ARMY POSITION DESCRIPTION

PD#: PDFCMLOT0361	**Sequence#:** VARIES	**Replaces PD#:** FC002A

SOLDIER AND FAMILY READINESS ASSISTANT (OA)

GS-0303-06

POSITION LOCATION:

Servicing CPAC: Universal CCPOID used for creating SPD
Installation: VARIES
Region: STANDARD

Agency: VARIES
Army Command: VARIES
Command Code: VARIES

POSITION CLASSIFICATION STANDARDS USED IN CLASSIFYING/GRADING POSITION:

Citation 1: OPM PCS MISC CLERK & ASST SERIES, GS-303, NOV 79
Citation 2: OPM PCS MGMT & PROG CLER & ASST SERIES, GS-344, MAY 93
Citation 3: OPM GLG / CLERICAL & ASST WORK, JUN 89
Citation 4: OPM PCS OFFICE AUTO CLER & ASST SERIES, GS-326, NOV 90
Citation 5: OPM OFFICE AUTOMATION GEG, NOV 90
Citation 6: OPM PCS SECRETARY SERIES, GS-318, JAN 79

Supervisory Certification: *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that 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 Name: HQ FORSCOM **Date Certified:** 09/29/2020

Classification Review: *This position has been classified/graded as required by Title 5, U.S. Code in conformance with standard published by the U.S. Office of Personnel Management or if no published standards apply directly, consistently with the most applicable published standards.*

Classified By: HQ FORSCOM G1 **Date Classified:** 09/29/2020

Position Cursory Review: *This position description (PD) has been reviewed and it is determined that: the major duties equal 100%; the statement Performs other duties as assigned (PODAA) is present; where applicable, the factors, levels, and points are identified directly under PODAA, add up correctly, and the Point Range for the grade is present; and,*

the Conditions of Employment are properly identified in the Conditions of Employment & Notes section and at a minimum include Temporary Duty Travel (TDY) 25% or more (may be less if requested by management). The PD is in the format of the classification standard of record, and the standard(s) is/are cited properly, and the title/series/grade are properly determined based on the standard. The FLSA is correct and when it is determined that the position is Exempt, a complete explanation is provided, and all outdated/obsolete forms are removed. (All position descriptions require a cursory review upon initial verification in FASCLASS and may be reviewed again every 5 years thereafter, or before if OPM issues a new classification standard or guide).

Reviewed By: LEORA ANDERSEN, CHRA,SC REGION **Date Reviewed:** 09/29/2020

POSITION INFORMATION:

Cyber Workforce:

- **Primary Work Role:** VARIES
- **Additional Work Role 1:** VARIES
- **Additional Work Role 2:** VARIES

FLSA: NON-EXEMPT

FLSA Worksheet: NON EXEMPT

FLSA Appeal: NO

Bus Code: VARIES

DCIPS PD: NO

- **Mission Category:**
- **Work Category:**
- **Work Level:**

Acquisition Position: NO

- **CAP:**
- **Career Category:**
- **Career Level:**

Functional Code: 00

Interdisciplinary: NO

Supervisor Status: VARIES

PD Status: VERIFIED

DCA Override: NO

CONDITION OF EMPLOYMENT:

Drug Test Required: VARIES

Financial Management Certification:

Position Designation: VARIES

Position Sensitivity: VARIES

Security Access: VARIES

Emergency Essential:

Requires Access to Firearms: VARIES

Personnel Reliability Position: VARIES

Information Assurance: N

Influenza Vaccination: NO

Financial Disclosure: NO

Enterprise Position: VARIES

POSITION ASSIGNMENT:

Competitive Area: VARIES

Competitive Level: VARIES

Career Program: VARIES

Career Ladder PD: NO

Target Grade/FPL: 06

Career Pos 1:

Career Pos 2:

Career Pos 3:

Career Pos 4:

Career Pos 5:

Career Pos 6:

POSITION DUTIES:

CLC: 00P0

THIS IS A FORSCOM STANDARDIZED POSITION DESCRIPTION. ANY MODIFICATIONS ARE STRICTLY PROHIBITED UNLESS AUTHORIZED BY HQ FORSCOM G1.

MAJOR DUTIES

The Soldier and Family Readiness Support Assistant (SFRSA) serves as the administrative assistant for the unit's Soldier and Family Readiness Group (SFRG) Program. The incumbent performs a variety of clerical, technical, and administrative duties in support of

the SFRG Program, the unit commander, the Command Family Readiness Representative (CFRR), volunteer Soldier and Family Readiness Group (SFRG) leaders and workers, and in implementing and maintaining family support services for family members separated from the military sponsor due to mobilization/deployment and training efforts, or other duty requirements in support of the deployment cycle. As such, contributes to combat readiness by promoting efficient and effective communication between the command, SFRGs, community resources and Family members. Demonstrates sensitivity to the diverse needs of mobilized or deployed Soldiers and Family members during pre-deployment, mobilization/deployment, redeployment, and reintegration.

1. Maintains oversight of SFRG activities within the unit and updates the Commander, CFRR, or designated representative on the program status, controversial issues, and services available to Soldiers and Family members. Provides assistance, information, referral, and follow-up on all areas of Soldier and Family readiness support programs. Identifies requirements related to Soldier and Family readiness and participates in the development of local programs and policies needed to respond to the needs of program participants. Works closely with Army Community Services to maintain knowledge of latest changes in the Soldier and Family Readiness Program and up-to-date referral information on Army Family policy and community resources. Answers questions from the Unit Commander, CFRR, staff, and SFRG Leaders, and provides updates on the status of the unit's Soldier and Family readiness. 25%

2. Works closely with the Unit Commander, CFRR, SFRG leaders, garrison agencies (i.e., Army Community Service (ACS), chaplains, Military Family Life Consultants (MFLC), and Morale, Welfare and Recreation (MWR) activities, etc.) to plan, schedule, and coordinate briefings, orientations and workshops on Soldier and Family readiness issues which are held to inform Soldiers and Family members regarding the functions of the Soldier and Family Readiness Group Program and a variety of deployment and reunion issues. Coordinates the date, time, facilities, speakers, child-care, etc. for these briefings, workshops and orientations. Prepares and distributes written information such as flyers, letters, calendars, newsletters, housing information, relocation packets, health care information, etc. To ensure timely and accurate information is relayed to Soldiers and their Family members, incumbent publicizes flyers announcing changes and updates to well-being programs, to include available services, health benefits, family benefits and education, and other information promoting unit esprit de corps and wellness. Refers Soldiers and Family members as appropriate for more specialized assistance. Maintains regular and consistent communication with the CFRR, telephonic/electronic contact with SFRG Leaders, Rear Detachment Commanders (RDCs), Army Community Service (ACS)/Family Programs staff, and if applicable the HQ MEDCOM Soldier and Family Programs Coordinator for up to date information on Soldier and Family readiness activities and issues. Attends SFRG and steering committee meetings upon request. 25%

3. Participates in the recruitment and training of an active Soldier and Family readiness volunteer workforce. Works with the ACS and other garrison agencies, major subordinate commands, and units in the recruitment and training process. Maintains effective communication with Soldier and Family readiness volunteers, ensuring volunteer forms are properly signed and maintained and volunteer hours submitted monthly. Through the Volunteer Management Information System (VMIS), assists in managing the command's marketing program for Soldier and Family readiness training. Also, assists in the formal training of command personnel relative to Soldier and Family readiness program responsibilities. 15%

4. Performs a variety of general office clerical duties in support of the Soldier and Family readiness program. Receives calls and provides customer service. Routes calls and visitors based upon knowledge of programs and operations. Personally answers routine and non-technical requests for information such as status of reports, suspense dates for matters

requiring compliance, and similar information readily available from files in a timely and accurate manner. Updates and provides calendar of SFRG activities to the Unit Commander, CFRR, or designated representative in an effort to minimize conflicts in scheduling. Promptly refers conflicts in scheduled activities to supervisor for resolution. Prepares correspondence, newsletters, flyers, rosters, reports, and requests from draft into final form for signature and mailing or distribution. Monitors suspenses and processes non-technical correspondence through appropriate channels. Assures proper safekeeping, storage and destruction of SFRG records, Soldier and Family Readiness Army regulations and policies, and computer output. 20%

5. Performs a variety of office automation duties. Incumbent operates a personal computer and/or electronic typewriter to prepare correspondence, reports, and other documents. Uses a variety of office automation software (e.g., MS Office Suite) for a variety of office functions. Uses word processing software to prepare, copy, edit, store, retrieve, and print a variety of correspondence and memoranda. Incumbent selects the software to use and the procedures to format the documents. Uses graphics software to prepare, copy, edit, store, retrieve, and print a variety of briefing charts and information, which best presents the materials to be reviewed, and a variety of graphics information to support a variety of reports and correspondence. Enters, stores, updates, and retrieves a variety of information to maintain an automated database. Uses a variety of advanced software functions including tables, columns, and graphics to prepare complex formats for documents. Ensures correct formats, spacing, enclosures, attachments, and preparation of materials in final format as prescribed by reference publications. Assists with the establishment and maintenance of the unit's virtual Soldier and Family Readiness Group (SFRG) and Army Knowledge Online (AKO) websites. The skills of a fully qualified typist are required. 15%

Performs other duties as assigned.

Factor 1, Knowledge Required By The Position, Level 1-4, 550 Points

- Comprehensive knowledge of current Soldier and Family Readiness Program requirements, resources, available services, and administrative rules, guidelines, regulations, precedents, objectives and policies sufficient to effectively and efficiently serve as the administrative assistant for the Program.

- Knowledge of current community and social service agencies, resources, and available services on the installation and surrounding community is required, as they relate to the services available through the Soldier and Family Readiness Group Program.

-Skills in oral and written communication sufficient to prepare correspondence, briefings, reports, verbally coordinate and collaborate with a variety of personnel, social service agencies, and organizations including volunteers, military sponsors, their Family members, Unit Commanders, CFRRs, staffs, and a variety of local community agencies, etc.

-Skills in applying basic data gathering methods and analysis sufficient to collect and analyze various types of administrative/factual information.

-Ability to interpret administrative guidelines relating to the Soldier and Family Readiness Group Program and to communicate this information to program participants, users, coordinators, and managers.

-Ability to work with other staff elements and provide advice, guidance, or assistance needed to coordinate and complete Soldier and Family Readiness Program actions and issues.

-Skills and proficiency in using a computer and various standard software programs to

perform various office automation functions, including, word processing, graphics, spreadsheets, forms, briefing charts, flyers, etc. Skills in operating an electronic typewriter, word processor, and/or personal computer, using a standard typewriter style keyboard with additional functional keys to produce work accurately and efficiently. Skills in operating related equipment such as printers and modems. Skills in operating a copier, fax machine, and other office equipment. The skills of a fully qualified typist are required.

Factor 2, Supervisory Controls, Level 2-2, 125 Points

Works under the general supervision of the Unit Commander, CFRR, or designated representative, who: (1) makes assignments by providing general standing instructions on what is to be done, data and information required, and deadlines for assignments; (2) assists the employee or provides additional instructions for new, difficult, or unusual assignments; however, relies on the employee to independently plan and carry out recurring assignments, referring problems and unfamiliar situations not covered by previous instructions to the supervisor for further guidance; and (3) evaluates completed work for technical appropriateness and accuracy, and compliance with regulations, established policies, and instructions.

Factor 3, Guidelines, Level 3-3, 275 Points

Guidelines are in the form of regulations, policies, instructions, and procedures that lack specificity or are not completely applicable to all work requirements, circumstances, or problems encountered. The employee uses judgment in interpreting and adapting guidelines to specific situations such as determining whether proposed actions are within the scope of established delegated authority or assigned function. The employee analyzes guidelines/applicability of guidelines and recommends changes to accommodate variances to successfully accomplish work within assigned mission requirements. Significant deviations from established guidelines or issues and problems requiring significant judgment are discussed with the supervisor for guidance or resolution.

Factor 4, Complexity, Level 4-3, 150 Points

The work consists of various duties, projects, or assignments involving different and unrelated technical and administrative processes and procedures; requirements to gather and analyze various types and sources of information; and recurring and non-recurring problems, issues, conflicts related to the Unit's Soldier and Family Readiness Group Program. The employee decides what needs to be done by considering the interrelationships of the various issues and parties involved; selects and applies the most suitable procedure, methods and precedents to identify the need; and makes recommendations for resolving problems.

Factor 5, Scope and Effect, Level 5-3, 150 Points

The purpose of the work is to plan and carry out assignments to improve the effectiveness and efficiency of the Unit's Soldier and Family Readiness Program. The work affects the Army, FORSCOM, and the Unit's Soldiers and Family members impacted by the deployments/mobilization cycle, training events, and contributes to combat readiness by promoting efficient and effective communication between all parties involved.

Factors 6 & 7 Personal Contacts and Purpose of Contacts,
Level 2B, 75 Points

The employee has contact with Unit Commanders, CFRR, staff, military sponsors, Family members, volunteer personnel, installation well-being and community services representatives, Soldier and Family Readiness Group Program representatives, social

services agencies in the surrounding community, etc.

The purpose of the contacts is to plan, coordinate, or advise on work efforts; maintain effective communication; resolve administrative operating problems; and influence or motivate individuals or groups to comply with or work towards mutual goals of the Soldier and Family Readiness Group Program.

Factor 8, Physical Demands, Level 8-1, 5 Points

The work requires no special physical demands. It involves some walking, standing, bending, lifting, or carrying of light items.

Factor 9, Work Environment, Level 9-1, 5 Points

The work is performed in an office or similar setting that is adequately lighted and climate controlled. The work requires normal safety precautions against everyday risks or discomforts of an office environment.

TOTAL POINTS: 1335
1105-1350 = GS-06 (Assistant Duties)

The Office Automation duties are determined to be equivalent to the GS-04 grade level.

Fair Labor Standards Act (FLSA) Determination = (NON EXEMPT)

- ☐ **1. Availability Pay Exemption -** (e.g., Criminal Investigators, U.S. Customs and Border Protection pilots who are also Law Enforcement Officers).
- ☐ **2. Foreign Exemption -** (Note: Puerto Rico and certain other locations do not qualify for this exemption – See 5 CFR 551.104 for a list of Nonexempt areas.)
- ☐ **3. Executive Exemption:**
  - ☐ a. Exercises appropriate management responsibility (primary duty) over a recognized organizational unit with a continuing function, AND
  - ☐ b. Customarily and regularly directs 2 or more employees, AND
  - ☐ c. Has the authority to make or recommend hiring, firing, or other status-change decisions, when such recommendations have particular weight.

  Note: Shared supervision or "matrix management" responsibility for a project team does not meet the above criteria. Limited "assistant manager" functions or "acting in the absence" of the manager does not meet the above criteria.
- ☐ **4. Professional Exemption:**
  - ☐ a. Professional work (primary duty)
  - ☐ b. Learned Professional, (See 5 CFR, 551.208) (Registered Nurses, Dental Hygienists, Physician's Assistants, Medical Technologists, Teachers, Attorneys, Physicians, Dentists, Podiatrists, Optometrists, Engineers, Architects, and Accountants at the independent level as just some of the typical examples of exempt professionals). Or

☐ c. Creative Professional, (See 5 CFR, 551.209) (The primary duty requires invention and originality in a recognized artistic field (music, writing, etc.) and does not typically include newspapers or other media or work subject to control by the organization are just some examples of Creative Professionals). Or

☐ d. Computer Employee, (See 5 CFR, 551.210) (must meet salary test and perform such duties as system analysis, program/system design, or program/system testing, documentation, and modification). Computer manufacture or repair is excluded (non-exempt work).

☐ **5. Administrative Exemption:**

☐ a. Primary duty consistent with 5 CFR 551 (e.g.; non-manual work directly related to the management or general business operations of the employer or its customers), AND job duties require exercise of discretion & independent judgment.

◉ **FLSA Conclusion:**

☐ **Exempt**

☑ **Non Exempt**

FLSA Comments/Explanations:

FLSA EVALUATION OUTLINE: This position does not meet any of the exemption criteria for Foreign, Professional, or Administrative. The position performs nonsupervisory clerical, technical, and assistant work that do not require exercising discretion and independent judgment on a regular and recurring basis, and assessing situations and developing recommendations, solutions, or new approaches. Therefore, the position is Non-Exempt.

CONDITIONS OF EMPLOYMENT & NOTES:

Incumbent may be required to perform temporary duty travel up to 10% of time.

A qualified typist is required.

POSITION EVALUATION:

SUPPLEMENTAL EVALUATION OF THE CLERICAL AND ASSISTANCE WORK:

1. References:

a. OPM PCS Miscellaneous Clerk & Assistant Series, GS-303, Dec 1996
b. OPM PCS GLG for Clerical & Assistance Work, Jun 1989
c. OPM PCS Office Automation Series, GS-0326, Nov 1990
d. OPM PCS Office Automation Grade Evaluation Guide, Nov 1990
e. OPM PCS Secretary Series 0318, Jan 1979
f. OPM PCS MGMT & PROG CLER & ASST SERIES, GS-344, MAY 93

2. Title and Series Determination: This position performs clerical, assistant, and technical work to support the mission, operations, and functions of the Army Unit Soldier and Family Readiness Support Group (SFRG) program. In performance of the clerical, assistant, and technical work, the incumbent uses several work-related websites. The work performed is miscellaneous in nature, follows a one-grade interval pattern of progression, and is not classifiable in any other established series. Therefore, the position is properly allocated to the GS-0303 series. The title of Soldier and Family Readiness Support Assistant

appropriately describes the primary purpose of the position in support of the mission, operations, and functions the Army Unit SFRG program. The duties of the position require the skills of a fully qualified typist to perform office automation (OA) functions; therefore, "OA" is added as a parenthetical to the basic title.

3. Grade Determination: The grade of positions allocated to the GS-0303 series is determined based upon evaluation of the duties against two grade level narrative description factors, Nature of Assignment and Level of Responsibility:

a. Nature of Assignment: The work consists of performing a full range of clerical, technical, and assistant work assignments involving different and unrelated steps, processes, or methods in support of the Soldier and Family Readiness Program. The employee must identify and understand the issues and determine what steps and procedures are necessary and the correct order for performing the tasks. Completion of each transaction typically involves selecting a course of action from a number of possibilities. The work requires extensive knowledge of the organization's rules, procedures, operations, or business practices to perform the more complex, interrelated, or one-of-a-kind clerical/technical work, and to conduct collaboration/coordination of the program, conferences, marketing, etc., with others. The work also requires skill to compile and summarize information and data, and to identify and reconcile inaccuracies. This fully meets the GS-06 level where positions perform work of a technical nature, identify issues or problems, and seek alternative solutions consistent with applicable regulations, policies, and procedures. The employee assists an office where there are many resources available to determine work results, and exercises some independence but does not make decisions requiring a broad knowledge of the mission or deployment process. This position falls short of the GS-07 grade level criteria where the work consists of specialized duties with continuing responsibility for projects or problems, involves a wide variety of problems or situations, and requires that the employee make recommendations that impact program functions or activities. This position exceeds the GS-05 grade level of performing standard and non-standard assignments involving different and unrelated processes or methods.

b. Level of Responsibility: The employee works under the general supervision of the Unit Commander, CFRR, or designated representative who (1) indicates what is to be done, deadlines for completion, priority of assignments, and quality and quantity of work expected; (2) provides additional instructions for new, difficult, or unusual assignments including suggested work methods or techniques; and (3) advises on locating resources. The incumbent works independently consistent with normal practice, using experience in solving problems and deviations. The supervisor evaluates completed work and methods for accuracy, appropriateness, and effectiveness, and ensures that work is in compliance with regulations, policies, instructions, or established procedures. The employee has contacts with those in the immediate organization, Rear Detachment Commander, CFRRs, Soldiers, Family members, Soldier and Family Readiness Group Leaders, Volunteers, Army Community Services, etc., to provide authoritative explanations of the Soldier and Family Readiness Group Program, requirements, regulations, and procedures; develop and exchange information; and to reconcile operational problems or disagreement affecting assigned areas. This is a direct match to the GS-06 level of responsibility of referenced standard.

4. Conclusion: Both the Nature of Assignment and Level of Responsibility meet the GS-06 grade level criteria. This position is correctly classified as Soldier and Family Readiness Support Assistant (OA), GS-0303-06.