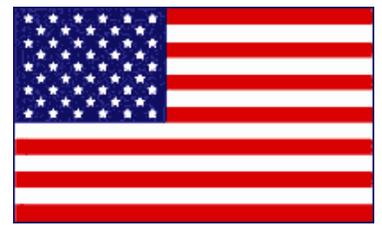




PORTLAND VA MEDICAL CENTER

Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-09-0024-DG	2. <u>Title, Series, Grade, Salary</u> Secretary (31997A) GS-318-5/6 \$31,181 to \$45,185 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 7:30am – 4pm M-F	4. <u>Duty Station</u> Voluntary Services, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 10/24/08	8. <u>Closing Date</u> 11/14/08

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees of other VA facilities and permanent Title 38 Hybrid employees eligible under the interchange Agreement of their facilities. Included are permanent employees in VISN 20 area working in Willamette National Cemetery, Regional Office, Veterans Outreach Centers and Veteran's Canteens.
- Applicants with competitive status outside the VA i.e., those with transfer or reinstatement eligibility.
- Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition Assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the **local commuting area** for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ITCAP eligibility with their application.

MAJOR DUTIES:

This position is a highly public one that requires excellent customer service skills. The incumbent is often the first person a visitor or caller meets when contacting the Voluntary Services office. Duties include but not limited to greeting the public on the phone, in person and/or in writing; organizes and maintains Voluntary Services files; scheduling interviews; screens/directs calls, provides information; uses judgment in the resolution of minor problems; interprets standard operating procedures to people requesting services from Voluntary Services; maintains data bases; provides clerical assistance with Voluntary Services projects and programs; handles correspondence and reports within the medical center; prepares agenda's and meeting minutes; with oversight from supervisor receives and deposits donations, maintains donation records, sends acknowledgements and tracks funds; handles interoffice mail. Incumbent must have excellent computer skills with working knowledge of word, excel, publisher and access. This position is located in Voluntary Services primarily at the Portland Division, however, incumbent may be assigned to work at the Vancouver office some of the time. The position is a day shift M-F with occasional off tour responsibilities.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-318 series applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: Experience must have equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and that are typically in or related to the work of the position. **GS-5:** two (2) years of general experience OR at least one (1) year equivalent to the next lower grade level (GS-4), **GS-6:** One (1) year of specialized experience equivalent to the next lower grade (GS-5).

Substitution of Education for Experience: **GS-5:** Successful completion of four years of education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted in full for the specialized experience requirement ; **GS-6** Generally, not applicable.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

1. High degree of proficiency using Microsoft Access, Publisher, PowerPoint, Excel, Word, Outlook and web-

(Continued on next page)

- browsing with ability to serve as a subject matter expert for the service. Knowledge of organizational time keeping system.
2. Outstanding public relations and customer service skills in working with internal and external customers on the phone, in person and in writing, including multi-tasking in busy, high traffic areas.
 3. Ability to organize effective systems to manage office functions, multi-task with competing priorities in a timely and complete manner, including phone calls, emails, incoming/outgoing mail, action items, filling and maintenance of office supplies and equipment in a busy office.
 4. Ability to communicate effectively both verbally and in writing, including reviewing written material for compliance with organizational rules of correspondence. Knowledge of organizational processes as well as rules of grammar and structure for effective writing and editing.
 5. Knowledge of forms and actions associated with Human Resource processes as well as file maintenance for volunteer and staff personnel files.
 6. Ability to successfully manage inventory and tracking processes within a unique organization to serve as a subject matter expert for the receiving, tracking, and correspondence associated with donations.
 7. Ability to positively represent the Voluntary Service Department both within the organization and the community which may include staffing events, tours, off-site activities and networking on-site with staff and volunteers.

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the VISN 20 commuting area if conditions require it in the future
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.
- This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

VA Permanent Employees must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
5. Latest SF-50, Notification of Personnel Action
6. Latest performance appraisal

Non VA Applicants must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
 - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).

7. ITCAP Applicants: Submit proof by including a copy of the agency notice, most recent Performance Rating and most recent SF-50 indicating current position, grade, level, and duty station.

All application packets must be received in Human Resources by Close of Business (COB) on 11/14/08 Application forms may be obtained in Human Resources Office or on our external website,

<http://www.visn20.med.va.gov/Portland/mc/hr> .

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-09-0024-DG

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/adms/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**

