

Agricultural Marketing Service  
Office of the Deputy Administrator for Marketing Service  
Poultry Programs, Grading Branch  
Regional Office, Federal-State Supervisor  
Office Assistant (Office Automation), GS-303-6

## I. INTRODUCTION

This position is located in a Federal-State Office of the Poultry Grading Branch. The Office administers the voluntary grading and/or certification of shell eggs, poultry, poultry products, and rabbits under authority of the Agricultural Marketing Act of 1946, as amended, and the shell egg surveillance program under the Egg Products Inspection Act of 1970.

The incumbent performs a variety of administrative and clerical duties necessary for the efficient operation of the Federal-State Office. The assignment is within a very complex submanagement area in terms of size, scope, diversity of programs, and overall administrative responsibility.

## II. MAJOR DUTIES

The incumbent works independently while the supervisors are in travel status. Based on knowledge of the poultry grading and inspection programs, and the capabilities and experience of the staff, the incumbent contacts graders and arranges for product to be graded when new requests come in or a grader has to be replaced. In addition to considering each grader's technical skills, the incumbent must also work towards the most cost-effective scheduling, which requires familiarity with the locations of each plant within a multi state area and knowledge of the travel instructions.

Provides information to potential applicants regarding the multiple types of services available, cost information and availability of personnel to perform services. The incumbent is also authorized to give out administrative and readily availability information to all callers.

Communicates with cooperating state agencies regarding the assignments of state personnel for relief and fee assignments.

Tracks incoming items requiring a response and assures that a reply is sent in timely manner. Recognizes priority issues and brings them to the supervisor's attention immediately. When supervisors are in travel status, the incumbent screens mail and telephone calls and determines which, if any, should be referred to the Regional Office, which can be handled independently, and which should be held until the supervisor's return.

Uses a microcomputer, electronic typewriter, word processor or computer terminal to input a variety of letters, memoranda, and reports including typing material in a wide variety of formats from rough drafts containing technical terminology.

Composes routine correspondence for supervisor's signature. Reviews typed materials to check spelling, grammar, punctuation, conformance to formats, arrangements, spacing, and other procedural requirements.

As required, inputs/retrieves data to/from spreadsheets and/or data bases and transmits/receives electronic mail.

Collects and compiles supervisory, relief, fee and Shell egg surveillance cost for regional office budget reports. Works closely with regional office administrative officers on personnel related and cost data information within the submanagement area.

Establishes and maintains office files on travel, personnel, plants, licenses, certificates, reports on plant visits, laboratory results and other miscellaneous items. Disposes of records and files as required.

Requisitions supplies and forms and maintains a control record for accountable forms such as certificates sent to graders in the field. Responds to requests for supplies from field personnel.

Makes travel arrangements for the Federal-State Supervisor and the Assistant Federal-State Supervisors and prepares travel vouchers. Maintains travel itineraries and serves as the contact point in relaying messages to the Supervisor and Assistants.

Maintains the Federal-State Officer's set of program and administrative directives, notices, and instructions and provides assistance to field personnel in locating the appropriate reference material.

Audits Work Reports, Billing documents and Travel Vouchers for accuracy. Provides and receives inaccurate Time and Attendance and billing information to the National Billing Office. Independently contacts field personnel to validate discrepancies noted on billing and payroll documents.

Adheres to Equal Employment Opportunity (EEO) and Civil Rights (CR) policies, goals and objectives in performing the duties of this position. Assures that written and oral communications are bias-free and that differences of other employees and clients are respected and valued.

### III. FACTORS

#### 1. Knowledge Required by the Position

Knowledge of Poultry Programs and pertinent instructions in order to respond to telephone calls from industry, arrange for the grading of products, and locate the appropriately licensed relief graders.

Ability to communicate effectively with members of industry, state departments of agriculture, billing office, regional, national office personnel and state and federal graders.

Knowledge of billing and payroll instructions in order to review and resolve discrepancies with field employees within the submanagement area.

Knowledge of the travel regulations in order to schedule graders and review travel vouchers.

Thorough knowledge of the clerical procedures used in the Federal-State Office in order to prepare and process travel vouchers, prepare various reports and forms, and establish and maintain the files.

Knowledge of grammar, punctuation, spelling, and formats required in typing memoranda, letters, forms, and reports.

Skill in operating a electric typewriter, word processor, and/or microcomputer to produce a variety of documents; enter tabular materials; and revise, sort, retrieve, or compile information for routine and special reports. A qualified typist is required.

Ability to input data into a microcomputer which requires the knowledge and application of various software packages such as Lotus 1,2,3, Dbase III, and electronic mail, when applicable.

## 2. Supervisory Controls

The incumbent is under the general supervision of the Federal-State Supervisor, who is often in travel status. Day-to-day work is subject to little or no review and specific instruction are given only when unusual or urgent problems are involved. Work is reviewed by the supervisor on the basis of overall effectiveness.

## 3. Guidelines

Guidelines include Agency directives, the GSA Correspondence Handbook, Travel instructions, Billing instructions Federal-State office procedures, and Poultry Programs and Grading Branch procedural instructions. The incumbent uses independent judgment in applying the proper guidelines to the various clerical and office automation duties. Refers only significant deviations from guidelines to the supervisors

## 4. Complexity

The incumbent responds to numerous inquiries on various subject matters from the industry, the Regional Office, Billing Office and field employees. Although the questions often deal with administrative matters, the scheduling and some of the industry inquiries require familiarity with a variety of technical issues of the program because of the complex nature of the submanagement area.

In addition, a variety of letters, vouchers, and reports must be typed, often within short deadlines. Documents include specialized terminology relating to the Poultry program, and a variety of formats. The incumbent is responsible for grammar, spelling and punctuation, and assembling appropriate back-up material. Duties are diverse because multiple supervisors are assigned to the Federal-State office.

## 5. Scope and Effect

The purpose of the work is to provide typing, clerical, billing support, cost compilation, program information dissemination and assist in arranging for grading services. The work performed facilitates the work of the Federal-State Supervisor, Assistant Federal State Supervisors, Regional Administrative Officers , Billing Technicians and the graders in the field.

## 6. Personal Contacts

Contacts are primarily with fellow employees in the Federal-State Office, the Regional Office, Billing Office, industry members, and personnel in the field.

## 7. Purpose of Contacts

Purpose of the contacts is to exchange information about administrative matters of the office, to provide information to potential applicants regarding the types of service available, and to obtain information about the products to be graded.

Hostile telephone conversations with industry members are encountered because of controversial issues related to services provided by the grading branch.

## 8. Physical Demands

The work is mostly sedentary but involves stooping, kneeling and reaching.

## 9. Work Environment

The work is performed in an office setting.