

**Job Title: Administrative Support Assistant**  
**Department:** Department Of Veterans Affairs  
**Agency:** Veterans Health Administration  
**Job Announcement Number:** MP-10-0077-PP

**Salary Range:** 36,799.00 - 53,166.00 USD /year

**Series & Grade:** GS-0303-06/07

**Promotion Potential:** 7

**Open Period:** Wednesday, February 17, 2010 to Friday, February 26, 2010

**Position Information:** Full Time Career/Career Conditional

**Duty Locations:** 1 vacancy - Portland, OR

**Who May Be Considered:** Open to current career or career-conditional federal employees, reinstatement eligibles, persons eligible under Special Hiring Authorities, and VEOA eligibles (honorably separated veterans who are either eligible for preference or have substantially completed 3 or more years of active service.) CTAP/ICTAP eligibles within the local commuting area may also apply.

**Job Summary:**

**WHO WE ARE**

We are people who take great pride and deep satisfaction in providing America's veterans with the best clinical care, the most innovative technology, and the most comprehensive array of benefits America has to offer.

"To care for him who shall have borne the battle and for his widow and his orphan."

—Abraham Lincoln

**ANNOUNCEMENT NUMBER: MP-10-0077-PP**

**VACANCY ID: VS319041**

**POSITION TITLE: Administrative Support Assistant**

**WORK SCHEDULE: Full Time**

**Key Requirements:**

- Relocation, Recruitment and Moving Expenses are NOT authorized.
- US Citizenship is required.
- Fingerprints, physical and background check are required.

**Major Duties:**

Administrative Support Assistant duties include, but are not limited to, managing the schedule, agendas, and action items for either the HRO or Assistant HRO, making commitments for the AHRO and HRO to attend meetings without prior clearance and ensuring that the AHRO and HRO have necessary information in matters to be discussed at such meetings. Setting up and maintaining suspense files, including establishing monthly, quarterly, semi-annual and annual reports as well as numerous non-recurring suspense reports and action items, assisting HRO with monthly service variance budget reports, preparing spreadsheets and maintaining accuracy, and attending meetings and preparing final minutes and distributing to all HR staff, and maintaining performance appraisal files and competency files on each HR employee.

**Qualifications:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-303, Administrative Support Positions series apply 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 that equipped the applicant with the particular knowledge, skills and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to be filled. The be creditable, specialized experience must be at least equivalent to the next lower grade level. Specialized experience includes, but is not limited to Executive/Administrative Assistant, Office Manager, and Program Support Assistant for a large complex organization that included the major duties as listed above.

*Additional information on the qualification requirements is outlined in the OPM Qualifications Standards Handbook of General Schedule Positions. It is available for your review on OPM's web site at <http://www.opm.gov/qualifications>.*

Education as a substitute is not applicable

**Important Notes:**

1. Application procedures are specific to this vacancy announcement. Please read all the instructions carefully. Failure to follow the instructions may result in your not being considered for this position.
2. Supplementary vacancies may be filled in addition to the number stated in this announcement.
3. Moving expenses are not authorized.

**Information for Surplus or Displaced Federal Employees:**

If you are an eligible Career Transition Assistance Program (CTAP) or Interagency Career Transition Assistance Program (ICTAP) applicant you may apply for special selection over other candidates for this position. To be well-qualified and exercise selection priority for this vacancy, displaced federal employees

must be rated at 85 or above on the rating criteria for this position. CTAP and ICTAP eligibles must submit one of the following as proof of eligibility for the special selection priority: a separation notice; a "Notice of Personnel Action" (SF-50) noting current or last position, grade level, duty location and documenting separation; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; OR a Military Department or National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456. All applicants must also submit their current, or last, performance appraisal.

***Information for preference eligible veterans:***

If you are a veteran with preference eligibility and you are claiming 5-point veterans' preference, you must attach a copy of your DD-214 or other proof of eligibility. If you are claiming 10-point veterans' preference, you must attach an SF-15, "Application for 10-Point Veterans' Preference" plus the proof required by that form. Letters submitted from the Department of Veterans Affairs must be dated 1991 or later. You may find more information about veterans' preference in the VetGuide at <http://www.opm.gov/employ/veterans/html/vetguide.asp>

**How You Will Be Evaluated:**

Once the application process is complete, a review of your application will be made to determine if you are qualified for this job. The numeric score that you receive is a measure of the degree to which your background matches the knowledge, skills and abilities required of this position and is based on your responses to the assessment questionnaire. The knowledge, skills and abilities required for this position are:

1. Ability to manage multiple schedules and calendars, scheduling appointments, coordinate meetings and preparations with competing priorities.
2. Proficient in the use computer programs such a Microsoft, Word, Excel, PowerPoint, and Access to create, research and compile reports and actions on a time sensitive and ongoing basis.
3. Managing and coordinating budgetary actions, including, but not limited to drafting spreadsheets, budget reports, and maintain up to date information.
4. Knowledge and experience using a Purchase Card; following guidelines for documenting, reconciling, and tracking purchase card orders for a large and complex division.
5. Ability to communicate orally and in writing to customers within and outside of the department including various division managers, Human Resources staff, employees, and external customers.

CAUTION: Do not overstate or understate your level of experience and demonstrated capability. Your ratings are subject to evaluation and verification based on the resumé, narratives and other relevant documents you submit, as well as through verification of references as appropriate. Later steps in the selection process are specifically designed to verify your stated level of experience and demonstrated capability. Deliberate attempts to falsify information may be grounds for not selecting you or for dismissing you from the position following acceptance.

**Benefits:**

The Federal government offers a number of exceptional benefits to its employees. The following Web addresses are provided for your reference to explore the major benefits offered to most Federal employees.

**Flexible Spending Accounts** - The Federal Flexible Spending Accounts Program (FSAFeds) allows you to pay for certain health and dependent care expenses with pre-tax dollars. For additional information visit: <https://www.fsafeds.com/fsafeds/index.asp>

**Health Insurance** - The Federal Employees Health Benefits Program offers over 100 optional plans. For additional information visit: <http://www.opm.gov/insure/health/index.asp>

**Leave** - Most Federal employees earn both annual and sick leave. For additional information visit: <http://www.opm.gov/oca/leave/index.asp>

**Life Insurance** - The Federal Employees' Group Life Insurance Program (FEGLI) offers: Basic Life Insurance plus three types of optional insurance, for additional information visit: <http://www.opm.gov/insure/life/index.asp>

**Long Term Care Insurance** - The Federal Long Term Care Insurance Program (FLTCIP) provides long term care insurance for Federal employees and their parents, parents-in-law, stepparents, spouses, and adult children. For additional information visit: <http://www.ltcfeds.com/>

**Retirement Program** - Almost all new employees are automatically covered by the Federal Employees Retirement System (FERS). FERS is a three-tiered retirement plan. The three tiers are: Social Security Benefits, Basic Benefit Plan, Thrift Savings Plan. For additional information visit: <http://www.opm.gov/retire/index.asp>

The Federal Government offers a number of exceptional benefits to its employees. The following Web address is provided for your reference to explore the major benefits offered to most federal employees: <http://www.usajobs.gov/EI/benefits.asp>

### **How To Apply:**

Please submit the following items:

#### **Portland VA Medical Center Employees must submit:**

1. VA 5-4078 Application for Promotion or Reassignment OR resume
2. Assessment Questionnaire
3. Other documents specified in the "Required Documents" section below

#### **All other applicants must submit:**

1. Resume
2. Assessment Questionnaire
3. Other documents specified in the "Required Documents" section of this vacancy announcement

All materials must be received by 11:59 p.m. Eastern Time on Friday, February 26, 2010 to be considered.

To begin the process, click the **Apply Online** button to create an account or log in to your existing USAJOBS account. Follow the prompts to complete the occupational questionnaire. Please ensure you click the **Submit My Answers** button at the end of the process. Applicants are urged to apply online; this process is easier, faster, and provides more information as applications are processed. Please use the Applicant Checklist in the "Required Documents" section (near the end of this announcement) to make sure your application is complete.

**Note:** To return to a previously Saved or Incomplete application, simply reapply through My USAJOBS. After applying, return to My USAJOBS (<https://my.usajobs.gov/Login.aspx>) to see the status of your application, including any messages that may have been sent to you.

Please read all instructions before you begin. You are solely responsible for the submission of your materials. We are not responsible for incompatible software, illegible fax transmissions, interruptions in internet service, etc.

### ***Option A: Online (Preferred Method)***

1. Click on “Apply Online” at the end of the job announcement.
2. Complete the questionnaire for the vacancy.
3. Select or upload the resume and other documents that you want to submit.
4. Click on the “Submit My Answers” button.

After applying, select this vacancy in My window to see the status of your application, including any messages that may have been sent to you.

### ***Option B: Fax***

If you cannot apply online, you may fax the information to the OPM Processing Center in Macon, GA at 1-478-757-3144. Follow these steps to fax your responses to the questionnaire (including any supporting documentation):

1. Print a copy of this job announcement so that you can read and respond to the questions offline.
2. Obtain and print a copy of the OPM Form 1203-FX, which you will use to provide your answers. You may print a copy of the form at this web address: [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf). You may also call USAJOBS by Phone at (703) 724-1850 to have the OPM Form 1203-FX mailed to you, but this is not practical if the announcement is nearing its closing date. If you call to request the form, press 1 after the introduction on the recording, then listen for instructions to request the form.
3. If you are faxing your responses to the questionnaire using the OPM Form 1203-FX along with your supporting documentation, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.
4. **Do not send printouts of your Application Manager Questionnaire Answers.**
5. Submit your materials to fax number 1-478-757-3144.
6. Please keep a copy of your fax transmittal receipt for future verification, if necessary.

Follow these steps if you faxing only supporting documents:

1. If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the cover sheet at the following URL: <http://staffing.opm.gov/pdf/usascoversheet.pdf>. Be sure to fill out all blocks on the form completely and clearly. If you do not use this form or the OPM Form 1203-FX as your cover sheet, the documents will not be matched up with your application and you may be found ineligible for the position.
2. Submit your materials to fax number 1-478-757-3144.
3. Please keep a copy of your fax transmittal receipt for future verification, if necessary.

Please be sure to feed all documents into your fax machine top first so that the processing center receives them right-side up. Make sure each page contains your name and the VIN for this vacancy (VS319041).

## ***Instructions for completing the OPM Form 1203-FX / online questions:***

Select this link to view and complete the assessment questionnaire: [Online Questionnaire](#)

### **Social Security Number**

### **Vacancy Identification Number**

Please include the Vacancy ID (VS319041) in the space provided.

#### **1. Title of Job**

Administrative Support Assistant

#### **2. Biographic Data**

#### **3. E-Mail Address**

#### **4. Work Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **5. Employment Availability**

#### **6. Citizenship**

Are you a citizen of the United States?

#### **7. Background Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **8. Other Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **9. Languages**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **10. Lowest Grade**

06

07

#### **11. Miscellaneous Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **12. Special Knowledge**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **13. Test Location**

If you are applying by the OPM Form 1203-FX, leave this section blank.

#### **14. Veteran Preference Claim**

## **15. Dates of Active Duty - Military Service**

## **16. Availability Date**

## **17. Service Computation Date**

If you are applying by the OPM Form 1203-FX, leave this section blank.

## **18. Other Date Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

## **19. Job Preference**

1 I am a career or career conditional employee or permanent Title 38 employee or permanent Title 38 Hybrid employee of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

2 I am a former Federal civilian employee with reinstatement eligibility. Attached is a copy of my SF-50 verifying my eligibility.

3 I am currently employed as a Federal civilian on a permanent competitive appointment at the full performance level (or higher) of this position; or a former Federal civilian employee who has held the full performance level (or higher) of this position on a permanent competitive appointment. Attached is a copy of my SF-50 verifying my eligibility.

4 I am currently on a permanent position which is equivalent to at least the grade of this position (or higher) in the Federal service; however, I am an employee for a Federal agency which has an interchange agreement with the US Office of Personnel Management, or with a Federal agency covered under other special appointing authorities or agreements. (e.g., TSA, US Postal Service, FAA, etc.)

5 I am eligible for a non-competitive appointment to the Federal government under an authority for recently returned Peace Corps or Vista volunteers. Attached is a copy of service documents, which include my service dates, verifying my eligibility.

6 I have never been a permanent Federal civilian employee in the competitive service; however, I am a veteran who served 3 or more years of continuous active duty in the military -OR- I am a preference eligible; AND my or the veteran's most recent discharge or release from active duty was under honorable conditions. Attached is a copy of my DD-214 verifying my eligibility.

7 I am eligible for a non-competitive appointment based on being a 30% compensable veteran. Attached is a copy of my DD-214 and VA Letter (dated 1991 or later) verifying my eligibility.

8 I am eligible for a non-competitive appointment based on eligibility under the Veterans Recruitment Appointment. Attached is a copy of my DD-214 verifying my eligibility.

9 I have a physical or mental impairment that substantially limits one or more major life activities. Attached is a statement/letter on a physician's/medical professional's letterhead stationary, or from a Vocational Rehabilitation counselor, verifying my mental or physical disability and certifying my job readiness.

10 I am a spouse of an armed forces member who is involved in a permanent change of station (PCS). Attached is a copy of my spouses PCS orders authorizing me to accompany them as well as proof of our marriage.

11 I am a spouse of an armed forces member who is retired and was released from active duty with 100% disability. Attached is proof the service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability and proof of our marriage.

12 I am an un-remarried widow or widower of an armed forces member killed while on active duty. Attached is proof of the service members death while on active duty and proof of our marriage.

## **20. Occupational Specialties**



Please enter/select at least one occupational specialty code (three-digit codes such as 001) that applies to what you are applying for:

001 Administrative Support Assistant

**21. Geographic Availability**

1371 Portland, OR

**22. Transition Assistance Plan**

**23. Job Related Experience**

**24. Personal Background Information**

If you are applying by the OPM Form 1203-FX, leave this section blank.

**25. Occupational/Assessment Questions:**

1. Which of the following statements best describes your experience which qualifies you for the Administrative Support Assistant position at the GS-6 level? Select only one response.

A. I have at least one (1) full year of specialized experience (equivalent to at least the GS-5 grade level in the Federal service) that equipped me with the knowledge, skills, and abilities to successfully perform the duties of this position as described in the major duties section of this vacancy. Specialized experience includes, but is not limited to, Administrative Assistant and/or Program Support Assistant for a large complex organization. Duties include, but are not limited to, managing the schedule, agendas, and action items for either the Human Resources Officer (HRO) or Assistant HRO (AHRO). Setting up and maintaining suspense files, including establishing monthly, quarterly, semi-annual and annual reports as well as numerous non-recurring suspense reports and action items, assisting HRO with monthly service variance budget reports, preparing spreadsheets and maintaining accuracy, and attending meetings and preparing final minutes and distributing to all HR staff, and maintaining performance appraisal files and competency files on each HR employee. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per week would count as six months of experience).

B. I do not have the experience described in "A".

2. Which of the following statements best describes your education and/or experience which qualifies you for the Administrative Support Assistant position at the GS-7 level? Select only one response.

A. I have at least one (1) full year of specialized experience (equivalent to at least the GS-6 grade level in the Federal service) that equipped me with the knowledge, skills, and abilities to successfully perform the duties of this position as described in the major duties section of this vacancy. Specialized experience includes, but is not limited to, Executive Assistant and/or Office Manager for a large complex organization. Duties include, but are not limited to, managing the schedule, agendas, and action items for either the HRO or Assistant HRO, making commitments for the AHRO and HRO to attend meetings without prior clearance and ensuring that the AHRO and HRO have necessary information in matters to be discussed at such meetings. Setting up and maintaining suspense files, including establishing monthly, quarterly, semi-annual and annual reports as well as numerous non-recurring suspense reports and action items, assisting HRO with monthly service variance budget reports, preparing spreadsheets and maintaining accuracy, and attending meetings and preparing final minutes and distributing to all HR staff, and maintaining performance appraisal files and competency files on each HR employee. One full year is defined as 12 months of full-time employment, part-time employment is pro-rated based on a full-time schedule (i.e., 20 hours per week is 50 percent of full-time, therefore 12 months at 20 hours per



week would count as six months of experience).  
B. I do not have the experience described in "A".

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. If you are not applying online, please darken the oval corresponding to that statement in Section 25 of the Qualifications and Availability Form C. Please select only one letter for each item.

A- I have not had experience, education, or training in performing this task.

B- I have completed formal education or training in performing this task, but have not yet performed this task on the job.

C- I have performed this task on the job, with close supervision from supervisor, manager or senior employee to ensure compliance with correct procedures.

D- I have performed this task as a regular part of the job, independently and usually without review by supervisor, manager or senior employee.

E- This task has been a central or major part of my work. I have performed it myself routinely, and I have trained others in performance of this task, and/or others have consulted me as an expert for assistance in performing this task.

3. Uses personal computer software and programs.
4. Attends meetings and tracks meeting minutes.
5. Schedules and maintains appointments in multiple calendars.
6. Determines and prioritizes competing assignments.
7. Coordinates meetings times with all staff or selected staff members.
8. Researches and reserve conference rooms.
9. Ensures and prepares proper meeting materials.
10. Uses Microsoft Office programs on a daily basis.
11. Creates, types, and formats correspondence in Word.
12. Creates, edits and finalizes reports, compiles data, and graphs using Excel.
13. Creates PowerPoint presentations which includes data and images.
14. Researches and ensures accurate data and information for reports.
15. Ensures reports and actions are completed by due dates.
16. Creates and maintains spreadsheets to monitor reports for multiple budget assignments.
17. Coordinates budgets; tracking of funds used, funds remaining and fund restrictions.
18. Maintains on a daily basis information on all reports that may be requested at any time.
19. Uses a purchase card for a large division/service.

20. Meets compliance standards, training and certifications for assigned purchase card.
21. Purchases, tracks and reconciles purchase card orders using an electronic program.
22. Maintains and updates personnel files for Human Resources Staff.
23. Uses tact and good customer service skills when communicating on the phone with staff inside and outside of the division.
24. Screens phone calls and directs customers to the proper team member.

### **Required Documents:**

**APPLICANT CHECKLIST:** Please use this checklist to ensure compliance with all application requirements. We recommend that you print a copy of this checklist for reference while completing your application package. Be sure to read and follow the instructions carefully.

\_\_\_\_\_ Responses to the Assessment Questionnaire. You are encouraged to apply online.

\_\_\_\_\_ Resumé or Optional Application for Federal Employment, OF-612 (for PVAMC employees VA 5-4078). You are encouraged to submit this online.

\_\_\_\_\_ Declaration for Federal Employment (OF-306). You are encouraged to submit this online.

\_\_\_\_\_ If you are faxing your application, use the OPM Form 1203-FX as your cover sheet. Do not use a separate cover sheet. Make sure that the Form 1203-FX is on top of any other documents you are faxing. Remember to place your name, Social Security Number, and the Vacancy ID Number on EACH page submitted. (The Vacancy ID Number for this vacancy is VS319041.)

\_\_\_\_\_ If you are faxing supporting documents and you are not using the Form 1203-FX, you must use the United States Application Cover Page. Failure to provide this cover page - or the use of a different cover page – means your documentation will not be processed.

\_\_\_\_\_ Veterans must provide legible copies of DD214s showing all dates of service as well as character of service (Honorable, General, etc.), Note: More than one DD-214 may be needed to show all dates of service. Copies of your DD-214 may be requested by calling 800-827-1000 or TDD# 800-829-4833. DD-214s must be a complete Member 4 copy or other copy, which includes the type of discharge. If you are on terminal leave from active duty, attach a letter from your commander indicating the date of discharge and type of discharge. The DD Form 214 must be submitted after the discharge date.

\_\_\_\_\_ Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 "Application for 10 Point Veterans Preference" with required proof as stated on the form (i.e., a VA letter issued after 1990 documenting a permanent service-connected disability, or if the VA letter specifically states that the disability is temporary it must be documented within the past twelve months).

\_\_\_\_\_ All status candidates and reinstatement eligibles (current and former government employees) must provide a copy of the last or most recent SF-50, "Notice of Personnel Action" which indicates proof of competitive status (reflecting career, career-conditional, or reinstatement eligibility).

\_\_\_\_\_ Candidates eligible for other non-competitive appointments (i.e., disability noted by vocational rehab counselor, Peace Corp and VISTA Volunteers, etc.) must present appropriate documentation reflecting their eligibility.

\_\_\_\_\_ All current Federal employees should provide a copy of their current Performance Appraisal (must be within 15 months from the closing date of the announcement).

\_\_\_\_\_ If you are a federal employee seeking CTAP/ICTAP eligibility, you must submit proof you meet the requirements of 5 CFR 330.605(a) for CTAP and 5 CFR 330-704 for ICTAP. In addition to your application/resumé, this includes a copy of the agency notice, a copy of your most recent performance rating and a copy of your most recent SF-50 noting current position, grade level, and duty location. You must clearly annotate your application package to reflect that you are applying as a CTAP or ICTAP eligible.

**NONCOMPETITIVE APPOINTMENT OF CERTAIN MILITARY SPOUSES:**

Executive Order 13473 dated September 25, 2008 authorizes noncompetitive appointments in the civil service for spouses of certain members of the armed forces. This rule is effective September 11, 2009, and facilitates the entry of military spouses into the Federal Civil Service, while minimizing disruption when military families move due to permanent relocations, and recognizing and honoring service members who become disabled or die during active duty service. Military spouses electing to apply for Noncompetitive Appointment positions under this executive order should reference 5 CFR Part 315, subpart F and part 316, or contact the Point of Contact listed at the end of this announcement.

\_\_\_\_\_ Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service members' PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.

\_\_\_\_\_ Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof service member was release or discharged from active duty due to a service-connected disability, documentation of 100% disability and proof of marriage to the service member.

\_\_\_\_\_ Un-remarried widows or widowers of armed forces member killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.

**Contact Information:**

HR Help Desk  
Phone: (503)273-5236  
Email: portlandvajobs@va.gov

Or write:  
Human Resources  
PLEASE DO NOT MAIL APPLICATIONS  
Portland, OR 97239

**What To Expect Next:**

Please visit "My Application Package" in your account at My USA Jobs to monitor the status of your application. Messages here will acknowledge when your application is received, when the review is complete, and the result of that review. You will be contacted about any interviews or further evaluations that are required.

**EEO Policy Statement:** <http://www.usajobs.gov/eo>

**Reasonable Accommodation Policy Statement:** <http://www.usajobs.gov/raps>

**Veterans Information:** <http://www.usajobs.gov/vi>

Legal and Regulatory Guidance: <http://www.usajobs.gov/lrg>



Control Number: 1805912