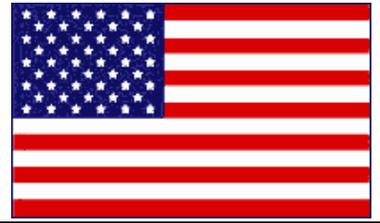




# PORTLAND VA MEDICAL CENTER

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



## **NOTICE OF VACANCY**

<b>1. <u>Announcement Number</u></b>  <p style="text-align: center;"><b>T38-10-0115-ML</b></p>	<b>2. <u>Title, Series, Grade, Salary</u></b>  <p style="text-align: center;"><b>Program Support Clerk (OA)</b>          (71650)  <b>GS-303-4</b>  <b>\$29,507 to \$38,357 per annum</b>          (Based on full-time employment)</p>	<b>3. <u>Tour of Duty</u></b>  <p style="text-align: center;"><b>8am – 4:30pm</b>  <b>M-F</b></p>	<b>4. <u>Duty Station</u></b>  <p style="text-align: center;"><b>Technology &amp; Information Management Service, Portland Division</b></p>
<b>5. <u>Type &amp; Number of Vacancies</u></b>  <p style="text-align: center;"><b>Temporary</b>  <b>NTE 1 year</b>          (may be extended up to 3 years without further competition)  <b>1 Full-time position</b></p>	<b>6. <u>Contact</u></b>  <p style="text-align: center;"><b>Human Resources Assistant</b>  <b>503-273-5236</b></p>	<b>7. <u>Opening Date</u></b>  <p style="text-align: center;"><b>3/9/2010</b></p>	<b>8. <u>Closing Date</u></b>  <p style="text-align: center;"><b>3/29/2010</b></p>

**WHO MAY APPLY TO THIS ANNOUNCEMENT:**

- **VRA (Veteran Recruitment Appointment)** eligible veterans who are:  
 Disabled veterans; **or**  
 Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; **or**  
 Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; **or**  
 Recently separated veterans within the previous three (3) years

**MAJOR DUTIES:**

The My HealthVet (MHV) Support Representative would maintain a working knowledge of the benefits MHV National provides to veterans. They would remain aware of any new MHV developments and serve to promote MHV to new users. They would help new users create My HealthVet National accounts, and authenticate them. MHV Support Representatives would have the access required to see if a veteran has already signed up for MHV, and whether they have yet been authenticated. The MHV Support Representative would help MHV Pilot users regain access to their accounts and help MHV National users troubleshoot their access. Performs other related duties as assigned.

**THIS POSITION IS IN THE BARGAINING UNIT**

**QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-0303 series, Clerical & Administrative Support Positions series apply and may be reviewed in the Human Resources Management Service office.

**General Experience:** 1 year of progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

**Substitution of Education for Experience:** Two 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. If using education as a substitute for experience, please submit a copy of your college transcripts with application packet.

**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 the rating factors may result in your application receiving a less than desirable rating.***

1. Ability to communicate in writing.
2. Ability to provide clerical program support to line programs of an agency, company or institution.
3. Ability to gather and compile data, including numerical data for reports.
4. Ability to plan, organize and work rapidly and accurately with attention to details, while working under pressure.

**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 Portland VA Medical Center commuting area if conditions require it in the future. Applicants without prior federal service will be appointed at step one of the grade.

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.

(Continued on next page)

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.

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:**

### **VRA 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).

**All application packets must be received in Human Resources by Close of Business (COB) on 3/29/2010** 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: T38-10-0115-ML**

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/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

## **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.**