertaining to this position are:

1. Work may require travel away from the normal duty station on military or commercial aircraft.
2. May be required to work short notice overtime and/or on weekends.
3. The incumbent must obtain and maintain the level of security clearance required by this position.
4. This position is designated by the Air Force as a Test Designated Position (TDP) under the AF Civilian Drug Testing Program. The incumbent is subject to random testing for drug use.

CLASSIFICATION SUMMARY:

CLASSIFICATION STANDARD(S) USED: OPM Position Classification Standards for Secretary Series, GS-318, TS-34 dated January 1979; OPM PCS for Miscellaneous Clerk and Assistant Series, GS-0303, TS-37, dated November 1979, TS-34 dated January 1979; Office Automation Clerical and Assistance Series, GS-326, TS-100 dated November 1990; Office Automation Grade Evaluation Guide, TS-100 dated November 1990.

SERIES AND TITLE DETERMINATION: This position is one of the primary points of contact in the 2-, 3-, and 4-star Command Section/Staff with specific attachment to the Joint Secretariat. The incumbent performs work in response to command administrative support program requirements. The position is a mixture of one-grade interval work, predominately in the 0318 and 0326 series, requiring primary knowledge of the procedures and techniques involved in

performing secretarial and associated administrative work best described by the 0318 series. The added requirement for Office Automation skills is so noted in the titling of this position – Secretary (Office Automation), GS-0318-08.

GRADE DETERMINATION: Because the secretarial responsibilities to the Command Group executive staff require the highest level of knowledge and skill, the grade is determined by use of the GS-0318 standard.

Factor Level & Points: 1-4/550, 2-4/450, 3-3/275, 4-3/150, 5-3/150, 6-3/60, 7-2/50, 8-1/5, 9-1/5.

Total Points: 1695

GS-08 Point Range: 1605-1850 = GS-8

FINAL CLASSIFICATION: Secretary (OA), GS-0318-08