

3 FAH-2 H-400 APPENDIX J 100

FSN-100 GENERAL CLERICAL, SECRETARIAL, AND ADMINISTRATIVE GROUP

(TL:FSNH-24; 08-10-1998)

This group includes all positions the duties of which are to supervise or perform work involved in typing, stenography, secretarial work, reception work, mail and file work, duplicating equipment operation, and other work of a general clerical and administrative nature.

Series included in this group are:

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| Administrative Management Series (USIA) | FSN-101 |
| General Clerical and Administrative Series | FSN-105 |
| Clerk Typist Series | FSN-110 |
| Clerk Stenographer Series | FSN-115 |
| Secretary Series | FSN-120 |
| Receptionist Series | FSN-125 |
| Mail and File Series | FSN-130 |
| Duplication Equipment Operation Series | FSN-135 |
| Records and Correspondence Management Series | FSN-150 |

FSN-101 ADMINISTRATIVE MANAGEMENT SERIES (USIA)

(TL:FSNH-24; 08-10-1998)

This series includes all USIA positions the duties of which are to supervise or perform work involving a combination of at least four budget and fiscal, personnel, general services, and other specific administrative management duties in support of USIA country programs and which require the application of administrative management knowledges, skills, and abilities, as well as a sound knowledge of USIA's cultural affairs, information, and other substantive program policies and procedures as these are impacted by the administrative support provided such programs through FSN employees in this series. This series is specifically designed for those few key FSN administrative managers who have overall responsibility for the broad spectrum of administrative activities, operations, and services at a USIA country program post.

FSN administrative positions which involve work in only one or two administrative series (e.g., Budget, Accounting Technician, Personnel, Procurement and Supply, etc.) should be placed in the appropriate specific series and grades as provided by the standards and guidelines of this handbook. Some such positions may even have three various administrative functions requiring application of the mixed position principle in determining the series placement and grade level. Positions involving primarily clerical duties (FSN-6 and below) should be placed in the appropriate clerical series and grade.

These standards may also be applied where appropriate to administrative management positions in USIA Media Extension operations overseas inasmuch as the VOA Station Manager or the Regional Service Center Director is functionally the equivalent of the Public Affairs Officer.

At USIA posts where strong, broad-based JAO-type services are provided by the embassy administrative section, a position possibly covered by this standard should be carefully studied to determine the impact this JAO-type arrangement may have upon the nature, scope, and difficulty of duties and responsibilities of such position, and to determine whether the position should be classified to this series.

These standards may be used to classify the top administrative management FSN position at the larger branch posts which operate with considerable autonomy and which have budgets and programs of virtually the same size, scope, and diversity as some country programs.

Assistant supervisory positions classified in this series will also meet the

requirements of the principles applicable to assistant supervisor positions as stated in section 3 FAH-2 H-454.2 B of this handbook.

FSN-101-11 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

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| GROUP: General Clerical, Clerical and Administrative | SERIES: Administrative Management (USIA) |
| TITLE: Supervisory Administrative Management Specialist | LEVEL: FSN-101-11 |

BASIC FUNCTION:

Serves as the principal and expert FSN assistant to a U.S. Officer (Public Affairs Officer (PAO), Assistant Public Affairs Officer (APAO), or Executive Officer (EO)) with responsibility for planning and executing the administrative management functions of a very complex USIA country program which operates under broadly decentralized conditions (e.g., does not have a Joint Administrative Operation (JAO)), and which has branch posts and a diversified spectrum of country program activities.

MAJOR DUTIES AND RESPONSIBILITIES:

As the Administrative management "expert" makes major recommendations affecting the basic content and character of USIA operations, such as, organizational improvements affecting several program areas, administrative procedures changes effecting substantial economies in post operations, etc. Participates in the development, implementation, and administration of the Country Plan by providing detailed planning assistance regarding the feasibility of proposed new and/or changes to existing program operations from the standpoint of funds, staff, facilities, program equipment, and other resources requirements; and by participating in program implementation and administration phases through the coordination of all logistical support. Provides administrative advice and assistance to all echelons of post management, including USIA branch posts and binational centers.

Personally performs the program's most difficult budget work, overseeing and coordinating the budget preparation and the analysis of the contributions of other post segments. Prepares the annual budget

submission under the directions of the responsible American officer and, in collaboration with other key USIA officers, develops a quarterly financial plan within the Post's annual allotment. Administers the approved budget in accordance with Agency procedures, standards and regulations, with responsibility for the preparation and submission to the Agency of all prescribed financial reports. Keeps heads of operating elements informed as to status of funds allotments, and resolves reprogramming problems as they arise. Supervises FSN staff engaged in budget and fiscal work of the program.

Prepares the annual Going Rate computation for submission to the Agency and develops a variety of statistical and accounting data relating to such program matters as the Resource Management System. Coordinates the preparation and submission to the Agency of various statements of administrative program requirements for the most effective and efficient country operations.

Maintains working relationship with the Embassy Administrative Section (Budget & Fiscal, Personnel, Contracting, Security, Procurement, and General Services) in arranging for services as needed and resolving serious problems regarding such services. Participates in the negotiations for embassy-based administrative services by determining and advising the Embassy Administrative Section of the scope of specific administrative USIA needs and analyzing the Embassy's service specifications and cost estimates to insure that needs will be met and that costs are justified from the standpoint of workload data and experience statistics. Maintains continuing liaison with the Embassy personnel office on matters pertaining to the recruitment, promotion, reassignment, etc., of USIA FSN employees and with the Embassy procurement and contracting office on contract and procurement matters. Similarly maintains liaison with Embassy administrative management in working out arrangements for USIA services to the entire mission or specific non-USIA segments of the mission.

Conducts various administrative management studies such as organizational and manpower evaluations and, based on findings, recommends the possible ways and means for: (a) strengthening the efficiency of various phases of the entire USIA program, (b) effecting operating economies throughout the organization, (c) insuring the most effective utilization of personnel, (d) developing administrative support plans which will most easily facilitate approved shifts in program emphasis to meet changes in the local situation affecting the Country Plan, and (e) providing the most sound administrative support alternatives to achieve Country Plan objectives.

Supervises the USIA administrative section which is responsible for all USIA internal communications and records, space, procurement and supply, transportation, post maintenance, and other housekeeping functions.

Contacts host country government offices and officials of various local organizations and business firms to secure information related to the USIA program, to negotiate necessary administrative supplies and services, etc. Personally directs all in-house procurement, contracting, property leasing, and construction and maintenance activities.

May also be responsible for all or major segments of the Distribution Record System and for other administrative services such as printing and distribution functions.

DESIRED QUALIFICATIONS:

EDUCATION: Minimum requirement is completion of secondary school. Normally, incumbent should also have the equivalent (in education, technical training and/or experience) of an undergraduate degree in business administration, financial management, or a field related to administrative management.

EXPERIENCE: From five to seven years of progressively responsible experience in two or more phases of administrative management, particularly as related to the communications media, or one or more of the educational and cultural fields. Normally, the full seven years of experience will be required, with at least five years having been with a U.S. Government Agency. (NOTE: If the potential incumbent does not have a college degree, an additional three years (eight to ten years) experience will be required.)

LANGUAGE: Level 4 English ability (fluent) is required. At some posts, Level 3 (good working) knowledge of an additional language may be required.

KNOWLEDGE: A thorough knowledge of USIA and applicable State Department budget and fiscal, personnel, procurement and contracting, travel, building management, and other administrative procedures, regulations, and requirements; of USIA and joint State/USIA regulations in the FAM and MOA on all phases of post administration; and of USIA programs, materials, equipment, and the unclassified version of the Country Plan.

ABILITIES: Ability to assess problems and develop realistic solutions (e.g., how to plan for and administer available resources of funds, personnel, and equipment in the best interests of the Country Plan and program objectives); ability to coordinate with U.S. officers and foreign national media and cultural personnel on program development and planning in developing financial plans and the program budget; ability to plan expenditures for USIA operations and reprogram funds; and ability to negotiate effectively with Embassy administrative personnel and host

country government and business officials on USIA operations and resources.

DISTINGUISHING FEATURES:

This is the most senior level of USIA foreign national positions in the administrative management field, except for perhaps the very largest and most diversified USIA country programs. Such positions are very few in number and are limited to the largest USIA posts where there will generally be no more than one position at the FSN-11 level. Administrative Management Specialist positions may be classified at the FSN-11 level only when participation in program planning, the size and scope of the post operations as reflected in the size and complexity of the USIA program budget and the number of personnel involved, the presence of substantial independent administrative authority, the existence of branch posts, and the presence of significant supervisory responsibility merit this grade level.

While the presence or absence of an American Executive Officer is not in itself the only deciding factor in assigning an FSN-11 grade classification, the absence of a U.S. Executive Officer undoubtedly strengthens positions at this level, since the Administrative Management Specialist is required under such circumstances to operate with a higher degree of independence in relation to the Public Affairs Officer or Deputy. In any case, the FSN-11 Administrative Management Specialist is recognized as an experienced voice on a broad spectrum of USIA country program administrative matters, and his or her advice and judgment are heavily relied upon by U.S. supervisors.

FSN-101-10 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

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| GROUP: General Clerical, Secretarial and Administrative | SERIES: Administrative Management (USIA) |
| TITLE: Supervisory Administrative Management Specialist | LEVEL: FSN-101-10 |

BASIC FUNCTION:

Serves as the principal FSN assistant to a U.S. Officer (PAO, APAO, or EO) with responsibility for planning and executing the administrative

management functions of a complex USIA country program which operates under broadly decentralized conditions (e.g., does not have a Joint Administrative Operation (JAO)), and which has branch post(s) and a number of country program activities.

MAJOR DUTIES AND RESPONSIBILITIES:

Participates in the development, implementation, and administration of the Country Plan by providing basic planning assistance as requested regarding the feasibility of proposed new and/or changes to existing program operations from the standpoint of funds, staff, facilities, program equipment, and other resources requirements; and by participating in program implementation and administration phases through the coordination of all logistical support. Provides administrative advice and assistance to all echelons of post management, including USIA branch post(s) and binational center(s).

Personally performs the program's most difficult budget work, overseeing and coordinating the actual budget preparation and the analysis of the budget contributions of other post segments. Prepares the annual budget submission under the direction of the responsible U.S. officer and, in collaboration with other key USIA officers, develops a quarterly financial plan within the Post's annual allotment. Administers the approved budget in accordance with Agency procedures, standards, and regulations, with responsibility for the preparation and submission to the Agency of all prescribed financial reports. Keeps heads of operation elements informed as to status of funds allotments, and resolves reprogramming problems as they arise. Supervises FSN staff engaged in accounting technician and other budget and fiscal work of the program.

Prepares the annual Going Rate computation for submission to the Agency and develops a variety of statistical and accounting data relating to such program matters as the Resource Management System. Coordinates the preparation and submission to the Agency of various statements of administrative program requirements for the most effective and efficient country operations.

Maintains working relationships with the Embassy Administrative Section (Budget & Fiscal, Personnel, Contracting, Security, Procurement, and General Services) in arranging for services as needed and resolving serious problems regarding such services. Participates in the negotiations for Embassy-based administrative services by determining and advising the Embassy Administrative Section of the scope of specific USIA administrative needs and analyzing the Embassy's service specifications and cost estimates to insure that needs will be met and that costs are justified from the standpoint of workload data and experience statistics. Maintains continuing

liaison with the Embassy personnel office on matters pertaining to the recruitment, promotion, reassignment, etc., of USIA FSN employees and with the Embassy procurement and contracting office on contract and procurement matters.

Conducts assigned administrative management studies or segments of studies such as organizational and manpower evaluations and, based on findings, recommends the possible ways and means for:

- (a) Strengthening the efficiency of various phases of the entire USIA program;
- (b) Effecting operating economies throughout the organization;
- (c) Insuring the most effective utilization of personnel;
- (d) Developing administrative support plans which will most easily facilitate approved shifts in program emphasis to meet changes in the local situation affecting the Country Plan; and
- (e) Providing the most sound administrative support alternatives to achieve Country Plan objectives.

Supervises the USIA administrative section which is responsible for all USIA internal communications and records, space, procurement and supply, transportation, post maintenance, and other housekeeping functions. Contacts host country government offices and officials of various local organizations and business firms to secure information related to the USIA program to negotiate necessary administrative supplies and services, etc. Personally directs all in-house procurement, contracting, property leasing, and construction and maintenance activities.

May also be responsible for all or major segments of the Distribution Record System and for other administrative services such as printing and distribution functions.

DESIRED QUALIFICATIONS:

EDUCATION: Minimum requirement is completion of secondary school. Normally, incumbent should also have the equivalent (in education, technical training and/or experience) of an undergraduate degree in business administration, financial management, or a field related to administrative management.

EXPERIENCE: From four to six years of progressively responsible experience in two or more phases of administrative management, particularly as related to the communications media, or one or more of the educational and cultural

fields. Normally, the full six years of experience will be required, with at least four years having been with a U.S. Government Agency. (NOTE: If the potential incumbent does not have a college degree, an additional three years (seven to nine years) of experience will be required.)

LANGUAGE: Level 4 English ability (fluent) is required. At some posts, level 3 (good working) knowledge of an additional language may be required.

KNOWLEDGE: A thorough knowledge of USIA and applicable State Department budget and fiscal, personnel, procurement and contracting, travel, building management, and other administrative procedures, regulations, and requirements; of USIA and joint State/USIA regulations in the FAM and MOA on all phases of post administration; and of USIA programs, materials, equipment, and the unclassified version of the Country Plan.

ABILITIES: Ability to assess problems and develop realistic solutions (e.g., how to plan for and administer available resources of funds, personnel, and equipment in the best interest of the Country Plan and program objectives); ability to coordinate with U.S. officers and foreign national media and cultural personnel on program development and planning in developing financial plans and the program budget; ability to supervise and work well with others; ability to plan expenditures for USIA operations and to reprogram funds; and ability to negotiate effectively with Embassy administrative personnel and host country government and business officials on USIA operations and resources.

DISTINGUISHING FEATURES:

This is the middle level for USIA foreign national positions in the administrative management field. Administrative Management Specialist positions at the FSN-10 level are "generalist" overseers of the range of administrative support activities for the country program (e.g., travel, budget and fiscal, personnel, procurement and supply, etc.), with direct responsibility for the most difficult budget work and for resources planning and management. In addition to program planning responsibility, the size and scope of the post operations as reflected in the size and complexity of the USIA program budget and the number of personnel involved, the presence of considerable independent administrative authority, the existence of branch post(s), and supervisory responsibility are some of the other factors which support this grade level.

While the presence or absence of a U.S. Executive Officer is not in itself the only deciding factor in assigning an FSN-10 grade classification, the absence of a U.S. Executive Officer undoubtedly strengthens positions at this level, since the Administrative Management Specialist is required under such

circumstances to operate with a higher degree of independence in relation to the Public Affairs Officer or his Deputy. Where an Executive officer is present at a post of this size category, the level of difficulty and responsibility of the work assigned to this position should be carefully evaluated against standards for cross-comparable series (e.g., the Budget & Fiscal Group standards) and in terms of the grade levels of key FSN positions supervised before the decision is made to place the position in this series and to classify it to FSN-10.

Incumbent at this level must be well-versed in the program's range of administrative management needs, processes, and procedures, as U.S. supervisors rely upon him or her for assistance and recommendations in all these areas.

FSN-101-9 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

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| GROUP: General Clerical, Secretarial and Administrative | SERIES: Administrative Management (USIA) |
| TITLE: Administrative Management Assistant | LEVEL: FSN-101-9 |

BASIC FUNCTION:

Serves as the senior FSN assistant to a U.S. Officer (PAO, APAO, or EO) with responsibility for planning and executing the administrative management functions of a moderately complex USIA country program which operates under broadly decentralized conditions (e.g., does not have a Joint Administrative Operation (JAO)), and which has a number of cultural and information program activities.

MAJOR DUTIES AND RESPONSIBILITIES:

Participates in the development, implementation, and administration of the Country Plan by providing, as specified and instructed, operating data for use in determining the feasibility of proposed new and/or changes to existing program operations from the standpoint of funds, staff, facilities, program equipment, and other resources requirements; and by participating in program implementation and administration phases through the coordination

of all logistical support.

Personally performs the program's budget work, including actual preparation of budget materials and the analysis of the contributions of other post segments. Assists the responsible U.S. officer in the final preparation of the annual budget submission and in developing a quarterly financial plan within the Post's annual allotment. Administers the approved budget in accordance with Agency procedures, standards, and regulations, with responsibility for the preparation and submission to the Agency of all prescribed financial reports. Keeps operation elements informed as to status of funds allotments, and suggests solutions to reprogramming problems as they arise. Supervises any FSN staff required to accomplish accounting technician and other budget and fiscal work of the program.

Prepares the annual Going Rate computation for submission to the Agency and develops a variety of statistical and accounting data relating to such program matters as the Resource Management System. Provides senior assistant level assistance to those responsible for the preparation and submission to the Agency of various statements of administrative program requirements for the most effective and efficient country operations.

Maintains working relationship with the Embassy Administrative Section (Budget & Fiscal, Personnel, Contracting, Security, Procurement, and General Services) in arranging for services as needed and resolving serious problems regarding such services. Participates in arrangement for embassy-based administrative services by conducting studies of the scope of USIA administrative series needs and of the Embassy's support specifications and cost estimates, recommending whether needs will be met and whether costs are justified from the standpoint of workload data and experience statistics. Maintains continuing liaison with the Embassy personnel office on matters pertaining to the recruitment, promotion, reassignment, etc., of USIA FSN employees and with the Embassy procurement and contracting office on contract and procurement matters.

Conducts assigned moderately difficult administrative management studies into the possible ways and means for (a) effecting administrative operations, efficiencies, and economies, (b) insuring the most effective utilization of administrative personnel, and (c) developing administrative support plans which will facilitate approved shifts in program emphasis to meet changes in the local situation affecting the Country Plan.

Supervises the USIA Administrative Section which is responsible for all USIA internal communications and records, space, procurement and supply, transportation, post maintenance, and other housekeeping functions. Contacts host country government offices and officials of various local organizations and business firms to secure information related to the USIA

program, to obtain necessary administrative supplies and services, etc. Personally handles all in-house procurement, contracting, property leasing, and construction and maintenance activities.

May also be responsible for all or major segments of the Distribution Record System and for other administrative services such as printing and distribution functions.

DESIRED QUALIFICATIONS:

EDUCATION: Minimum requirement is completion of secondary school. Some collegiate study or technical training in business administration, financial management, or a field related to administrative management is highly desirable.

EXPERIENCE: From three to five years of progressively responsible experience in two or more phases of administrative management, particularly as related to the communications media, or one or more of the educational and cultural fields. Normally, the full five years of experience will be required, with at least three years having been with a U.S. Government Agency.

LANGUAGE: Level 4 English ability (fluent) is required. At some posts, Level 3 (good working) knowledge of an additional language may be required.

KNOWLEDGE: A good working knowledge of USIA and applicable State Department budget and fiscal, personnel, procurement and contracting, travel, building management, and other administrative procedures, regulations, and requirements; of USIA and joint State/USIA regulations in the FAM and (Memorandum of Agreement) MOA on all phases of post administration; and of USIA programs, materials, equipment, and the unclassified version of the Country Plan.

ABILITIES: Ability to assess problems and develop realistic solutions (e.g., how to plan for and administer available resources of funds, personnel, and equipment in the best interests of the Country Plan and program objectives); ability to coordinate with U.S. officers and foreign national media and cultural personnel on program development and planning in developing financial plans and the program budget; ability to supervise and work well with others; ability to plan expenditures for USIA operations and reprogram funds; and ability to deal effectively with Embassy personnel and host country government and business officials on USIA operations and resources.

DISTINGUISHING FEATURES:

This is the senior assistant level for USIA foreign national positions in the administrative management field. It is the level most typically found at USIA posts abroad (country programs). To warrant classification of a position to this series and at this level, the senior assistant should have responsibilities covering all or a majority of the typical post's administrative support functions (such as, personnel, travel, procurement and supply, budget and fiscal, and maintenance), with at least four discrete administrative functions clearly the incumbent's assigned responsibility. Supervisory responsibility at this level is not strong as the size and scope of the country program is such that only a small administrative support staff is required. In fact, many of the discrete administrative services are personally handled by the incumbent. Also, other factors that are important to the higher grade levels in this series are of more limited scope at this level.

While the presence or absence of a U.S. Executive Officer is not in itself the only deciding factor in assigning an FSN-9 grade classification, the absence of a U.S. Executive Officer undoubtedly strengthens position at this level, since the Administrative Management Specialist is required under such circumstances to operate with a higher degree of independence in relation to the Public Affairs Officer or his Deputy. Where an Executive Officer is present the types of administrative work performed by an FSN assistant should be carefully evaluated against standards for cross-comparable series (e.g., the Budget and Fiscal Group standards) and in terms of the General Grade Level Guides before the decision is made to place the position in this series and to classify the position to FSN-9. Incumbents at this level must be well-versed in the program's range of administrative management needs, process, and procedures. If U.S. supervisors rely upon him or her only for assistance and recommendations in less than four of these areas, the position should be classified to one specific administrative series or to the FSN-105 series using the mixed position principles.

SUPPLEMENTARY NOTES:

In some larger posts, "assistant" supervisory administrative management positions may exist at this level. Such positions will be broad-based (overall) assistants to the top FSN administrative manager for a substantial portion of the time while also having specific responsibilities for one or more difficult and responsible major elements of the "mix" of the post's administrative activities (e.g., the procurement and contracting functions).

FSN-8 AND FSN-7 POSITIONS IN THIS SERIES: The very small USIA posts (country program or branch posts) may have an overall administrative management position which operates at the assistant or junior assistant level according to the General Grade Level Guides. At such posts, budget work is largely at the senior clerical level, procurement and supply activities

are within the FSN-5 to FSN-7 range, maintenance and motor vehicle management operations are extremely limited, and other elements of the administrative management "mix" are such that only one or two elements of the overall position support the top position at FSN-8 or FSN-7.

Also, one of these two grade levels may be found at a larger post where there is a top FSN administrative manager at FSN-10 or FSN-9 and where operating circumstances require an assistant to the top position. In such cases, these positions will be broad-based (overall) assistants to the top FSN administrative manager for a substantial portion of the time while also having specific responsibilities for one or more of the discreet elements of the "mix" of the post's administrative activities (e.g., the shipment functions).

FSN-105 GENERAL CLERICAL AND ADMINISTRATIVE SERIES

(TL:FSNH-24; 08-10-1998)

This series includes all positions the duties of which are to supervise or perform clerical and administrative work which is of a general or miscellaneous character and not specifically classifiable to any other series.

The general rule followed in classifying mixed positions is that they are classified in the series appropriate to the duties performed for the predominant part of the time. However, in some types of positions, and particularly in administrative positions, this may create a false impression as to the real nature of the position. Such positions may be a mixture of duties appropriate to the Budget, Accounting Technician, Procurement, Supply, Personnel, Security, or other series, and to classify them in a single series would not indicate the general administrative nature of the position. Where such is the case, the General Clerical and Administrative Series, FSN-105, is usually appropriate.

In classifying such positions, the classification standards for the several series appropriate to the mixture of duties should be used in determining the grade, as explained in the Mixed Position Rule contained in the Interagency Foreign Service National Employee Position Classification Plan (3 FAH-2 H-454.1 A).

No position classification standards have been prepared for this series.

FSN-110 CLERK TYPIST SERIES

(TL:FSNH-24; 08-10-1998)

This series includes all positions the duties of which are to perform typing work, either solely or in combination with clerical work, except when the clerical work requires specialized experience or training which constitutes the paramount qualification requirement for the position.

Office work which requires general rather than specialized experience and training is always included in this series when combined with typing work which requires a qualified typist.

Positions which require a qualified typist in addition to specialized experience and training should be placed in the series appropriate to the specialized training, with a parenthetical designation of (Typist), e.g., Shipment Clerk (Typist).

Positions which supervise Clerk Typists will be placed in the Clerk Typist Series only when the position requires a qualified typist. Such positions are rare at posts abroad.

Positions which consist of the specific combination of typing, administrative, and clerical duties defined in the Secretary Series are placed in that series.

The Clerk Typist Series includes:

- Clerk Typist FSN-110-4
- Clerk Typist FSN-110-3

FSN-110-4 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

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| GROUP: General Clerical and Secretarial | SERIES: Clerk Typist |
| TITLE: Clerk Typist | LEVEL: FSN-110-4 |

BASIC FUNCTION:

Performs difficult and complicated typing, and clerical duties which require knowledge of the clerical practices and procedures of the office to which

assigned.

MAJOR DUTIES AND RESPONSIBILITIES:

Types a wide variety of narrative and tabular material, including memorandums, correspondence, cables, reports, directives, administrative studies, technical and scientific papers, manuals, charts, and statistical tables. A high degree of accuracy in typing is required. Types material in English or in another language, using an English or foreign language typewriter interchangeably. The material typed has one or more of the following characteristics: (a) terminology is specialized, technical, or scientific and the degree of accuracy required in spelling, syllabification, and adherence to established rules of footnoting and identification of source documents is such that frequent reference to technical dictionaries, textbooks, and research reports is necessary; (b) material involving nontechnical terminology is typed from rough drafts, and the typist is responsible for determining which of a wide variety of formats contained in style and correspondence manuals should be followed; and (c) the material typed is statistical or tabular in nature, and the typist is responsible for selecting a format which will provide the most effective presentation of the information involved.

Performs a wide variety of clerical duties, including one or more of the following types of work: Searches files and records for information and references. Assembles materials for use in preparing reports, correspondence, technical papers, etc. Composes correspondence, reports, cables, memorandums, etc, from oral instructions or in accordance with standard office procedures. Checks correspondence, bills, vouchers, and receipts for presence of signatures, proper nomenclature, accuracy of fiscal data, etc. Classifies and codes material for filing. Performs routine translation duties in connection with day-to-day office activities. Answers telephone and receives visitors to the office which includes providing information requested or referring callers and visitors to others.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; two years of secondary school is desirable. Specialized typing training is required.

EXPERIENCE: One to one and one-half years of typing and clerical experience is required; ideally most of the experience should have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good working knowledge of the correspondence

procedures of the Department of State and associated Agencies; a good knowledge of statistical or tabular typing practices, or of footnoting identification of source documents, and use of technical dictionaries may be required. Must have a good knowledge of general clerical practices and procedures.

ABILITIES: Must have Level 2 typing ability (40 words per minute).

DISTINGUISHING FEATURES:

This is the highest level of work recognized by the Clerk Typist Series. This level is distinguished from other levels of clerk typists by the performance of difficult and complex typing, such as typing scientific and technical papers which involve specialized terminology, use of footnotes, and proper identification of source documents; statistical and tabular typing; and typing material from rough draft with responsibility for selecting the proper format; and also by the performance of difficult clerical work involving a knowledge of the practices and procedures of the office to which assigned. Supervisory guidance and instructions are available, but the employee is expected to accomplish most tasks on the basis of acquired knowledge of established practices and procedures. The work is typically spot checked. Guidelines consist of the correspondence and other instructions of the Department of State and associated Agencies. Tact and diplomacy are required in dealing with telephone callers and visitors to the office.

**FSN-110-3 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

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| GROUP: General Clerical and Secretarial | SERIES: Clerk Typist |
| TITLE: Clerk Typist | LEVEL: FSN-110-3 |

BASIC FUNCTION:

Performs routine typing and clerical duties.

MAJOR DUTIES AND RESPONSIBILITIES:

Types a variety of narrative and tabular materials such as correspondence, memorandums, reports, rosters, charts, tables, and narrative texts in

English or another language, using an English or foreign language typewriter interchangeably. The materials typed require a high degree of accuracy in typing, and arrangement in accordance with established correspondence practices. Performs clerical work of a routine and repetitive nature, requiring a working knowledge of established office procedures and practices. Examples include processing bills, receipts, shipping documents, and administrative reports; compiling recurring reports, shipping documents, and administrative reports; compiling recurring reports from office records and other readily available materials; tabulating and posting data from source documents to work sheets or records and performing simple arithmetical procedures; answering the telephone and taking messages or referring the caller to others; filing correspondence and other papers in accordance with an established system; and receiving visitors to the office.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; two years of secondary school is desirable. Specialized training in typing is required.

EXPERIENCE: One year of typing and clerical experience, preferably in a U.S. Government Agency, is required.

LANGUAGE: Level 3 English ability is required (good working knowledge). A good working knowledge of correspondence and clerical practices and procedures.

ABILITIES: Level 2 typing ability (40 words per minute).

DISTINGUISHING FEATURES:

This is the journeyman level of clerk typist work, and involves duties of average difficulty. Most clerk typist positions in embassies and associated agency establishments are appropriately placed in this level. A considerable degree of typing skill and accuracy is required, as well as the ability to turn out work in accordance with established correspondence or other instructions and standards, and the ability to perform routine and repetitive clerical work in accordance with established office procedures and practices. Supervisory guidance and instructions are always available, but the employee accomplishes much of the work in accordance with standing office instructions. Completed work is typically spot checked. The employee is expected to learn and apply office practices and procedures, and to accomplish typing and clerical operations in accordance with existing written instructions. Tact and diplomacy are required in dealing with telephone callers and visitors to the office.

SUPPLEMENTARY NOTES:

Trainee positions may be established for otherwise promising candidates who cannot meet the qualification requirements for the Clerk Typist, FSN-3 level, if it is believed the candidate will require more than six months to acquire the required qualifications. Where such trainee positions are established, they should be classified as Clerk Typist, FSN-2. Where it is believed the candidate will meet qualification requirements in less than six months, the candidate should be employed as a Clerk Typist, FSN-3.

FSN-115 CLERK STENOGRAPHER SERIES

(TL:FSNH-24; 08-10-1998)

This series includes all positions the duties of which are to perform stenography and related typing and clerical work, except when the clerical work requires such specialized experience and training that it constitutes the paramount qualification requirement for the position. Positions which supervise stenographic work will be placed in this series only when stenographic ability is an essential requirement of the supervisory position.

General office work that requires general rather than specialized clerical experience will be included in this series when such work is combined with stenographic, administrative, and clerical work that is defined in the Secretary Series are placed in that series.

The Clerk Stenographer Series includes:

- Clerk Stenographer FSN-115-6
- Clerk Stenographer FSN-115-5
- Clerk Stenographer FSN-115-4

FSN-115-6 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------------|
| GROUP: General Clerical and Secretarial | SERIES: Clerk Stenographer |
| TITLE: Clerk Stenographer | LEVEL: FSN-115-6 |

BASIC FUNCTION:

Takes and transcribes dictation, including conference reporting, in English, and performs clerical work involving a general knowledge of the functions of the office and the assignments of other staff members, and a good knowledge of office procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

Performs duties of the type and level recorded in the classification standard for Clerk Stenographer, FSN-5, and also regularly performs nonverbatim or low-speed verbatim reporting of conferences and meetings conducted in English, and involving either nonspecialized or specialized terminology.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; completion of secondary school is required. Completion of specialized training in typing and shorthand is required.

EXPERIENCE: Two or two and one-half years of clerical and stenographic experience is required. At least one year of the experience should have been in a U.S. Government Agency.

LANGUAGE: Level 4 English ability (fluent) is required.

KNOWLEDGE: Must have a good general knowledge of agency correspondence and other applicable instructions and procedures, and of office procedures.

ABILITIES: Level 2 typing ability (40 words per minute) and Level 2 stenographic ability (110 to 120 words per minute) are required.

DISTINGUISHING FEATURES:

This is the highest level of stenographic work recognized by the Clerk Stenographer Series. Employees at this level perform duties of the type and level recorded in the classification standard for Clerk Stenographer, FSN-5, but are distinguished from employees in Clerk Stenographer FSN-5 positions by the regular performance of nonverbatim or low-speed verbatim reporting of conferences and meeting conducted in English and involving either specialized or nonspecialized terminology. The employee typically transcribes the stenographic record of the conferences in final form, with responsibility for correct format, spelling, punctuation, capitalization, grammar, paragraphing, and attachment of all background material. Although the conference report is usually reviewed by the conference chairman, the stenographer is responsible for the accuracy of the report.

Apart from the foregoing, supervision is general. Guidelines consist of agency instructions and local instructions on correspondence and office procedures.

SUPPLEMENTARY NOTES:

This level is appropriate only for positions which regularly perform conference reporting of the types listed. No precise definition of "regularly" as used is considered appropriate, except that the rule of reason should apply, e.g., performing conference reporting once or twice a year could not logically be considered regular performance of conference reporting.

**FSN-115-5 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------------|
| GROUP: General Clerical and Secretarial | SERIES: Clerk Stenographer |
| TITLE: Clerk Stenographer | LEVEL: FSN-115-5 |

BASIC FUNCTION:

Takes and transcribes dictation in English, and performs clerical work involving a general knowledge of the functions of the office and the assignments of other staff members, and a good knowledge of office procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

Takes and transcribes dictation in English for letters, memorandums, reports, and other material, some of which may involve scientific, technical, or other highly specialized terminology. Material is dictated at originator's normal speed and interruptions are not permitted unless highly specialized terminology is involved. Unfamiliar scientific and technical words may be spelled, but the stenographer is expected to look up the spelling and use of most words in technical and other dictionaries. Stenographic notes are transcribed in final form and the stenographer also types material from rough draft and from printed texts. Assembles supplementary material to accompany correspondence and other material requested by the supervisor, including items which must be searched for in office files and records, and in other organizations. Establishes and maintains files and records. Checks

references against office records and other sources. Obtains clearances on memorandums, letters, and reports. Greets visitors to the office and answers telephone. Refers visitors and callers to appropriate staff members or takes messages and provides information. Performs routine clerical processing of action documents.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; completion of secondary school is desirable. Specialized stenographic and typing training is required.

EXPERIENCE: One and one-half to two years of clerical and stenographic experience is required, of which at least one year should have been in a U.S. Government Agency.

LANGUAGE: Level 3 English language ability (good working knowledge) is required.

KNOWLEDGE: Must have a good general knowledge of agency correspondence and other applicable instructions and procedures, and of office procedures.

ABILITIES: Level 2 typing ability (40 words per minute) and Level 1 stenographic ability (80 words per minute) are required.

DISTINGUISHING FEATURES:

This is the second of three levels of stenographic work recognized by the Clerk Stenographer Series. This is the journeyman or full working level of clerk stenographer. It is distinguished from the next lower level by ability to take dictation, in English, of scientific, technical, or other highly specialized terminology accurately at a minimum of 80 words per minute (most positions at this level involve a higher recording speed) and to transcribe the stenographic notes in final form, with correct format, spelling, grammar, punctuation, capitalization, and paragraphing. All work products receive at least a spot check review, but apart from this, the clerk stenographer accomplishes most tasks on personal initiative; however, supervisory guidance is available if needed. Other guidelines include agency instructions and manuals on correspondence and local instructions on other matters.

**FSN-115-4 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------------|
| GROUP: General Clerical and Secretarial | SERIES: Clerk Stenographer |
| TITLE: Clerk Stenographer | LEVEL: FSN-115-4 |

BASIC FUNCTION:

Takes and transcribes dictation in English and performs routine typing and clerical duties.

MAJOR DUTIES AND RESPONSIBILITIES:

Takes and transcribes dictation in English for letters, memorandums, reports, and other material involving commonly used, nonspecialized terminology. The dictator dictates at normal speed, but stenographer may interrupt to request repetition or clarification. Spelling, capitalization, and punctuation are dictated when words are unfamiliar. Paragraphing is provided for all material. Routine and recurring material is transcribed in final form and the stenographer is responsible for spelling, grammar, punctuation, capitalization, and paragraphing; unfamiliar material may be transcribed in rough draft for the supervisor's review. In addition to transcribing stenographic notes, types nonspecialized material from rough draft or printed texts. Performs routine clerical tasks, such as assembling supplementary and back-up material, obtaining clearances, maintaining files, answering the telephone, and providing readily available information to visitors and telephone callers.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; completion of secondary school is desirable. Specialized training in typing and stenography is required.

EXPERIENCE: One to one and one-half years of clerical and stenographic experience is desirable.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good general knowledge of agency correspondence and other applicable instructions and procedures, and of office procedures.

ABILITIES: Level 2 typing ability (40 words per minute) and Level 1 stenographic ability (80 words per minute) are required.

DISTINGUISHING FEATURES:

This is the lowest level of stenographic work recognized by the Clerk Stenographer Series. This is the entrance level for qualified stenographers. Positions at this level require the ability to take dictation in English involving familiar, nonspecialized terminology, at a recording speed of at least 80 words per minute, and to transcribe the material accurately and in final form with correct spelling, grammar, punctuation, and capitalization. This level is distinguished from higher level stenographers by working mainly with nonspecialized material, and by performing routine clerical work. Supervision is general, but all work products are reviewed for neatness and accuracy. Guidance and instruction in the use of agency instructions and manuals, and concerning office procedures are provided by the supervisor.

SUPPLEMENTARY NOTES:

Trainee positions may be established for otherwise promising candidates who cannot meet qualification requirements (particularly stenographic requirements) for Clerk Stenographer, FSN-4, if it is believed the candidate will require more than six months to acquire the required qualifications. Where such trainee positions are established, they should be classified as Clerk Stenographer, FSN-3. Where it is believed the candidate will acquire all qualification requirements in less than six months, the candidate should be employed as a Clerk Stenographer, FSN-4.

FSN-120 SECRETARY SERIES

(TL:FSNH-24; 08-10-1998)

INTRODUCTION

(1) Series Definition

This series includes all positions that have duties which are to serve primarily as the personal assistant to one individual requiring secretarial, office support, and protocol assistance. To be included in this series, the position must be the principal office clerical or administrative support position in the office, operating independently of any other such position in the office. The duties do not require a technical or professional knowledge of a specialized subject matter area.

(2) Series Composition

This series is divided into two parts. Part 1 includes positions utilized by all agencies for generally accepted secretarial work which meets the series

definition as described in Part 1 of the standards. Part 2 represents a Single-Agency Standard, which includes positions utilized by the Department of State at embassies or large constituent posts. These positions differ from those included in Part 1 in that the incumbents serve as the primary source of information relative to all aspects of protocol in the host country which may affect diplomatic relations.

(3) Titling Practices and Grade Levels

Parts 1 and 2 of this series provide the following official titles and grade levels:

| | |
|------------------------------|-----------|
| Part 1 - Secretary | |
| Secretary | FSN-120-8 |
| Secretary | FSN-120-7 |
| Secretary | FSN-120-6 |
| Secretary | FSN-120-5 |
| Part 2 - Protocol Assistance | |
| Protocol Assistant | FSN-120-8 |
| Protocol Assistant | FSN-120-7 |
| Protocol Secretary | FSN-120-6 |

Each standard provides for Level II typing skills (40 WPM) and/or full proficiency in word processing machine operation. These are minimum qualification requirements for positions included in this series and, therefore, should not be parenthetically included in the official title. If Level I, or greater, stenographic skills are a requirement of an individual position, the official title will be modified with the parenthetical title (Stenography), as follows: Secretary (Stenography).

(4) Organizational Distinction

The term "organization", as applied to the evaluation of positions covered by this series, is a recognized functional entity which supports or carries out a mission or program. Its sphere of responsibility and mission, i.e., reason for existence, however, must be recognized and defined within the overall structure of an agency. The organizations encountered in the application of these standards will vary considerably in size, complexity, program authority and influence, and scope of secretarial responsibility. The important

consideration is how all of these factors effect the secretarial position and, subsequently, the position's grade level classification.

The organizational level of the official served is a key element in determining the grade of a position covered by this series. Part 1 provides four distinct levels of organizational hierarchy. The classifier must accurately assess which of these levels best describes the served official's organizational level before allocating the grade of a secretarial position covered by this part of the series. In Part 2, the only organizational distinction made is that between the ambassador, the DCM, and in some cases, a constituent post's principal officer and the heads of associated agencies. Before classifying a position by Part 2 of these standards, the classifier must assure that the position is assigned protocol functions and that it is located organizationally at the ambassador and DCM or principal officer levels. Standards in Part II may not be used to classify positions serving officials in associated agencies.

(5) Effect of Control Over Work of Subordinates

Positions covered in both parts of this series may involve some control over the work of one or more subordinate clerical and/or chauffeur positions. These responsibilities should not be full-time, continuing supervision, per se, but more in the nature of conveying the wishes of the supervisor for whom the Secretary is serving as a personal assistant. Therefore, additional grade credit for work guidance is not appropriate.

If controls over the work of a subordinate staff:

- (a) Exceed merely conveying the wish of the supervisor;
- (b) Require substantial amount of the incumbent's time; and
- (c) Involve supervision of at least three subordinate positions classified at the FSN-5 level or above,

then consideration must be given to classifying the position according to the supervisory evaluations guidelines contained in the Introduction to this Handbook or by reference to supervisory classification standards covering the work of the subordinate positions. Classification standards contained in this series are designed for those positions primarily and principally responsible for assisting the served official(s) through the performance of secretarial functions as a personal assistant, rather than as the immediate supervisor of a specialized function.

(6) Classifying Mixed Positions

When a position's assigned responsibilities involve a combination of secretarial or protocol work with duties covered by another series in this

Handbook, its classification must be determined by the application of the principals for classifying mixed positions. A mixed position is one composed of duties which are typically a part of two or more recognized occupational series, e.g., Secretary, FSN-120, and Personnel, FSN-305. The duties of a mixed position may be covered by two or more series and/or two or more grade levels. Generally, a mixed position will be classified to the series and grade appropriate for those responsibilities performed for a majority of the time. Before classifying a mixed position, the classifier should thoroughly review and understand the instructions for mixed positions found in 3 FAH-2 H-454.1 A.

PART 1 INTERAGENCY POSITION CLASSIFICATION STANDARD

FSN-120 Secretary Series

(TL:FSNH-24; 08-10-1998)

A. Introduction

Part 1 of this series covers only those positions which meet the definition for a Secretary set forth in Section B, below. Classification guidelines in this Part of the FSN-120 series differ significantly in both format and approach from those normally found in other classification standards contained in this Handbook. Rather than a classification standard for each grade level, as normally found in an occupational series, this Part is composed of, among others, the following sections:

- (1) A definition specifying what a Secretary is and the variety of responsibilities typically assigned;
- (2) Types of positions excluded from this part of the series;
- (3) Organizational levels used to define the scope and complexity of a secretarial position;
- (4) Qualification requirements for secretarial positions; and
- (5) A specialized Analysis and Evaluation Worksheet for use in justifying a secretarial position's classification.

Before classifying a position by Part 1 of this series, classifiers should review and thoroughly understand its contents.

The approved titles, and grades for positions classified by Part 1 are, as follows:

| | |
|-----------|-----------|
| Secretary | FSN-120-8 |
| Secretary | FSN-120-7 |
| Secretary | FSN-120-6 |
| Secretary | FSN-120-5 |

If Level I or II stenographic skills (See 3 FAH-2 H-400 Appendix D) are qualifications required by a position's assigned duties, the official title will be modified with the parenthetical title (Stenographer).

B. Secretary Definition

Part 1 of this series covers the typical secretarial position responsible for serving as the personal assistant, usually to one individual, by performing as many office support functions as possible. This includes serving as the principal clerical and administrative support position in the immediate organization for which the Secretary's supervisor is responsible, by carrying out and coordinating all of the clerical and day-to-day administrative support activities required by the organization's work. On this basis, there is typically no more than one secretarial position in an organization, except in large organizations with a chief and a deputy, both of which may merit a bona-fide secretarial position. On the other hand a single clerk in an organization is not necessarily a Secretary: there must be a comprehensive range of clerical, procedural, and administrative support duties assigned and performed.

Secretarial positions are responsible for performing numerous, often dissimilar, tasks which have in common the purpose of assisting in the work of the supervisor and, in some cases, members of his or her staff. Due to the personal assistant nature of secretarial positions, there is a special opportunity for secretaries and the persons they assist to build a mutual working relationship which results in a Secretary's acting and speaking for the supervisor with an authority not usually found in other clerical positions.

The duties of a secretarial position are in some respects similar to those found in many of the specialized clerical and administrative series included in 3 FAH-2 H-400 Appendix J. Nevertheless, the value of these duties cannot be evaluated by reference to the individual standards for other series because the tasks, as performed by the Secretary, are part of a broader and more inclusive responsibility which requires that the Secretary be aware of virtually everything happening in an organization.

Below is a list of the typical duties and responsibilities assigned to secretarial positions. Not all positions will include each of these functions and some may include others not listed.

- (1) Typical clerical and procedural duties of positions in this series include:
 - Providing telephone and receptionist services;
 - Maintaining records of leave and attendance;
 - Requisitioning office supplies, repairs on office equipment, and printing services;
 - Reserving rooms for meetings;
 - Filing material and maintaining office filing system;
 - Receiving and controlling incoming correspondence/communications;
 - Reviewing outgoing correspondence, reports, etc., for format, grammar, and punctuation, and removing typographical errors;
 - Writing simple or repetitive, nontechnical correspondence such as letters of acknowledgement in accordance with a given format;
 - Performing typing, word processing, stenographic, or transcribing duties;
 - Keeping abreast of various procedural requirements, for example, procedures required to process travel vouchers;
 - Maintaining information needed for budget purposes;
 - Taking dictation as requested by supervisor;
 - Protocol services in conjunction with the post's Protocol Assistant; and
 - Translation and interpreting services.
- (2) Administrative support duties typically provided by secretaries include:
 - Maintaining supervisor's calendar;

- Making extensive travel arrangements;
- Making complete arrangements for large conferences;
- Composing complex, but nontechnical, correspondence;
- Locating and assembling information for various reports, briefings, conferences, etc.;
- Following up with staff members to insure that various commitments made at conferences and meetings are met;
- Designing and organizing filing systems;
- Planning and arranging the maintenance and preparation of information needed for budget reports; and
- Organizing the flow of clerical processes in the office and in subordinate offices.

Secretarial positions at the lower grades, generally, include a larger proportion of clerical and procedural duties. Administrative support functions are generally more predominant at the higher grades. At all grade levels, a secretarial position requires general knowledge of the substantive work of the organization and a considerable knowledge of its objectives and lines of communication. Positions assigned only one or a very few of the above duties and responsibilities do not meet the definition for secretarial positions and, therefore, shall be classified by other more appropriate standards in this Handbook.

C. Serving More Than One Official

The typical secretarial position serves as a personal assistant to one individual, usually the head of an organization, responsible for performing a comprehensive range of clerical, procedural, and administrative support functions. There may be instances, however, where a Secretary provides assistance to other members of an organization. In some situations, the Secretary primarily assists the organization's supervisor while providing limited assistance to members of the supervisor's staff. In other situations, the Secretary may provide significant assistance to senior members of an organization, in addition to the supervisor. In organizations with a small staff, the Secretary may assist all members.

There is no hard, fast rule on the number of people a Secretary can assist. However, the number of people to whom a Secretary can provide higher level, more responsible assistance is limited because of the demands such duties place on the Secretary in terms of awareness of the activities, views,

programs, and commitments of the primary official served. It is unreasonable to expect a Secretary to provide clerical support, e.g., typing, filing etc., to a large number of people and at the same time provide higher level administrative support. The presence of high volume, routine clerical functions will invariably preclude performance of the higher level work. Because the nature of the work involves, in varying degrees, all of the clerical, procedural, and administrative support functions required by the organization, Secretaries provide some amount of assistance to everyone in the organization served. However, for a position to be included in this series, it must serve as the principal clerk or administrative assistant to the head of an organization, or provide secretarial services to a nonsupervisory staff specialist.

D. Exclusions

The following exclusions emphasize the fact that Secretaries perform numerous dissimilar kinds of work. However, the performance of some duties, or portions of duties, described in this part of the series do not necessarily create a secretarial position. In order to be considered secretarial, a position must be the principal clerical and support position in an office, operating independently of any other such position. The only exception is when a position is responsible for providing secretarial services to a nonsupervisory staff specialist. Examples of work which is not classified to this series follows:

- Assigned work which requires technical or professional knowledge of the specialized functional responsibilities of the official assisted are classified in an appropriate subject-matter Series.
- Clerical, administrative, or other positions, where the primary duties are identified with an established subject-matter series and require knowledge which constitutes a basis for recruitment, retention, or other personnel management considerations, such as Accounts Maintenance Clerk or Personnel Clerk or Assistant, are classified in the appropriate subject-matter series.
- Positions with primary duties of typing and associated clerical work, or typing from material dictated on recording media, are classified in the Clerk-Typist Series, FSN-110.
- Positions primarily involving performance of clerical work for which a specialized series has been established, such as the Receptionist Series, FSN-125, and the Mail and File Series, FSN-130, are classified to such series.
- Positions which involve a mixture of clerical, administrative, or

specialized support functions, but which do not serve as the principal clerical or administrative support position in an organization, are classified according to the mixed position principles and places in the General Clerical and Administrative Series, FSN-105, when the work is not otherwise covered by an established specialized series.

E. Effect of U.S. Secretary Positions

Care must be exercised in the classification of FSN secretarial positions in offices where a U.S. Secretary is also assigned to serve the same supervisor. Analysis and Evaluation Reports on such FSN positions must (a) clearly reflect the distinction between the duties and responsibilities assigned both Secretaries, and (b) fully justify the inclusion of the FSN position in this, rather than another, series. Particular care is necessary where the U.S. Secretary is bilingual and may provide local contact ability as well as other functions diminishing the responsibilities of the FSN secretarial position. FSN Secretaries serving an official who is also served by a U.S. Secretary will be classified one grade lower than their position would have been evaluated had their been no U.S. Secretary.

F. Desired Qualifications

As there are no individual grade level standards for positions classified by this Part of the Secretary series, the desired qualifications covering all approved grade levels are provided below.

EDUCATION: Completion of secondary school is required. Some post secondary school, business school, or college is desirable for all grade levels, including courses in typing, office practices, word processing, and, where appropriate, stenography.

Experience (minimum):

| | FSN Levels | | | |
|--|-------------------|---|---|---|
| | 5 | 6 | 7 | 8 |
| Years of progressively responsible secretarial and clerical experience by grade level | 1 | 2 | 3 | 4 |
| Years of above experience, by grade level, which should have been with a U.S. Government Agency. | 0 | 1 | 2 | 3 |

LANGUAGE: At non-English-speaking posts, Secretaries at all grade levels should have level IV English language ability (fluent), excepting those at lower grades serving at an organizational level not requiring this degree of proficiency, in which case Level III (good working knowledge) will suffice.

Except in English-speaking host countries, positions in this series are typically bilingual, at least. Translation between English and the host country language is a normal requirement of most positions. If translation involves:

- (a) Significant amounts of material not normally processed by positions of this series;
- (b) A majority of working time; and
- (c) It is clearly demonstrated that the position is the agency's or post's official translator, using skills which require a fully accredited translator or interpreter,

then consideration must be given to classifying the position to the Translator Series, FSN-210.

ABILITIES: Level II typing ability (40 words per minute) is the minimum for all grade levels, but, in view of the nature of the work of this occupation, recruitment should be directed toward persons with typing skills well above 40 WPM. Proficiency in operating word processing equipment, if required by the position's duties. Where required, Level I stenographic ability (80 words per minute) is also to be sought.

G. Organizational Levels

The accurate determination of the organizational level of the Secretary's supervisor is an important element in classifying a secretarial position. Normally, there is a direct relationship between the organizational level of the supervisor whom the Secretary assists and the type and variety of responsibilities performed by the Secretary. At the lower levels, a secretarial position, generally, consists primarily of clerical and procedural duties while administrative support functions are, generally, more predominant at the higher levels. Four different organizational levels typically found within the hierarchy of a post abroad are described below.

ORGANIZATIONAL LEVEL ONE

Head of an associated agency mission which is a vital part of the total U.S. country relationship at post, composed of at least 15 regularly assigned positions from all sources, i.e., U.S. and FSN direct hire and personal service contract positions. For example, director of an extensive and heavily funded AID mission, office, or regional organization; PAO for a USIS country program with a sizable library or libraries, a binational center, and active, extensive information and cultural program; or equivalent. For Peace Corps, this level applies to the director of a very large Peace Corps operation, i.e.,

one composed of over 200 positions including U.S., FSN, Peace Corps Volunteer, trainee, and contract positions.

Principal officer at a constituent post composed of at least 15 positions including those from at least two associated agencies, e.g., USIS and FCS.

Director of a Joint Administrative Operation at a very large post (over 400 direct-hire PSC and FSN positions from all agencies) where the JAO provides the associated agencies all services except those inherent to an agency's mission. For example, AID grant and project accounting, AID commodity procurement, or equivalent.

ORGANIZATIONAL LEVEL TWO

Head of an associated agency which does not meet the criteria for LEVEL ONE.

Principal officer at a constituent post which does not meet the criteria for LEVEL ONE.

Head of a major organizational unit reporting directly to a LEVEL ONE associated agency head. The organization's work normally requires numerous subordinate positions, from all sources, and/or its function is considered to be one of the most important to the agency's mission.

Director of a Joint Administrative Operation which does not meet the criteria for LEVEL ONE.

Head of a major Department of State organization at a medium-sized or larger embassy, i.e., an embassy with more than 75 FSN employees (See 3 FAH-2 H-400 Appendix J), who reports directly to the DCM. The organization must be composed of at least two units or divisions with numerous employees in each.

ORGANIZATIONAL LEVEL THREE

Head of an organization at the first level in the hierarchy below a LEVEL TWO official. The supervisor reports directly to the head of a LEVEL TWO organization.

Head of a Department of State organizational segment at a small embassy who reports directly to the DCM.

Head of an organization, without regard to agency affiliation, at the first level in the hierarchy below either a LEVEL ONE or LEVEL TWO principal officer of any constituent post.

Nonsupervisory staff specialist reporting directly to a LEVEL ONE official responsible for a highly specialized function. For example: legal, medical, engineering, or equivalent.

ORGANIZATIONAL LEVEL FOUR

Head of an organization at the first level in the hierarchy below an official at LEVEL THREE or the second level below LEVEL TWO or the third level below LEVEL ONE.

Nonsupervisory staff specialist reporting directly to either a LEVEL TWO or LEVEL THREE official or a staff specialist in a general function reporting directly to a LEVEL ONE official.

The head of any organization which does not meet the criteria for any of the preceding levels. For example, the head of an organization at the fifth or lower level in an agency or embassy which has more than four levels in its hierarchy.

SUPPLEMENTARY NOTES:

Bona-fide deputy positions are considered to meet the criteria for the first level beneath that determined for the head of the organization. The inclusion of a deputy position does not necessarily reduce the organizational level for the heads of subordinate units. For example, the deputy to the head of a LEVEL ONE organization is considered to meet the criteria for LEVEL TWO. Heads of subordinate organizations, e.g., an Office Director, would also be placed at LEVEL TWO, provided the organization meets the criteria for that level.

If the organizational level of the Secretary's supervisor cannot be determined by application of the above criteria, post should submit a copy of the Secretary's position description and a description of the organization and its place in the hierarchy of the embassy or associated agency to PER/FSN and the Washington headquarters of the associated agency involved. Determination of an appropriate level will be made in conjunction with the concerned regional bureau and/or the agency's Washington headquarters office.

H. Determining the Classification of a Secretary Position

The following instructions are for use in conjunction with the special Analysis and Evaluation (A & E) Worksheet provided in Section I, for determining the proper title, series code and grade level of a secretary position. The special A & E Worksheet must be used to determine the classification of all secretarial positions.

Step 1: Review the contents of Part 1 of the FSN-120 Series for understanding and application.

Step 2: Complete information at the top of the A & E Worksheet, e.g., Position Number, Agency, etc.

Step 3: In Item I, summarize the position's assigned duties. This information is provided in the position description. Note any differences between the duties described in the description and those found during a supervisory review and/or desk audit.

Step 4: In Item II A, compare the position's duties and responsibilities to the definition for Secretary and state why this is a secretarial position. If it does not meet the secretarial definition do not complete the remainder of the special A & E Worksheet. Nonsecretarial positions are classified by other more appropriate standards contained in 3 FAH-2 H-400 Appendix J using the standard A & E Worksheet and procedures.

Step 5: In Item II B, determine the organizational level of the Secretary's supervisor by referring to 3 FAH-2 H-400 Appendix G of this part of the series. Provide justification for your choice. An organizational chart of the unit under review may be attached to the A & E Worksheet to support your conclusion.

Step 6: Mark the box in Item II C.1 as appropriate. If there is a U.S. Secretary to the FSN Secretary's supervisor, reduce the grade indicated for the organizational level by one grade, but not below FSN-5.

Step 7: In Item II C.2, indicate the preliminary grade classification resulting from Step 6.

Step 8: If the preliminary grade is FSN-7 or FSN-8, the classifier must assure that the position is responsible for and actually performs higher level administrative support duties for at least 25% of the time. Typical administrative support duties are found in Section B.2 of this Part of the series. If the position does not meet this requirement, indicate the reasons why and reduce the preliminary grade classification by one grade. Omit this step if the position's preliminary grade classification is FSN-5 or FSN-6.

Step 9: In Item II C.4, indicate the final grade classification based on the foregoing steps.

Step 10: In Item II C.5, enter the position's final classification. This includes the official title, series code, and grade. Add the parenthetical title (Stenographer) if the position's responsibilities require Level I or II stenographic skills.

Step 11: Indicate the basis for the above analysis and evaluation and sign and date the form.

NOTE: If the secretarial duties are performed as part of a mixed position there is no need to complete the special secretarial A & E Worksheet, however, each of the Items indicated in the Worksheet must be addressed in the classifier's evaluation of the mixed position. Also, see guidance for classifying mixed positions provided in Section 6 of the Introduction to this series.

Position No. _____

**FSN Position Classification
Analysis & Evaluation Worksheet for
Secretary, FSN-120 Positions**

Agency _____ Organizational Segment _____

Current Classification _____

Classification Recommended by Supervisor _____

Classification Decision of ADM/PO _____

I. SUMMARY OF DUTIES & RESPONSIBILITIES:

**II. ANALYSIS AND EVALUATION AS TO TITLE, SERIES CODE,
AND GRADE:**

A. Compare the position's assigned duties and responsibilities to the definition of a Secretary position in Section B, Part 1, of the FSN-120 Series and state why this position is considered to be secretarial.

B. Determine the organizational level of the Secretary's supervisor by reference to Section G, Part 1, of the FSN-120 Series and provide justification for your choice.

C. In order to determine the position's classification, complete the following steps.

1. From Item 2B, mark the box which fits the organizational level of the Secretary's supervisor.

| | |
|-------------|---------|
| Level ONE | = FSN-8 |
| Level TWO | = FSN-7 |
| Level THREE | = FSN-6 |
| Level FOUR | = FSN-5 |

If there is a U.S. Secretary also serving the supervisor, reduce the grade indicated for the organizational level marked by one grade.

2. Based on the above the PRELIMINARY GRADE CLASSIFICATION is FSN- _____ .

3. If the preliminary grade determination is FSN-7 or FSN-8 review the Summary of Duties & Responsibilities (Item I) to assure that the position is responsible for and actually performs higher level administrative support duties for at least 25% of the time. Typical administrative support duties are found in Section B.2, Part 1, of the FSN-120 Series. If the position does not meet this requirement, indicate why and reduce the preliminary grade level by one grade.

4. Based on the above the FINAL GRADE CLASSIFICATION is FSN- _____ .

5. Based on the foregoing analysis and evaluation, the position is properly classified as (provide title, series code, and grade) _____ .

ACTION BASED ON: _____ desk audit _____ supervisory
review _____ paper review

FSN-120 PROTOCOL ASSISTANCE

(TL:FSNH-24; 08-10-1998)

INTRODUCTION

Positions in this series exist at most embassies, and at some special missions with Principal Officers ranked as ambassadors, due to the needs of the ambassador and the Deputy Chief of Mission who usually require, on a full-time basis or for a substantial amount of the time, a foreign national employee who can provide guidance and liaison on host country protocol affecting diplomatic relations. Most of these Protocol Assistant positions are in embassies and serve the Ambassador and the DCM, but a very few of the large constituent posts may require Protocol Assistant services for the Principal Officer for a substantial amount (at least 25 percent) of the time. These too may be classified by use of this Part of these standards. However, as indicated in the standard for the Protocol Clerk, FSN-120-6, if a higher grade level is achieved by application of Part 1 of these standards, Part 1 will also control titling.

The approved titles and grades of positions classified by Part 2 are as follows:

- Protocol Assistant FSN-120-8
- Protocol Assistant FSN-120-7
- Protocol Secretary FSN-120-6

Organizational Distinctions

Protocol Assistant classifications will not be used for services provided to U.S. officials other than the aforementioned, i.e., Ambassadors, DCMs, and a very few Principal Officers of constituent posts. Assistants to other key officials may do protocol-related work, but they have access to and must rely upon the Protocol Assistant to the post's Principal Officers for guidance on requirements of the host country, the ambassador, and the U.S. Government.

Single-Agency Standard

Part 2 contains Single-Agency Standards for Department of State positions and, thus, may not be used to classify positions assigned to other Agencies. Titles of positions classified by these standards will not include parenthetical reference to the Agency, i.e., (State) or (Embassy), as is the case in some other Single-Agency Standards contained in 3 FAH-2 H-400 Appendix J.

FSN-120-8 SINGLE AGENCY POSITION CLASSIFICATION STANDARD

(TL:FSNH-24; 08-10-1998)

| | |
|--|--------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Secretary |
| TITLE: Protocol Assistant | LEVEL: FSN-120-8 |

BASIC FUNCTIONS:

Serves as the personal assistant to the ambassador, the Deputy Chief of Mission, their spouses, and, as required, other mission officials, by providing protocol guidance and protocol liaison with the host government and the local population. Specifically, positions at this level perform responsible work at a post whose mission is broad in scope and with exceptional diversity (e.g., a large number of associated agency activities, many of which are of considerable scope and complexity). There is a large volume of protocol activity and particularly sensitive, exceptionally difficult, and/or frequently changing, host country conditions which substantially affect and complicate protocol and related matters. As the post protocol authority, provides guidance to Secretaries and to constituent posts.

MAJOR DUTIES AND RESPONSIBILITIES:

Serves as the personal assistant and advisor on protocol matters to the Ambassador, the Deputy Chief of Mission, their spouses, and other mission officials. Develops and maintains local contact lists and guest lists, orders of precedence within and among groups, seating arrangements, and other protocol-related guidance for official(s) served. Prepares invitations for official social functions and follows up on acceptances and regrets. Researches and advises those served on all aspects of protocol, precedence, and local (and sometimes contiguous international) custom and practice. Advises on the protocol aspects of all types of official and social situations, contacts, and communications. Arranges press coverage, presentation items, and follow-on activities for officials served and visiting dignitaries, including Congressional delegations (CODELs), makes appointments with high-level officials, usually at the cabinet or higher level, in the host government and in other embassies. As directed, is responsible for making hotel reservations, arranging for conference rooms, having programs and reports printed and distributed, etc. Personally communicates with host government representatives and other diplomatic community members on

behalf of the officials served to convey messages, explain protocol matters, etc. Maintains contacts with the host country equivalent of the foreign office protocol division, through which information on specific points of protocol and custom are obtained and protocol problems are resolved. Drafts official and social correspondence for the served officials from either dictated material or brief oral instructions as required, translating into proper local form and tone. Translates protocol-related materials from local language into English, with particular attention to intended meanings versus written word. May receive visitors of varying local status, and may participate with the served officials in meetings, conferences, or social functions to aid on matters of protocol, including introductions or interpreting. May direct the work of one or two full-time or part-time assisting FSN employees.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some college education or equivalent is desirable.

EXPERIENCE: Four years of progressively responsible secretarial and clerical experience is required, at least three years of which should have been in protocol and/or secretarial work in a U.S. Government Agency.

LANGUAGE: Level 4 English language ability (fluent) is required.

KNOWLEDGE: Must have comprehensive knowledge of host government protocol guides, of the general etiquette and social mores of the host country, of those aspects of the political structure and situation of the host country affecting protocol, and of protocol source references such as Department of State protocol and correspondence instructions and procedures. In addition, must have an extensive knowledge of appropriate hotel accommodations available for visiting dignitaries and/or delegations which offer safe, efficient, and comfortable facilities.

ABILITIES: Most positions of this class require Level 2 typing ability (40 words per minute), Level I stenographic ability (80 words per minute) and proficiency in operating word processing equipment.

DISTINGUISHING FEATURES:

This is the highest of three levels of protocol work defined in the Secretary Series. Positions of this class differ from the more typical secretarial positions of Part 1 in that employees of this class serve as the mission authority and assist served officials on all aspects of protocol, precedence, and local customs and practices in a post of large scope, diversity, and complexity. The most distinctive feature of this level is the very broad scope of the mission and the exceptional host country conditions impacting the

complexity and sensitivity of protocol work. Supervisory guidance on protocol matters, *per se*, is typically nonexistent, and it is only general on other matters. Guidelines include official host country protocol procedures, prevailing customs and practices, general international protocol and etiquette references, and Department of State instructions on protocol and correspondence. Exceptional tact and diplomacy are required for dealings with very high-level host government, industrial, academic, institutional, religious, and social leaders, and with diplomats of other missions. Such dealings within the host government are usually with chief assistants to officials at the ministerial, cabinet, or higher levels. Work may require quasi-supervisory responsibilities for less than 3 full-time or part-time assisting FSN subordinates.

SUPPLEMENTARY NOTES:

This level is appropriate only at the most complex posts of the broadest scope and diversity and those with exceptional protocol demands. Positions at this level primarily serve the Ambassador and the DCM, and their spouses, and are located organizationally at their level, where overall protocol policy for all post elements is set.

In addition to the demands made upon the protocol function at this level by the broad scope and diversity of the post served, one or more of the following particularly sensitive, exceptionally difficult, and/or frequently changing conditions will exist:

- a. The very large and diversified post is in a country which is a major tourist attraction and a major point for official visitors, including U.S. dignitaries, but also including many and various groups who tend to generate protocol-related diplomatic problems.
- b. Substantial anti-U.S. feeling among either or both central and local government and/or heavily organized private citizen elements creates considerable complications in the protocol function.
- c. The sensitivity of diplomatic relations is greatly increased by a large U.S. presence in the host country in non-Foreign Affairs Agencies (e.g., a large number of Defense Department personnel in several military facilities).
- d. The number and variety of protocol events organized and overseen by the Protocol Assistant over a one-year period are exceptionally large and diverse (e.g., many dozens of sizable events involving several thousand invitations).
- e. Frequently changing and unstable central and local governments in a nation with, generally, disordered conditions, which prevent a stable,

relatively unchanging protocol functions.

- f. Due to the frequently changing conditions is required to maintain a current listing of safe, efficient, and comfortable hotel accommodations for visiting dignitaries or delegations.

FSN-120-7 SINGLE AGENCY POSITION CLASSIFICATION STANDARD

(TL:FSNH-24; 08-10-1998)

| | |
|--|--------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Secretary |
| TITLE: Protocol Assistant | LEVEL: FSN-120-7 |

BASIC FUNCTIONS:

Serves as the personal assistant to the Ambassador, the Deputy Chief of Mission, their spouses, and, as required, other-mission officials by providing protocol guidance and protocol liaison with the host government and the local population. Positions at this level customarily serve as the Protocol Assistant at posts of average to large scope with a few environmental factors impacting the protocol functions. However, the post does not meet the criteria of having "broad scope and exceptional diversity" as described for Protocol Assistant, FSN-120-8.

OR

Serves as full assistant to a Protocol Assistant, FSN-120-8, at a post of broad scope, exceptional and unusual diversity, and with unusual complexity.

TYPICAL MAJOR DUTIES AND RESPONSIBILITIES:

Serves as the personal assistant and advisor on protocol matters to the Ambassador, the Deputy Chief of Mission, their spouses, and other mission officials at a post which has fairly standard protocol requirements. Typical major duties and responsibilities are essentially similar to those defined for the Protocol Assistant, FSN-120-8, except they do not involve a post of the scope and diversity, nor with the complicating environmental factors, defined for that level.

OR

Performs protocol related duties under the direction of a higher level Protocol Assistant at a post which is very large, exceptionally diversified, and has particularly sensitive, exceptionally difficult, and/or frequently changing host country conditions impacting and complicating the protocol work. While responsibilities are essentially similar to those described in the standard for Protocol Assistant, FSN-120-8, the work is performed on the basis of precedents and guidelines established by the higher level Protocol Assistant. In the absence of the senior Protocol Assistant, the FSN-7 takes over responsibilities of that position.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some college education is desirable.

EXPERIENCE: Three years of progressively responsible secretarial and related experience is required, at least two years of which should have been in protocol and/or other secretarial work in a U.S. Government Agency.

LANGUAGE: Level 4 English language ability (fluent) is required.

KNOWLEDGE: Must have a very good working knowledge of host government protocol guides, the general etiquette and social mores of the host country, those aspects of the political structure and situation of the host country affecting protocol, and protocol source references such as Department of State protocol and correspondence instructions and procedures.

ABILITIES: Most positions of this class require Level 2 typing ability (40 words per minute), Level I stenographic ability (80 words per minute), and proficiency in operating word processing equipment.

DISTINGUISHING FEATURES:

This is the middle of three levels of protocol work defined in the Secretary Series. FSN-7 Protocol Assistant positions differ from the more typical Secretary positions of Part 1 in that the protocol positions serve as the mission authority and assist the served officials on all aspects of protocol, precedence, and local customs and practices. Typically, positions at this level either serve as the Protocol Assistant at posts of average to large scope with few environmental factors complicating the protocol functions, or they serve as a full assistant to a Protocol Assistant, FSN-120-8, at very large and diverse posts with particularly sensitive, exceptionally difficult, and/or frequently changing local conditions complicating protocol work. FSN-7

positions differ from the Protocol Secretary, FSN-120-6, in that, at the lower level, positions serve either as full assistants to a Protocol Assistant, FSN-120-7, or as a Protocol Secretary to the Principal Officer at a large constituent post.

Where assigned functions do not fully meet the scope and responsibility defined for the FSN-7 assistant to the Protocol Assistant, FSN-120-8, but are equal to the characteristics of the Protocol Secretary at the FSN-6 level, the FSN-6 level will be used.

Supervision at this level is usually general, except that a Protocol Assistant to a higher-grade, senior Protocol Assistant will receive more ongoing guidance and review than will the Protocol Assistant, FSN-120-7, serving as the senior Protocol Assistant at a post of lesser scope with few, if any, complicating factors. At this level, assistance from guidelines or from U.S. officials is more apt to be found than at the next higher level. Otherwise, guidelines are similar to those at the FSN-120-8 level. While contacts require tact and diplomacy, they usually are not complicated by the conditions typical of those found at the FSN-8 level.

SUPPLEMENTARY NOTES:

Positions of senior Protocol Assistant at this level primarily serve the Ambassador and the DCM, and their spouses, and are located organizationally at their level, where overall protocol policy for all post elements is set.

**FSN-120-6 SINGLE AGENCY POSITION
CLASSIFICATION STANDARD**

(TL:FSNH-24; 08-10-1998)

| | |
|--|--------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Secretary |
| TITLE: Protocol Secretary | LEVEL: FSN-120-6 |

BASIC FUNCTIONS:

Serves as the personal assistant to the principal officer of a large, complex constituent post, responsible for providing protocol guidance and protocol liaison with local elements of the host government and the local population. Protocol duties for the principal officer, his or her spouse, and other U.S.

officials require at least 25 percent of the incumbents' time.

OR

Serves as full assistant to a higher-grade Protocol Assistant at a post with requirements for protocol services typical of the FSN-120-7 or FSN-120-8 level of this series.

TYPICAL MAJOR DUTIES AND RESPONSIBILITIES:

For at least 25% of the incumbent's working time, serves as a personal assistant and advisor to the principal officer, his or her spouse, and other key U.S. officials, in matters of protocol.

Functions are similar to those defined for the Protocol Assistant, FSN-120-8, with the exception that: positions at constituent posts, generally, do not have central host government contacts at the cabinet, ministry, or upper levels but, rather, with officials of the local government(s) of the area in which the post is located; country-wide protocol policy is set at the embassy level and must be compiled with; contact with the foreign office protocol division equivalent is normally via the embassy senior Protocol Assistant; and the scope of protocol work will not require assistance of subordinate personnel.

OR

Performs protocol related duties for at least 25% of the incumbent's working time under the direction of a senior Protocol Assistant, FSN-120-7, at a post of average to large scope with some, but no exceptionally complicating, environmental factors impacting the protocol work. Under control of the highest-grade Protocol Assistant, and usually following instructions and precedents, prepares contact lists and guest lists, orders of precedence, and seating arrangements; drafts invitations and traces acceptances and regrets; and assists in the logistics of social events such as ordering flowers, instructing caterers, etc. Drafts social and other correspondence and translates communications, where appropriate, between English and the host country language. Takes over in absence of the senior Protocol Assistant.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some college education is desirable.

EXPERIENCE: Two years of progressively responsible secretarial and clerical experience is required, of which at least one year should have been in U.S. Government work which provided an opportunity for on-the-job training in

protocol, social customs, and related diplomatic matters.

LANGUAGE: Level 4 English language ability (fluent) is required.

KNOWLEDGE: An understanding of the social mores of the country. A good working knowledge of Department of State protocol and correspondence instructions and procedures is required.

ABILITIES: Most positions of this type require Level 2 typing ability (40 words per minute), Level I stenographic ability (80 words per minute), and proficiency in operating word processing equipment.

DISTINGUISHING FEATURES:

This is the lowest of three levels of protocol work defined in the Secretary Series. This lower level may also be used as a trainee level for an individual selected for a Protocol Assistant position at the FSN-120-7 or FSN-120-8 level, who does not meet the desired qualifications of the full performance level, but who does meet the requirements of the FSN-6 level. It may also be used where the functions assigned are not of the full scope defined for the FSN-7 level assistant to a Protocol Assistant, FSN-120-8, when these functions are of a level of complexity and responsibility equal to this FSN-120-6 level and where the duties are not more appropriately classified within another series or to another level.

Protocol Secretaries at this level: (1) Serve Principal Officers who have significant contact work in a particularly active diplomatic area of the host country, or (2) serve as assistants to higher-grade Protocol Assistants.

FSN-125 RECEPTIONIST SERIES

(TL:FSNH-24; 08-10-1998)

This series includes all positions with duties which are to perform work involved in regulating visitor traffic and providing visitors and telephone callers with information concerning the location, organization, functions, programs, services, and personnel of embassies and associated agency missions and offices.

The principal criteria for classifying Receptionist positions are: (1) the size (measured in terms of numbers of officials and key personnel) and relative complexity of the organization, functions, programs, and services of the embassy and associated agency missions and offices; (2) the extent to which the layout and location of buildings and offices contribute to the difficulty of directing visitors and providing information on the location of

offices and personnel; and (3) the relative difficulty of the inquiries received and of explaining the information which must be provided.

At small posts, or where special circumstances exist, receptionist and other functions are sometimes combined. Such positions should be classified in accordance with the Mixed Position Rule or classified in the series appropriate to the duties on which management places the primary emphasis. Common examples of combined functions are:

In some embassies where a tight security system is deemed necessary, the position concerned with typical receptionist duties may also issue identification badges upon visitor's entry and recover them upon departure, explain security regulations to visitors, inspect packages, purses, and briefcases, and keep visitor logs. In such a position, the emphasis would appear to be on security functions, and the positions would properly be classified in the Guard Series.

Some positions, mostly at small embassies and associated agency missions, combine telephone operator and receptionist functions. Such positions would normally warrant classification in the Telephone Operator Series.

Positions which involve providing information concerning, or assistance in preparing applications for passports, visas, and claims for benefits should be classified in the appropriate Consular Series.

Positions which involve the performance of "hostess" type receptionist duties for a single office, should be classified to whatever series is appropriate for the other duties of the position.

Receptionist positions which require a qualified typist should contain a parenthetical designation of (Typing) in the title.

The Receptionist Series includes:

| | |
|--------------|-----------|
| Receptionist | FSN-125-5 |
| Receptionist | FSN-125-4 |
| Receptionist | FSN-125-3 |

FSN-125-5 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Receptionist |
| TITLE: Receptionist | LEVEL: FSN-125-5 |

BASIC FUNCTION:

At a large post, provides receptionist services to the embassy and associated agency offices, some of which are to separate buildings located at a distance from the main embassy building or compound.

MAJOR DUTIES AND RESPONSIBILITIES:

Located at a main public entrance to the embassy where there is a demonstrated need to provide information and regulate visitor traffic. The receptionist:

Provides information in person or by telephone in response to inquiries concerning a wide variety of topics, utilizing personal knowledge of embassy and associated agency organizations, functions, programs, services, and personnel; and provides references such as directories, fact and information sheets on specific programs, services, and situations, and commercial transportation schedules. Tactfully questions visitors and callers as necessary to determine the exact nature of their inquiries. When the inquiry concerns highly specialized or technical matters, telephones the appropriate office to obtain the information sought, or makes arrangements for the visitor or caller to see a knowledgeable person on that day or a subsequent day. Directs authorized visitors to the proper offices, verifying appointments and arranging for escorts as necessary, or explaining how to reach proper office if it is located in another building. May prepare letters and memorandums of request, transmittals, and acknowledgements on requests for information. May perform other clerical duties.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required.

EXPERIENCE: One and one-half years of clerical experience, of which at least one year must have been in the embassy.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good general knowledge of the embassy and associated agencies.

ABILITIES: Most positions of this type require some typing ability.

DISTINGUISHING FEATURES:

This is the highest level of work recognized in the Receptionist Series. This level is distinguished from other levels of work in this series by responsibility for regulating and facilitating access to a large number of embassy and associated agency officials and key personnel, some of whom are located in offices in buildings located at a distance from the main embassy building, and by providing information on embassy and associated agency organizations, functions, programs, services, and personnel. Inquiries range from the simple and repetitive to questions on highly complex matters. Tactful and skillful questioning is often required to establish the exact nature of the inquiry. Supervision received is very general. Guidelines consist of personal knowledge of the embassy and associated agency organization, functions, programs, services, and personnel, and references such as directories, fact and information sheets, and commercial transportation company route, and schedule information. Considerable tact, skill, and diplomacy is required in dealing with the public in such a manner as will get the job done and reflect credit upon the embassy.

SUPPLEMENTARY NOTES:

Large associated agency missions, e.g., USIA and AID missions, will often have their own receptionists.

FSN-125-4 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Receptionist |
| TITLE: Receptionist | LEVEL: FSN-125-4 |

BASIC FUNCTION:

At a large post, provides receptionist services to the embassy and small associated agency offices, or to a large associated agency mission. At a medium-sized post, provides receptionist services to the embassy and all associated agencies. In both situations, all offices served are in the same or adjoining buildings.

MAJOR DUTIES AND RESPONSIBILITIES:

Large Post: Located at a main public entrance to the embassy, or a large associated agency mission, where there is a demonstrated need to provide information and regulate visitor traffic. The receptionist:

Provides information in response to visitor or telephone caller inquiries, utilizing personal knowledge of the organization, functions, programs, services, and personnel of the organization serviced; and references such as the organizational telephone directory and fact and information sheets on specific programs, services, and situations. Tactfully questions visitors and callers to determine the precise nature of their inquiries. When inquiries concern highly specialized or technical matters, telephones the appropriate office to obtain the desired information, or makes arrangements for the visitor or caller to see a knowledgeable person on that day or a subsequent day. Directs authorized visitors to the proper offices, verifying appointments and arranging for escorts as necessary. May prepare letters and memorandums of request, transmittal, and acknowledgment on requests for information. May perform other clerical duties.

Medium-Sized Posts: Receptionist duties are similar to those described in the standard for the next higher level except that they are of lesser scope. Organizations served are smaller and less complex, there are fewer officials and key personnel, and the difficulties of directing visitors is reduced by the location of all embassy and associated agency offices in the same building or in adjacent buildings.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is desirable.

EXPERIENCE: One to one and one-half years of clerical experience, of which at least six months must have been in the embassy or an associated agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good general knowledge of the organization(s) served.

ABILITIES: Most positions of this type require some typing ability.

DISTINGUISHING FEATURES:

This is the second of three levels of work recognized in the Receptionist Series. This level is distinguished from the next higher level by serving a less complex organizational structure (in a large post this means serving only the embassy and small associated agencies or serving one large associated agency, and at a medium-sized post, smaller embassy and associated agency organizations), dealing with a smaller number of officials

and key personnel, and directing visitors within one building or within a single compound. In a large post, information is provided only on the organization, functions, programs, services, and personnel of one agency. Inquiries can range from the simple and repetitive to questions on highly complex matters, but tend to be concentrated on only moderately complex matters. Tactful and skillful questioning is often needed to determine the exact nature of the inquiry. Supervision is very general. Guidelines consist of personal knowledge of the organizations, functions, programs, services, and personnel of the organizations serviced, and of references such as organizational telephone directories and fact and information sheets. Considerable tact, skill, and diplomacy is required in dealing with the public in such a manner as will get the job done and reflect credit upon the organization served.

FSN-125-3 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|-----------------------------|
| GROUP: General Clerical & Secretarial | SERIES: Receptionist |
| TITLE: Receptionist | LEVEL: FSN-125-3 |

BASIC FUNCTION:

At a small post, provides receptionist services to the embassy or consulate and associated agency offices, which are usually located in the same building or compound.

MAJOR DUTIES AND RESPONSIBILITIES:

Provides information in response to visitor or telephone caller inquiries utilizing personal knowledge of the embassy or consulate and associated agency organization, functions, programs, services, and personnel; and provides references such as telephone directories and information sheets on specific programs, services, and situations. Tactfully questions visitors and callers to insure that the precise nature of the inquiry is known. Telephones the appropriate office to obtain information on specialized and technical questions, or makes arrangements for the visitor or caller to see a knowledgeable person on that day or on a subsequent day. Directs authorized visitors to the proper offices, verifying appointments, and

arranging for escorts as necessary. May prepare letters and memorandums of request, transmittals, and acknowledgments in connection with requests for information. May perform typing or other clerical work.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required; completion of secondary school is desirable.

EXPERIENCE: One year of clerical experience, preferably in the embassy, consulate, or an associated agency office, is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Some knowledge of the organization(s) served is required.

ABILITIES: Most positions of this type require some typing ability.

DISTINGUISHING FEATURES:

This is the lowest of three levels of receptionist work recognized by the Receptionist Series. This level is distinguished from other levels of work in this series by performing receptionist work in a small embassy or consulate. Although this receptionist performs duties generally similar to those of the next higher level, the scope of the work is restricted by a simple organizational structure, a small number of officials and key personnel, directing visitors within one small building, and a generally restricted subject matter area within which information is provided. Tactful questioning is sometimes required to insure the exact nature of inquiries is understood. Supervision is general, but supervisory guidance is usually available. Guidelines consist of knowledge of the organization(s) serviced, and of their functions, programs, services, and personnel; and provides references such as the telephone directory and information sheets on specific programs, services, and situations. Tact in dealing with the public is required.

FSN-130 MAIL AND FILE SERIES

(TL:FSNH-24; 08-10-1998)

1. SERIES DEFINITION

This series includes all positions the duties of which are to supervise or perform work involving unclassified filing and/or mail handling duties.

2. EXCLUSIONS

The following kinds of positions are excluded from the FSN-130 Series:

Positions that perform mail and/or file duties only as an incidental or minor part of a larger assignment, e.g., a secretary, messenger, or general clerical position, having responsibility for a variety of clerical or secretarial or other duties when the mail and/or file duties typically require less than 25% of a position's time, and are not grade determining. Such positions are classified according to the predominant or grade-controlling work assigned and performed, in the appropriate published Series, e.g., FSN-120 Secretary, FSN-420 Voucher Examiner, etc.

Positions concerned with the development and maintenance of local systems and procedures for records and correspondence management and control in an AID Mission. Such positions, while sometimes involving the direction of positions in the FSN-130 Series in a central mail and file room, are themselves classified to the Single-Agency Standards for Records and Correspondence Management, FSN-150.

Positions concerned primarily with records maintenance work of a specialized nature that primarily required subject-matter knowledge. Such positions are classified to the appropriate subject-matter series, e.g., FSN-805 Supply Clerk, FSN-305 Personnel Clerk, etc.

3. OCCUPATIONAL INFORMATION

Positions assigned mail or mail and file duties are always located centrally within an embassy's or associated agency's mail and file room. Generally, file positions are also centrally located; however, operational or organizational needs will occasionally require the establishment of file positions outside of a central mail and file room. For example, a large consular section may require one or more positions totally involved with filing duties. In those instances where a File Clerk position is established outside the central mail and file room, the grade will not exceed FSN-3.

Included in this series are specific standards for positions responsible for performance of a combination of mailing and filing duties. Such positions are placed within this series rather than under procedures for classifying mixed positions. This stems from the fact that mail and file duties, while mixed, are similar in requirements and characteristics, are often found together at the same work site, and have been combined into a single position so often that they have achieved recognition as a single characteristic assignment, as distinguished from miscellaneous kinds of mixed positions for whom the "mixed position" principle is intended.

4. SERIES COVERAGE

The FSN-130 Mail and File Series includes standards for the following grade levels:

| | |
|---|-----------|
| Mail Supervisor | FSN-130-5 |
| File Supervisor | FSN-130-5 |
| Mail and File Supervisor | FSN-130-5 |
| Mail Clerk or Mail Supervisor | FSN-130-4 |
| File Clerk or File Supervisor | FSN-130-4 |
| Mail and File Clerk or Mail and File Supervisor | FSN-130-4 |
| Mail Clerk | FSN-130-3 |
| File Clerk | FSN-130-3 |
| Mail and File Clerk | FSN-130-3 |
| Mail Clerk | FSN-130-2 |
| File Clerk | FSN-130-2 |
| Mail and File Clerk | FSN-130-2 |

Posts have the authority to classify all mail and/or file positions which meet the criteria established in the listed standards. These standards have been developed to evaluate the typical mail and file functions normally found at posts. In some situations, however, these standards may not adequately cover a position's mail and file duties. If a post encounters this problem, it should forward the following information to PER/OE/HRM for classification action:

- (a) A current, accurate position description;
- (b) A memorandum clearly setting forth the problem and describing the unusual or unique circumstances not covered by the existing standards;
- (c) An Analysis and Evaluation Worksheet justifying any proposed grade level;
- (d) A staffing pattern and an organization chart of all U.S. and FSN direct hire and contract positions in the Mail and/or File Unit; and
- (e) Any other relevant information.

FSN-130-5 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail Supervisor | LEVEL: FSN-130-5 |

BASIC FUNCTION:

At a large post, is responsible for the unclassified mail and pouch operations of a central mail room serving the embassy and all associated agencies, or the embassy and some but not all of the associated agencies, or a large associated agency. Supervises from three to six subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Directs the receipt, sorting, and routing of incoming unclassified mail, and its delivery to offices and addresses. Oversees the review and preparation of outgoing correspondence and packages for mailing, including the preparation of unclassified pouches. Supervises the maintenance of central logs and records. Establishes schedules for messenger runs and mail deliveries within the central building and to other locations. Arranges for the delivery and pickup of personal mail and packages to be handled through the APO system and for the delivery of outgoing unclassified pouches to the airport. Arranges airport pickup and customs clearance of incoming unclassified pouches. Screens incoming printed material of a directive nature and determines appropriate distribution. Explains mail handling procedures to officials and employees of the offices and agencies serviced and resolves or recommends solutions to problems connected with these procedures. Supervises three to six subordinates and performs all typical first-level supervisory personnel administration functions, including on-the-job training in mail-handling functions.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Two years of mail handling experience is required, of which one year must have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State, APO, and/or associated agency mail handling instructions and procedures. Must have a good knowledge of the organization, functions, personnel, and practices of the agencies to which mail service is provided.

ABILITIES: Ability to supervise effectively. Possession of a local driver's license is required in most positions of this kind.

DISTINGUISHING FEATURES:

This is the highest level of mail handling work recognized by the FSN-130 Mail and File Series. Supervision received is general and depending upon the organization of the specific post, may be completely nontechnical in nature. Guidelines include the mail handling instructions and procedures of the Department of State and/or the associated agencies and knowledge of the organization(s), functions, personnel, and practices of the activities services. The complexity and variety of the mail transactions involved in servicing a large post require the application of considerable judgment in the application of regulations and instructions to specific situations. Considerable tact and diplomacy are involved in contacts with embassy and associated agency officials and employees when explaining mail handling procedures and resolving problems related thereto, and in contacts with APO personnel on their personal mail service to the post.

The FSN-5 level is distinguished from the next lower level by the increased scope of operations and responsibilities involved in providing mail handling support services to the agencies at a large post, and by supervisory responsibility on a nearly full-time basis, for as many as six employees. At the FSN-4 level, a position is primarily responsible for nonsupervisory duties because the volume of mail work at a small or medium-sized post usually requires only one to three subordinates, which is not a full-time supervisory situation.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions which have full responsibility for providing unclassified mail service to an agency or agencies at a large post. The position of Mail Supervisor, FSN-130-5, will not normally be established when other positions of Records and Correspondence Manager and Records and Correspondence Management Assistant, FSN-150, are both established for an AID Mission, where they have control over the mail handling function (the FSN-150 Series is a Single-Agency series established only for use by AID).

**FSN-130-5 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: File Supervisor | LEVEL: FSN-130-5 |

BASIC FUNCTION:

At a large post, is responsible for the unclassified centralized file function of a central mail and file room serving the embassy and all associated agencies, or the embassy and some of the associated agencies, or a large associated agency. Supervises three to six subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Supervises the maintenance of central files, logs, and records. Directs the receipt of all incoming centralized file material, and the sorting, filing, classification, and cross-referencing of files. Resolves problems associated with the location of requested files and information, and involving complex cross-referencing where multiple possibilities are involved. Directs special research for information and may summarize information extracted from numerous source documents. Coordinates with subject-matter specialists in the location and summary of information from specialized technical sources. Approves new file categories and recommends modification of the file system. Approves removal, transfer, storage, and purging of files and directs file inventories. Maintains an up-to-date master file of all administrative circular, notices, and publications. Explains the file system and procedures to officials and employees of the offices and agencies serviced, and resolves or recommends solutions to problems connected with procedures. Supervises three to six subordinates and performs all typical first-level supervisory personnel administrative functions, including on-the-job training in file functions.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Two years office experience is required of which one year must have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State and/or associated agency file systems and procedures. Must have a good

knowledge of the organization, functions, personnel, and practices of the agency for which centralized file service is provided.

ABILITIES: Ability to supervise effectively. Ability to grasp subject-matter of a large body of file material sufficiently to direct the classification and cross-reference of complex files, to direct complex searches for information, and to explain the files system to agency personnel.

DISTINGUISHING FEATURES:

This is the highest level of file work recognized by the FSN-130 Mail and File Series. Supervision received is general, and depending upon the organization of the specific post, may be completely nontechnical in nature. Guidelines include agency regulations and procedures for the file system and procedures which requires knowledge of the organization, functions, personnel, and practices of the activities serviced. The complexity and size of the files and files system at a large post require the application of considerable judgment in maintaining an efficient system in accordance with governing regulations and instructions. Considerable tact and diplomacy are involved in contacts with officials and employees when explaining the filing system, or when obtaining the information necessary to locate files or information.

The FSN-5 level is distinguished from the next lower level by the increased scope and complexity of the overall centralized responsibility on a nearly full-time basis, for as many as six employees. At the FSN-4 level, a position is primarily for nonsupervisory duties because the volume of file work at a small or medium-sized post usually requires only one to three subordinates, which is not a full-time supervisory situation.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions which have full supervisory responsibility for providing unclassified file services to an agency or agencies at a large post. The position of File Supervisor, FSN-130-5, will not normally be established when positions of Records and Correspondence Manager and Records and Correspondence Management Assistant, FSN-150, are both established for an AID Mission, where they have control over the centralized file function (the FSN-150 Series is a Single-Agency Series established only for use by AID).

**FSN-130-5 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail and File Supervisor | LEVEL: FSN-130-5 |

BASIC FUNCTION:

At a large post is responsible for the unclassified centralized mail and file functions, including pouch, serving the embassy and all associated agencies, or the embassy and some of the associated agencies, or a large associated agency. Supervises three to eight subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Directs the receipt, sorting, screening, routing, distribution, and delivery of incoming unclassified mail. Oversees the review and preparation of outgoing, unclassified mail, including pouches. Establishes schedules for messenger runs and mail deliveries, and arranges APO and airport mail pickup, delivery, and customs clearance. Supervises the maintenance of central files, logs, and records. Directs the receipt of all incoming centralized file material and the sorting, classification, filing, and cross-referencing of files. Resolves problems associated with location of files and information from specialized technical sources. Approves new files and removal, transfer, storage, and purging of files. Maintains master file of administrative circular, notices, and publication. Explains mail and file systems and procedures. Supervises three to eight subordinates and performs all typical first-level supervisory personnel administrative functions, including on-the-job training.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Two years of mail and file experience is required, of which one year must have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State and/or associated agency mail and file systems and procedures. Must have a good knowledge of the organization, functions, personnel, and practices of the agency for which centralized mail and file services are provided.

ABILITIES: Ability to supervise effectively. Ability to grasp subject-matter of a large body of mail and file material sufficiently to direct and explain complex mail and file operations. Possession of a local driver's license is required in most positions of this kind.

DISTINGUISHING FEATURES:

This is the highest level of mail and file work recognized by the FSN-130 Mail and File Series. Supervision received is general and, depending upon the organization of the specific post, may be completely nontechnical in nature. Guidelines include agency regulations and procedures for the mail and file system and procedures and requires a knowledge of the organizations, functions, personnel, and practices of the activities serviced. The complexity and size of the mail and file operations at a large post require the application of considerable judgment in maintaining an efficient system in accordance with governing regulations and instructions. Considerable tact and diplomacy are required in contacts with officials and employees for the purpose of explaining the system.

The FSN-5 level is distinguished from the next lower level by the increased scope and complexity of the overall centralized mail and file system involved at a large post, and by supervisory responsibility on a nearly full time basis, over as many as eight employees. At the FSN-4 level, a position is primarily responsible for nonsupervisory duties because the volume of mail and file work at a small or medium-sized post usually requires only one to three subordinates, which is not a full-time supervisory situation.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions which have full responsibility for providing unclassified mail and file services to an agency or agencies at a large post. The title of Mail and File Supervisor will be used only when each of the two functions (mail and file) constitute at least 25% of the total activity supervised. When only one of the functions meets the 25% criteria, the title will include only that single function. The position of Mail and File Supervisor, FSN-130-5, will not normally be established when other positions of Records and Correspondence Manager and Records and Correspondence Management Assistant, FSN-150, are both established for an AID Mission, where they have control over the centralized mail and file functions (the FSN-150 Series is a Single-Agency Series established only for use by AID).

**FSN-130-4 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail Clerk | LEVEL: FSN-130-4 |

BASIC FUNCTION:

At a small or medium-sized post, is responsible for the unclassified mail and pouch operations of a central mailroom serving the embassy and all associated agencies, or the embassy and some but not all of the associated agencies, or a large associated agency. May supervise one to three subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Receives incoming unclassified mail, segregates according to subject matter, organization, or addressee, and routes to the appropriate organization or person. Checks outgoing mail for proper address, enclosures, etc., and seals, wraps, or otherwise prepares it for mailing and segregates for placement in outgoing pouch. Prepares outgoing unclassified pouches for mailing. Keeps logs of incoming and outgoing unclassified correspondence, packages, contents of unclassified pouches, etc. Sorts personal mail to be sent by the APO system into categories prescribed by APO authorities. May drive vehicle to pick up and deliver APO mail and to deliver unclassified pouches to the airport and to pick up incoming unclassified pouches and clear them through customs. Explains mail handling procedures and regulations to agency officials and employees. May deliver mail to agency offices.

NOTE: Depending on the size and scope of the mail handling function at the specific post, the mail clerk may personally perform all of the above duties, or may participate in their performance as a working supervisor of one to three subordinate mail clerks. As appropriate, provides training to subordinate employees.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: One and one-half years of mail handling experience is required as a minimum, and at least one year of the experience must have

been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State, APO, and/or associated agency mail handling instructions. Must have a good working knowledge of the organization, functions, personnel, and practices of the agencies to which mail service is provided.

ABILITIES AND SKILLS: Possession of a driver's license is required in most positions of this kind. If required by assigned duties, ability to supervise effectively.

DISTINGUISHING FEATURES:

This is the third of four levels of mail handling work recognized by the Mail and File Series. It is the first level at which the incumbent is "in charge" of a mail room and is distinguished from the next lower level by the responsibility for providing the full mail handling support to the agencies serviced. Supervision received is general and, depending upon the organization of the specific post, may be completely nontechnical. Guidelines include the mail handling instructions and procedures of the Department of State and/or the associated agencies and knowledge of the organization, functions, personnel, and practices of the activities services. Judgment is involved in interpreting the application of regulations and instructions to specific situations. Tact and diplomacy are required in contacts with officials and employees when explaining mail handling regulations and procedures and in contacts with APO personnel on APO personal mail.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions, which have full responsibility for providing unclassified mail handling support to an agency or agencies at small or medium-sized posts. Nonsupervisory positions and positions supervising less than three employees should be titled Mail Clerk. Positions which include supervision of three or more subordinates and meet the requirements outlined in 3 FAH-2 H-454.2 A will be titled Mail Supervisor.

**FSN-130-4 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---------------------------------|------------------------------|
| GROUP: General Clerical, | SERIES: Mail and File |
|---------------------------------|------------------------------|

| | |
|--------------------------------|-------------------------|
| Secretarial and Administrative | |
| TITLE: File Clerk | LEVEL: FSN-130-4 |

BASIC FUNCTION:

At a small or medium-sized post, is responsible for the unclassified file operations at a central mail and file room serving the embassy and all associated agencies, or the embassy and some of the associated agencies, or a large associated agency. May supervise one to three subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Responsible for the receipt of all incoming centralized file material, and the sorting and reading of the contents sufficiently to determine the proper file classification. Assigns classification, including subdivisions within the file system, and cross-references complex file material. May prepare a brief statement of the subject-matter for cross-referencing purposes. Researches requests for file material and information, and conducts extensive search in situations where the request is vague, general, or uncertain, conferring as necessary with appropriate officials in locating information that sometimes requires searching in several places. Locates material that has been stored or retired. Consolidates files, and establishes new files and file categories. Conducts records inventories. Maintains an up-to-date master file of all administrative circulars, notices, and publications.

NOTE: Depending on the size and scope of the centralized file function, may personally perform all of the above duties, or may participate in their performance as a working supervisor of one to three subordinate file clerks. Trains subordinates when present.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: One and one-half years of file experience is required; and at least one year of the experience must have been for a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State and/or agency file systems and procedures, and a good working knowledge of the organization, functions, personnel, and practices of the activity services.

ABILITIES: Ability to grasp subject-matter of file material sufficiently to classify and cross-reference complex files, and to locate files or information on the basis of very general requests. Level I typing ability (less than 40 words per minute) is desirable. If required by assigned duties, ability to supervise effectively.

DISTINGUISHING FEATURES:

This is the third of four levels of file work recognized by the Mail and File Series. It is the first level at which the incumbent is "in charge" of a file room and is distinguished from the next lower level by the responsibility for providing all of the centralized filing services for the activities services. Supervision received is general, and often nontechnical. Guidelines include the filing procedures and regulations of the agencies services, and a knowledge of their organization, functions, personnel, and practices. Judgment is involved in locating information that requires extensive search, and in responding to very general requests. Tact and diplomacy are required in furnishing agency officials with the desired information.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions having full responsibility for providing unclassified file services to an agency or agencies at a small or medium-sized post. Nonsupervisory positions and positions supervising less than three employees should be titled File Clerk. Positions which include supervision of three or more subordinates and meet the requirements outlined in 3 FAH-2 H-454.2 A, will be titled File Supervisor. File Clerk positions above the FSN-3 level are found only in the centralized file activity of an embassy or associated agency.

**FSN-130-4 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail and File Clerk | LEVEL: FSN-130-4 |

BASIC FUNCTION:

At a small or medium-sized post, is responsible for the unclassified mail and file operations of a central mail and file room serving the embassy and all associated agencies, or the embassy and some of the associated agencies, or a large associated agency. May supervise one to three subordinates.

MAJOR DUTIES AND RESPONSIBILITIES:

Receives, sorts, and routes unclassified mail according to subject-matter, organization, or addressee. Checks outgoing mail for address, enclosures, etc. Prepares outgoing mail, including pouch and APO, wrapping or sealing packages as appropriate. Keeps logs of incoming and outgoing material. May drive vehicle to pick up, deliver, and clear mail through customs. Responsible for the receipt of all incoming centralized file material. Sorts and reads contents sufficiently to determine proper file classification, including subdivisions within the file system. Cross-references complex file material and prepares brief statement of subject-matter as required for cross-referencing purposes. Researches requests for files and information, conducting extensive search when request is vague or uncertain, and conferring as necessary with officials to locate the desired material. Consolidates and establishes new files. Conducts inventories and maintains master files of all administrative circulars, notices, and publications. Explains mail and file procedures and regulations to agency officials and employees.

NOTE: Depending on the size and scope of the centralized mail and file functions, may personally perform all of the above duties or may participate in their performance as a working supervisor of one to three subordinate mail and file clerks.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school is required.

EXPERIENCE: One and one-half years of mail and file experience is required as a minimum; and at least one year of the experience must have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of Department of State and/or associated agency mail and file systems, procedures, and instructions, and a good working knowledge of the organization, functions, personnel, and practices of the activities serviced.

ABILITIES: Ability to grasp subject-matter sufficiently to classify and cross-reference file material and to locate files or information on the basis of very

general requests. Possession of a driver's license is required in most positions of this kind. Level I typing ability (less than 40 words per minute) is desirable. If required by assigned duties, provides training to subordinate employees.

DISTINGUISHING FEATURES:

This is the third of four levels of mail and file work recognized by the Mail and File Series. It is the first level at which the incumbent is "in charge" of a mail and file room and is distinguished from the next lower level by the responsibility for providing all of the centralized mail and file support for the activities serviced. Supervision received is general and may be completely nontechnical, depending upon the organization of the specific post. Guidelines include instructions, procedures, and regulations of the agencies serviced, and a knowledge of their organization, functions, personnel, and practices. Judgment is involved in interpreting the application of regulations and instructions to specific situations and in locating information requiring extensive search. Tact and diplomacy are required in explaining regulations and procedures and in contacts with APO and other personnel.

SUPPLEMENTARY NOTES:

This standard is applicable only to positions having full responsibility for providing unclassified mail and file services to an agency or agencies at small or medium-sized posts. The Mail and File Clerk title will be used only when each of the two (mail and file) functions represent at least 25% of the total activity in the centralized mail and file activity. When only one function meets the 25% criteria, the title will include only that single function. Nonsupervisory positions and positions supervising less than three employees should be titled Mail and File Clerk. Positions which include supervision of three or more subordinates and meet the requirements outlined in 3 FAH-2 H-454.2 A, will be titled Mail and File Supervisor.

**FSN-130-3 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail Clerk | LEVEL: FSN-130-3 |

BASIC FUNCTION:

Performs unclassified mail handling duties in the central mailroom of an embassy or associated agency.

MAJOR DUTIES AND RESPONSIBILITIES:

Receives incoming unclassified mail, segregates according to subject matter, organization, or addressee, and routes to the appropriate organization or person. Checks outgoing mail for proper address, enclosures, etc.; seals, wraps, or otherwise prepares it for mailing and segregates it for placement in outgoing pouch. Prepares outgoing unclassified pouches for mailing. May keep logs of incoming and outgoing unclassified correspondence, packages, contents of unclassified pouches, etc. Sorts personal mail to be sent by APO system into categories prescribed by APO system into categories prescribed by APO instructions. May drive vehicle to deliver and pick up APO mail and to deliver outgoing unclassified pouches and clear them through customs. Explains mail handling procedures and regulations to mission officials and employees.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: One year of mail handling experience required. At least six months of the experience should have been in a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have good working knowledge of agency mail handling instructions, and of organization, functions, personnel, and practices of the activities serviced.

ABILITIES AND SKILLS: Possession of a local driver's license is required in most positions of this kind.

DISTINGUISHING FEATURES:

This is the second of four levels of mail handling work recognized by the Mail and File Series. It is the first full performance level for this series, one level above the trainee level, and involves responsibility for the full range of mail duties in a centralized mail room situation. It is otherwise distinguished from the next lower level by the application of a good working knowledge of agency mail handling instructions, procedures, and practices and of the organization, functions, and personnel, of the activities serviced.

Supervision is general, and the employee performs most of the duties on the basis of established practices and agency and local instructions; however, supervisory guidance is available if needed. Must employ tact and diplomacy in contacts with host country customs clearance officials and when explaining mail handling regulations and procedures to personnel of the offices and agencies services.

SUPPLEMENTARY NOTES:

In situations where mail handling work is combined with file work in a centralized setting and each function is performed for at least 25% of the time, the position should be titled Mail and File Clerk and the appropriate standard used.

**FSN-130-3 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: File Clerk | LEVEL: FSN-130-3 |

BASIC FUNCTION:

Maintains unclassified files and records in the central file room or in an organizational component of an embassy or associated agency.

MAJOR DUTIES AND RESPONSIBILITIES:

Performs the full range of file duties, including receiving and sorting incoming material to be filed and reading the contents sufficiently to determine proper file classification. Assigns classification, including subdivisions within the file system, and cross-references as appropriate. Receives requests for file material, locates files and furnishes to requestor, recording charge out of material, including date and destination. In response to requests, searches documents to locate desired information. Participates in inventories of files, and in the purging of file material.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: One year of file experience is required. At least six months of the experience should have been with a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good working knowledge of agency file system and procedures, and of organization, functions, personnel, and practices of the agency in which employed.

ABILITIES: Ability to grasp subject matter of file material sufficiently to classify files, and to locate files when requests for information are nonspecific. Level I typing ability (less than 40 words per minute) is desirable.

DISTINGUISHING FEATURES:

This is the second of four levels of file work recognized by the Mail and File Series. It is the first full performance level for the file function, one level above the trainee level, and involves the performance of the full range of file duties in a centralized file room. It is otherwise distinguished from the next lower level by the application of a good working knowledge of agency filing systems, instructions, procedures, and practices of the activity serviced, and of the organization, functions, and personnel of the activities serviced. Supervision is general, and most duties are performed on the basis of established practices and agency and local instructions; supervisory guidance is available, however, if needed. Must employ tact and diplomacy in locating and furnishing agency officials with requested file material.

SUPPLEMENTARY NOTES:

FSN-3 File Clerk positions may exist in any section of an embassy or associated agency where there is sufficient filing work to warrant a position which devotes the major part of its time to filing. Filing duties, however, are frequently combined with other functions such as mail handling, typing, secretarial, or general clerical work. When nonfiling duties form the primary function of a position, other, more appropriate, classification series must be used for determining a position's classification, e.g., FSN-110 Clerk-Typist, FSN-120 Secretary, etc.

FSN-130-3 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail and File Clerk | LEVEL: FSN-130-3 |

BASIC FUNCTION:

Performs unclassified mail and file duties in the central mail and file room of an embassy or associated agency.

MAJOR DUTIES AND RESPONSIBILITIES:

Performs the full range of mail duties, including reading, sorting, and routing mail according to subject matter, organization, or addressee. Checks outgoing mail for addresses, enclosures, etc.; seals, wrap, and otherwise prepares for mail or pouch. May keep logs of incoming and outgoing mail, drive vehicle to deliver and pick up APO or other mail to and from airport, and clear the material through customs. Receives, reads, sorts, classifies, files, and locates records and correspondence filed in the central mail and file room. Utilizes judgment in classifying file material, including subdivisions within the file system. In response to requests, searches documents to locate desired information. Participates in file inventories and purging of file material. May explain mail and file procedures and regulations to post officials and employees.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: One year of mail or file experience is required. At least six months of the experience should have been with a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good working knowledge of agency mail and file systems and procedures and of organization functions, personnel, and practices of the agency in which employed.

ABILITIES: Ability to grasp subject-matter of file material sufficiently to classify files, and to locate files when requests for information are nonspecific. Possession of a local driver's license is required in most positions of this kind. Level I typing ability (less than 40 words per minute) is desirable.

DISTINGUISHING FEATURES:

This is the second of four levels of mail and file work recognized by the Mail and File Series. It is the first full performance level for this series, one level above the trainee level, and involves responsibility for the full range of mail and file duties in a centralized mail and file room. It is otherwise distinguished from the next lower level by the application of a good working knowledge of agency mail and file instructions, procedures, and practices, and of the organization, functions, and personnel of the activities serviced. Supervision is general, but supervisory guidance is available if needed. Must employ tact and diplomacy in contacts with host country customs clearance officials and personnel from the offices and agencies serviced.

SUPPLEMENTARY NOTES:

This position is intended for use in situations where mail and file duties are combined, with each being performed for a minimum of 25% of the employee's time. When one function (mail or file) is not regularly performed to this extent, the position should be classified as Mail Clerk or File Clerk, according to whichever function predominates, and the appropriate standard used.

FSN-130-2 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail Clerk | LEVEL: FSN-130-2 |

BASIC FUNCTION:

At the entry or trainee level, performs unclassified mail handling and messenger duties.

MAJOR DUTIES AND RESPONSIBILITIES:

Receives incoming unclassified mail, segregates according to subject matter, organization, or addressee, and routes to the appropriate organization or person. Delivers and picks up mail and internal correspondence throughout

one or more buildings, making periodic mail runs for this purpose. Checks outgoing unclassified mail for proper addresses, enclosures, etc.; seals, wraps, or otherwise prepares it for mailing and segregates for placement in outgoing pouch. May keep logs of incoming and outgoing unclassified correspondence and packages, contents of unclassified pouches, etc. May deliver small quantities of office supplies and other materials to offices throughout the building. Receives instruction in mail handling procedures and agency activities and functions.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Some mail handling or other clerical experience is desirable.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

ABILITIES AND SKILLS: Possession of a local driver's license is required in most positions of this kind.

DISTINGUISHING FEATURES:

This is the lowest level of mail handling work recognized by the Mail and File Series. This is typically an entrance level for employees without substantial mail handling experience. Employees at this level are expected to develop a knowledge of mail handling practices and procedures which will permit advancement to a higher level mail clerk position. Supervision is close. Instructions are provided as tasks are assigned, and all work is reviewed. Guidelines consist principally of supervisor's instructions and simple guides, such as distribution lists. Training on mail handling procedures and regulations and the serviced offices and agencies functions, organization, and personnel is usually provided on-the-job.

**FSN-130-2 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: File Clerk | LEVEL: FSN-130-2 |

BASIC FUNCTION:

At the entry or trainee level, maintains unclassified files and records in a centralized file room or in an organizational component of an embassy or associated agency.

MAJOR DUTIES AND RESPONSIBILITIES:

Maintains unclassified files in the central file room or in any other organizational unit of an embassy or associated agency. Reviews material to be filed, determines filing classification in accordance with established filing system, and files the material. Locates material in files upon request. Periodically assists in purging files. Receives instruction in files classification, need for cross-referencing and subdivision of files, and in agency activities and functions.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Up to six months filing experience is desirable.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

ABILITIES AND SKILLS: Level I typing ability (less than 40 words per minute) is desirable.

DISTINGUISHING FEATURES:

This is the lowest level of filing work recognized by the Mail and File Series. This is typically an entrance level for employees without substantial filing experience. Employees at this level are expected to develop a knowledge of filing practices, classification categories, and organizational terminology which will permit advancement to a higher level file clerk position. Supervision received is usually close. Guidelines include agency and local instructions on the filing system. Some judgment is exercised in determining classifications to be assigned to material that is to be filed.

SUPPLEMENTARY NOTES:

File Clerk positions are most typically found in the file section of an embassy or associated agency mail and file section of an embassy or associated agency mail and file room. They may exist, however, in any section of the embassy or associated agency where there is sufficient filing work to warrant a position which devotes the major part of its time to filing. Filing work is frequently combined with other duties, such as mail handling, typing, secretarial, or general clerical work. When nonfiling duties form the primary

function of a position, other, more appropriate, classification series must be used for determining the classification, e.g., FSN-110 Clerk-Typist, FSN-1415 Visa Clerk, etc.

FSN-130-2 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|---|------------------------------|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Mail and File |
| TITLE: Mail and File Clerk | LEVEL: FSN-130-2 |

BASIC FUNCTION:

At the entry or trainee level, performs unclassified mail handling, filing, and messenger duties in a central mail and file room.

MAJOR DUTIES AND RESPONSIBILITIES:

Processes incoming unclassified mail, sorting and routing by subject matter, organization, or addressee. Picks up outgoing material in one or more buildings. Checks unclassified outgoing mail for address, enclosures, etc; seals, wraps, and otherwise prepares for outgoing mail or pouch. Files unclassified material, reviewing to determine classification. Locates file material upon request. Assists in purging files. May deliver small quantities of office supplies and other materials.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school.

EXPERIENCE: Up to six months mail, file, or other clerical experience is desirable.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

ABILITIES AND SKILLS: Level I typing ability (less than 40 words per minute) is desirable.

DISTINGUISHING FEATURES:

This is the lowest level of mail and file work recognized by the Mail and File Series. This is typically an entrance level intended for employees without substantial experience. Employees at this level are expected to develop knowledge of the organization and of mail and file practices and procedures through on-the-job training, which will permit advancement to higher-level positions. Supervision is usually close, and instructions are usually provided as work is assigned. Guidelines include local and agency instructions and distribution lists. Some judgment is required in determining routing and filing categories.

SUPPLEMENTARY NOTES:

This position is intended for use in situations where mail and file duties are combined with each being performed for a minimum of 25% of the employee's time. When one function (mail or file) is not regularly performed to this extent, the position should be classified as Mail Clerk or File Clerk, according to whichever function predominates, and the position classified by reference to the appropriate benchmark standard.

FSN-135 DUPLICATING EQUIPMENT OPERATION SERIES

(TL:FSNH-24; 08-10-1998)

This series includes positions the duties of which are to set up and operate hand or electric powered duplicating equipment such as mimeograph, graphotype, addressograph, photostat, and office copier machines, and small offset presses (not larger than the Multilith 1250 offset press).

The material duplicated is usually prepared by typewriter or computer printouts, but sometimes includes line drawings, hand lettering, and reproductions of line material, and is normally printed in black and white. Quantities are usually within the short-run range, and quality of product is typically less important than speed of production.

Positions included in this series are located in small office-type duplication units which are often attached to a central mail room, a supply or stock room, or another part of the administrative section of an embassy or associated agency mission. This series does not include printing positions found in a production printing plant.

The Duplication Equipment Operation Series includes:

- Offset Press Operator FSN-135-4

- Offset Press Operator FSN-135-3
- Duplication Equipment Operator FSN-135-2

FSN-135-4 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|---|
| GROUP: General Clerical & Secretarial | SERIES: Duplicating Equipment Operator |
| TITLE: Offset Press Operator | LEVEL: FSN-135-4 |

BASIC FUNCTION:

Sets up and operates small offset printing presses and other duplicating equipment to provide duplicating services to embassy and associated agency missions and offices.

MAJOR DUTIES AND RESPONSIBILITIES:

Sets up and operates small offset printing presses (usually not larger than Multilith 1250) and other duplicating equipment such as mimeograph, addressograph, graphotype, office copier, and photostat machines to produce office-type duplicating such as letters, memorandums, forms, newsletters, reports, etc., and also higher quality printing such as letters, reports, and other materials to be sent to individuals and organizations outside the embassy in connection with exhibits, trade fairs, promotional efforts, and other embassy or associated agency sponsored efforts. Makes paper plates from copy, using simple platemaking machine, and also metal plates, using photographic platemaking equipment. Sets up offset press by inserting plate, filling ink reservoir, filling paper magazine, and making complex adjustments to insure press will operate properly and produce high quality copies. Operates press, continually watching output and making adjustments to insure continuing run of high quality copies. Cleans press at conclusion of runs, and oils, greases, and performs necessary maintenance work. Collates, assembles, staples, and otherwise binds multipage duplicating and printing jobs. Maintains files of plates which may be reused. Sets up and operates other duplicating equipment such as mimeograph, graphotype, addressograph, office copiers, and photostat machines for a minor portion of the time. May provide lead worker supervision of one or

more Duplicating Equipment Operators.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required.

EXPERIENCE: One and one-half years of experience in offset press operation and maintenance is required.

LANGUAGE: Level 3 English language ability (good working knowledge) is required.

KNOWLEDGE: Must have a good working knowledge of offset press operations including the ability to make paper and metal plates, and to be able to achieve continuous high quality work on presses. Must be able to set up offset press. Must have a good knowledge of offset press trade practices.

DISTINGUISHING FEATURES:

This is the highest level of work recognized in the operation of offset presses in embassy duplicating equipment shops. Offset Press Operator FSN-135-4 is distinguished from Offset Press Operator FSN-135-3 by the ability to make metal plates by use of photographic platemaking equipment, and the ability to accomplish higher registry printing than is, generally, accomplished in embassy office-type duplicating. Supervision is usually general, and the Offset Press Operator does not, generally, receive technical supervision in offset press operation. Guidelines are equipment manuals and established trade practices. May provide lead worker direction of one or two Duplicating Equipment Operators FSN-135-2.

**FSN-135-3 INTERAGENCY POSITION
CLASSIFICATION STANDARDS**

(TL:FSNH-24; 08-10-1998)

| | |
|--|---|
| GROUP: General Clerical & Secretarial | SERIES: Duplicating Equipment Operator |
| TITLE: Offset Press Operator | LEVEL: FSN-135-3 |

BASIC FUNCTION:

Sets up and operates small offset printing presses and other duplicating equipment to provide duplicating services to embassy and associated agency mission offices.

MAJOR DUTIES AND RESPONSIBILITIES:

Operates small offset printing presses (not larger than Multilith 1250) and other duplicating equipment such as mimeograph, graphotype, addressograph, office copier, and photostat machines to reproduce memorandums, letters, forms, newsletters, reports, and other material. Makes paper plates from copy provided with printing request. Sets up offset press by inserting paper plate, filling ink reservoir, filling paper magazine, and making complex adjustments to offset press to insure that it will operate properly and produce good quality copies. Operates press, continually watching output and making adjustments to insure a continuing run of good quality copies. Cleans offset press at conclusion of runs, and oils, greases, and performs minor maintenance on press as necessary. Collates, assembles, and staples or otherwise binds multi-page duplicating jobs. Maintains file of paper plates which have the potential for reuse. Sets up and operates other duplicating equipment such as mimeograph, graphotype, addressograph, office copiers, and photostat machines for a minor portion of the time. May provide lead worker supervision of one or more Duplicating Equipment Operators.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required.

EXPERIENCE: One year of experience in offset press operation or a combination of offset press operation and duplication equipment operation, or equivalent vocational training.

LANGUAGE: Level 2 English ability (limited) is required.

KNOWLEDGE: Must have a good working knowledge of offset press operations, including paper platemaking and press set up, and of trade practices related thereto.

DISTINGUISHING FEATURES:

This is the lower of two levels of Offset Press Operator recognized in the Duplication Equipment Operation Series. An Offset Press Operator is distinguished from Duplicating Equipment Operator FSN-2 by the ability to make paper plates for and to set up and operate small offset printing presses to produce high quality duplication work. Supervision is general, but specific instructions are provided as to what is desired on each duplicating

job; however, the Offset Press Operator FSN-135-3 typically receives no technical supervision or guidance with regard to offset press set up and operation. Guidelines are primarily machine manuals and established trade practices. May provide lead worker direction of the work of one or more Duplicating Equipment Operators FSN-135-2.

FSN-135-2 INTERAGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

| | |
|--|---|
| GROUP: General Clerical & Secretarial | SERIES: Duplicating Equipment Operator |
| TITLE: Duplicating Equipment Operator | LEVEL: FSN-135-2 |

BASIC FUNCTION:

Sets up and operates mimeograph, photostat, office copiers, and other duplicating machines to provide duplicating services to embassy and associated agency mission offices.

MAJOR DUTIES AND RESPONSIBILITIES:

Operates hand and electric powered mimeograph, office copiers, graphotype, addressograph, photostat, and other duplicating machines to reproduce letters, memorandums, forms, newsletters, reports, and other material. Sets up machine by inserting stencil or other master, filling ink reservoir, filling paper magazine, and making other adjustments to insure proper operation. Operates machine, continually observing duplicated material and making minor adjustments to insure neat and clear copies. Collates, assembles, and staples or otherwise binds multi-page duplicating jobs. Cleans duplicating machines at conclusion of runs. Oils, lubricates, and performs minor maintenance on duplicating machines.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of elementary school is required.

EXPERIENCE: Six months of clerical or duplicating equipment operating experience is desirable.

LANGUAGE: Level 2 English ability (limited) is required.

DISTINGUISHING FEATURES:

This is the lowest level of work recognized in the Duplicating Equipment Operation Series. Duplicating Equipment Operator is distinguished from other levels of work in this series by operation of the simpler, less complicated kinds of duplicating equipment identified herein. Supervision received is close. Specific instructions are provided for each duplicating job, and the completed work product is inspected. Supervisory guidance is always available. Guidelines are machine manuals and established trade practices.

FSN-150 RECORDS AND CORRESPONDENCE MANAGEMENT SERIES

SINGLE-AGENCY POSITION CLASSIFICATION STANDARDS

(TL:FSNH-24; 08-10-1998)

INTRODUCTION

This series is composed of Single-Agency Standards for AID and may not be used to classify non-AID FSN positions. While they may contain work similar to that performed by other agencies, they were developed on the basis of AID work situations only. Non-AID positions assigned work similar to that described in this series must be forwarded to the Department of State, PER/OE/HRM, for classification action, unless they can be appropriately classified by existing non-Single-Agency Standards.

1. SERIES DEFINITION

This series includes all positions the duties of which are to direct or participate in a records and correspondence management program at an AID Mission. Responsibilities include the development, within AID guidelines, and maintenance of a system for the control of all unclassified records that are maintained on either a centralized or decentralized basis. Local procedures are also developed for the processing and control of unclassified correspondence at an AID Mission.

2. NATURE OF THE RECORDS AND CORRESPONDENCE FUNCTION IN AID

The characteristics of AID programs abroad present several unique and

demanding requirements upon the records and correspondence management functions within an AID Mission. These characteristics make absolutely essential the development and maintenance of a complete and up-to-date system of records and correspondence management. Among these unique and demanding characteristics are the following:

- a. The lengthy duration of many AID projects, often for several years, sometimes resulting in eventual payments or other administrative actions based on events that occurred or did not occur years earlier, as substantiated by documentation.
- b. The large sums of money furnished host governments and/or contractors, based on documentation covering several years that can withstand the scrutiny of post-audit and review.
- c. Patterns of employee turnover, especially among key U.S. management personnel, who, due to rotational assignment out of the host country, are unavailable to reconstruct the sequence of events, so that full reliance is placed on documentation.
- d. The involvement of many different offices and individuals in AID projects, including offices and individuals within the host-country government, the AID Mission, other U.S. Agencies, and numerous contractors and contractor personnel.
- e. The voluminous nature of records and correspondence required.
- f. The difficulty and expense of searching/processing records to reconstruct a multi-year sequence of events and transactions when the document trail has not been fully and correctly managed.

3. OCCUPATIONAL INFORMATION

The Chief of the Communications and Records Management Division (M/SER/MO/CRM), AID/W, with staff oversight from the Overseas Management Division (M/SER/EOMS/OM), provides general guidance for the worldwide records and correspondence management program of AID. This guidance is contained in AID Handbook 21, SUBJECT: Communications. Part 2 of Handbook 21 prescribes general policies and responsibilities for the distribution, receipt, and delivery of mail. Part 3 of Handbook 21 contains general guidance to assure that the AID Records Management Program is established and carried out as prescribed by regulations and policies of the General Services Administration, the National Archives and Records Service, the Office of Personnel Management, the General Accounting Office, and (for administrative records) the Department of State. Part 3 of Handbook 21 provides for the identification and classification of official file material,

records maintenance and cross-referencing, scheduled records survey, and retention, disposition, destruction, retirement, transfer, and retrieval of files. This part also specifically provides for designation of a supervisory records employee to manage records and files retained on a decentralized basis by those employees responsible for daily records and files maintenance. The Records and Correspondence Management Supervisor is responsible for file planning, designation of file stations consistent with the principle of decentralized files under central control, development of a written File Plan, and the full range of scheduled and continuing records management functions. The Records and Correspondence Management Supervisor is also responsible for the submission of regular file reports to AID/W, as prescribed in Part 3 of the handbook. Additionally, the Records and Correspondence Management Supervisor has full supervisory responsibility over mail and file personnel in the central mail and file room of the AID Mission, and over a Records and Correspondence Management Technician or Clerk, when such a position has been justified and is established.

Before a Records and Correspondence Management position is established, it must first be ascertained that it is justified by the scope and volume of records and correspondence in the AID Mission. More than half of the time of either a Records and Correspondence Management Supervisor and/or a Records and Correspondence Management Technician or Clerk must be devoted to records management duties identified in the first paragraph of the Major Duties and Responsibilities sections included in the two standards provided in this series. This is distinguished from mere supervision over the day-to-day mail and file operations mentioned in the second paragraph of these standards.

Establishment of a Records and Correspondence Management Supervisor may preclude establishment of supervisory positions in the Mail and File Series, FSN-130, at small or medium-sized installations (as defined in Section 5 of this Introduction). It is unlikely that the second supervisory position for centralized mail and file operations would be justified except at the larger and more active Missions.

NOTE: If a U.S. Citizen position of Correspondence and Records Supervisor is established as head of the records management function, or is in the chain of command between the Executive Officer and the records and correspondence management function, no FSN Records and Correspondence Management Supervisor position may be established.

When established, the Records and Correspondence Management Technician or Clerk participates with the Records and Correspondence Management Supervisor in the major nonsupervisory aspects of records and correspondence management, but differs from the Records and Correspondence Management Supervisor, as follows: (1) supervisory

responsibility is limited to acting in the absence of the supervisor, or when the supervisor is otherwise occupied; thus, the technician or clerk position is "nonsupervisory" because it does not meet the definition of a full supervisor; (2) the work of the technician or clerk is performed under a technically qualified supervisor, whereas the Records and Correspondence Management Supervisor reports to the Executive Office who normally is not technically qualified in records and correspondence management; and (3) the supervisor, rather than the technician or clerk, normally resolves the most difficult and controversial questions in the records and correspondence management functional area, including those that cannot be resolved at a lower level.

For records maintained on a decentralized basis, secretarial and other personnel typically participate in the control of records and files under the overall staff management and direction of the Records and Correspondence Management Supervisor. This is recognized as on-site control, as distinguished from the overall systemic and procedural managerial functions performed by the Records and Correspondence Management Supervisor and the Technician or Clerk. On-site control consists of day-to-day on-site retention, filing, and accessing of records that are under the immediate control of, for example, a Secretary's supervisor at the working level in a decentralized file situation. The Records and Correspondence Management Supervisor, in exercising "staff direction" over this function, assures that day-to-day decentralized control is in accordance with guidance established by the Records and Correspondence Management Supervisor. The Records and Correspondence Management Supervisor also offers advice in the interpretation of records and correspondence management regulations and in resolution of problems pertaining to records and correspondence management.

The objectives of the records management program, in addition to meeting the requirements of applicable laws and regulations, are to assure that all properly authorized documents are preserved for the required length of time and are maintained so that retrieval is fast and reliable; to provide workable guidelines for use by those employees responsible for daily records maintenance; to minimize administrative expenses by eliminating unnecessary filing and conserving file equipment, supplies, and space; and to provide continuous scheduled evaluation and improvement of an AID Mission's file system to meet changing needs. Records and Correspondence Management positions are normally under the supervision of the Executive Officer. These positions require thorough knowledge of the AID regulations, requirements, and systems mentioned above, together with a good knowledge of the organization, functions, personnel, and practices of the AID Mission.

4. EXCLUSIONS

Positions in the Records and Correspondence Management Series are distinguished from mail and file positions, and from other positions, by the fact that they are primarily concerned with the systemic and procedural aspects of records and correspondence management, rather than with the direction or performance of full or part-time, day-to-day mail and file operations. It is these nonsupervisory systemic and procedural responsibilities which are the most demanding in terms of requirements for knowledge, skill, and experience and which serve as the classification basis for positions in this series. The following positions are excluded from this series:

Positions that are primarily concerned with the supervision or performance of mail and/or file duties in a centralized mail and file room of a Mission. Such positions are classifiable to the Mail and File Series, FSN-130. Positions in the Records and Correspondence Management Series are distinguished from positions in the Mail and File Series by their primary concern with records and correspondence management rather than day-to-day mail and file operations. Positions in this series are concerned for more than 50% of their time with the installation and maintenance of systems and procedures for records and correspondence processing control, with training of secretarial, mail and file, and other appropriate personnel in correct day-to-day records and file operations, with inspections to assure that records and correspondence are maintained as required on either a centralized or decentralized basis, and with determining the need for new files, file equipment, additional space, or modification of procedures or systems for records and files. They are also concerned with the provision of advice throughout the AID Mission on questions and problems associated with records and correspondence; e.g., what material may be decentralized, destroyed, or retired. All of this is distinguished from day-to-day mail and file operations performed in either a centralized mail and file room or on a decentralized basis somewhere within an AID Mission. It is recognized that the Records and Correspondence Management Supervisor may supervise day-to-day mail and file operations carried out in a centralized mail and file room of an AID Mission, either directly or through (in the largest AID Missions) a Mail and File Supervisor. Such duties, however, must always be in addition to the managerial duties mentioned above which must be performed for more than 50% of the employees' time in order to be included within this series.

Secretarial positions which perform duties of filing, file control, mail distribution, and related correspondence functions as part of their overall administrative support responsibility, as defined in the Secretary Series, FSN-120.

5. CRITERIA FOR COMPLEXITY AND GRADE DETERMINATION

A variety of factors have been found to contribute to or correlate with the complexity of records and correspondence management programs at AID Missions. These include the cubic feet of records managed, the number of projects throughout an AID Mission and the degree of activity in each, the number of AID Mission employees, and the number of organizational units within an AID Mission. Additional criteria bearing on complexity (items numbered one through ten) are listed below. Some criteria may be misleading, however; for example, the cubic feet of records managed may in some instances be an indication of an inactive records retirement system. Other criteria would require consideration of information not readily available, or would necessitate the development of undue amounts of data and reporting requirements. Therefore, it was determined through discussions with AID/W officials associated with records and correspondence management that the single most meaningful statistic that correlates to the number, variety, and activity of AID Mission projects, to the number of organizational units within an AID Mission, to the quantity of records and correspondence handled, and thus, to the overall complexity of the records and correspondence management program, is the number of employees in a AID Mission. The correct grade for most of the positions in question can be determined by reference to this one statistic. Only those AID Missions falling in a borderline position in relation to this criterion, or those AID Missions that have unusual circumstances justifying consideration of additional criteria, need consider any factors beyond the number of employees. Accordingly, criteria has been developed that ranks AID Missions according to size. However, consideration of additional factors for Washington approval is provided for on an exceptional basis, when such factors are believed to have an important bearing upon the overall complexity of the records and correspondence management program at the AID Mission and upon the correct grade determination. For purposes of this standard, AID Missions have been categorized as follows:

| Size Designation | Size of Mission Staff |
|-------------------------|------------------------------|
| Small | 30 and under |
| Medium | 31-100 |
| Large | 101-200 |
| Very Large | over 200 |

NOTE: "Size of Mission Staff" includes regularly assigned positions from all sources; i.e., U.S. and FSN direct-hire and personal service contract positions and/or other employment vehicles which result in an employer-employee relationship. These size designations have no effect upon other standards in the Local Employee Position Classification Handbook.

Based on the above designations, the basic grade-level pattern for Records and Correspondence Management Supervisor is FSN-6 for small and medium-sized AID Missions and FSN-7 for large and very large AID Missions. These grades, and possible exceptions requiring Washington approval, are

| | |
|-------------|----------------------|
| AID Mission | Degree of Complexity |
|-------------|----------------------|

shown on the Grade Conversion Chart, as follows:

| Size | Limited | Average | Very Complex |
|----------------------|--------------|------------------------------|---|
| Small(30 and Under) | 6 Supervisor | 6 Supervisor | 7 Supervisor 6 Technician 5 Clerk |
| Medium(31-100) | 6 Supervisor | 6 Supervisor 5 Clerk | 7 Supervisor 6 Technician 5 Clerk |
| Large(100-200) | 7 Supervisor | 7 Supervisor 6 Technician | 7 Supervisor 6 Technician |
| Very Large(over 200) | 7 Supervisor | 7 Supervisor 6 Technician | 8 Supervisor 6 Technician |

Grade levels marked with an asterisk (*) required specific approval from AID/W, M/PM/PMC and State, PER/OE/HRM. For these positions, the degree of complexity will be determined in Washington and will be based on an evaluation submitted by the Mission, using the criteria listed below:

- a. Number of employees in the AID Mission or Office.
- b. Cubic feet of records storage in the AID Mission or Office.
- c. Number and U.S. dollar value of active projects and their total funding (life of project).
- d. Indication of whether the Records and Correspondence Management Supervisor serves as a resource for dissemination and retention of technical information, including outside the AID Mission or Office. If

affirmative, include types of information furnished and to whom.

- e. Describe the extent of records and retirement activity. (“Partial” is some, but not all component organizations have complied with yearly standards for last two years.) (“Full” is all component organizations have complied with yearly standards for last two years.) Include cubic feet of records retired for each of last two years.
- f. Discuss degree to which staff responsibilities over decentralized records are implemented. Indicate “Full” when training in records maintenance is provided to all supervisors at least every three years, and inspection of decentralized records is conducted at least yearly.
- g. Indicate whether or not regional support in records management is furnished by the Records and Correspondence Manager; e.g., service to a ROCAP/REDSO, or on-site visits to other countries in the region to assist in Records Management.
- h. Describe the extent to which records and correspondence management support is provided to contractors.
- I. Give the total number of employees engaged in mail and file operations that are under the direct control of the Records and Correspondence Management Supervisor.
- j. Discuss any other aspect of AID Mission or project complexity or diversity that is considered to bear directly upon the difficulty or complexity of the records and correspondence management program.

The Records and Correspondence Management Series includes the following standards:

- Records and Correspondence Management Supervisor, FSN-150-7 (with provision for an FSN-6 or an FSN-8, as warranted).
- Records and Correspondence Management Technician, FSN-150-6 (with provision for an FSN-5 Clerk when less responsibility is present).

FSN-150-7 SINGLE-AGENCY POSITION CLASSIFICATION STANDARD

(TL:FSNH-24; 08-10-1998)

| | |
|--|--|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Records and Correspondence Management |
| TITLE: Records and Correspondence Management Supervisor | LEVEL: FSN-150-7 |

BASIC FUNCTION:

At a large AID Mission, or at a medium-sized AID Mission having very complex projects, is responsible for the management of unclassified records and correspondence. Exercises staff direction and control over decentralized records and supervises a small number of employees (e.g., 4-7) engaged in centralized mail and file operations.

MAJOR DUTIES AND RESPONSIBILITIES:

Plans, establishes, and maintains a system for centralized and decentralized unclassified records within the Mission. The system is based on the principle of decentralized records under centralized control. Studies, and modifies as necessary, local procedures for the receipt, control processing, distribution, and dispatch of unclassified correspondence. Serves as the AID Mission's source of authoritative information concerning requirements for unclassified records management and correspondence control. Determines need for new files, revised space requirements, modification of procedures, new equipment, and other needs associated with records and correspondence management. Interprets requirements of AID/W regulations on records and correspondence control. Works closely with AID Mission staff in determining and advising on which records may be filed on a decentralized basis and which must be centrally maintained. Conducts periodic inspection or inventory of all record stations to assure that records are maintained in accordance with the prescribed system and that duplicate files are avoided. Establishes procedures for the destruction of records material and for storage, retirement, or archiving of documents. Trains secretarial, file, and other personnel as appropriate in proper classification, maintenance, and disposition of records and files. Designs and conducts courses in records and maintenance, and publishes local directives necessary for adapting AID/W regulations and procedures. May exercise responsibility over microfilm operations or automation of some aspects of records maintenance and retrieval. Maintains liaison with Embassy and other agency personnel locally to coordinate procedures for correspondence exchange with their personnel. Develops an emergency plan for records protection and destruction. Responsible for periodic and special reports to AID/W regarding records management.

Typically supervises approximately four to seven, but not less than a minimum of three, employees engaged in the maintenance of central files and records, and in the receipt, review, sorting distribution, preparation, and dispatch of incoming and outgoing unclassified mail, including telegraph communications. Schedules mail delivery and assures proper handling through appropriate mail systems, as required. Resolves problems associated with mail and file procedures. Performs typical first-line supervisory functions, including on-the-job training. Guidelines include records management and mail and file regulations of AID/W, and related instructions and procedures of the Embassy and other associated agencies.

Supervision is from the Executive Officer and is general, nontechnical in nature.

Judgment is required in establishing local records management procedures, such as the determination of whether or not certain records can be maintained on a decentralized basis. Some tact and diplomacy are involved in explaining records management requirements, conducting inspections and inventory, and in resolving associated problems.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some relevant technical training or education is highly desirable.

EXPERIENCE: FSN-7—Two to three years minimum desired experience with records and correspondence management, of which two years must have been with a U.S. Government Agency.

FSN-6—Two to two and one-half years minimum desired experience with records and correspondence management, of which two years must have been with a U.S. Government Agency.

FSN-8—Two to four years minimum desired experience with records and correspondence management, of which two years must have been with a U.S. Government Agency.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a thorough knowledge of AID/W regulations on records management and correspondence and records control; and a thorough knowledge of Department of State mail handling instructions. Must have a good knowledge of how the unclassified records are kept. Must also have a good knowledge of the organization, functions, personnel, and practices of the activities to which service is provided.

ABILITIES AND SKILLS: Must have management and supervisory ability to

organize, manage, and supervise the records and correspondence management program efficiently. Must be tactful yet effective in explaining procedures and requirements to AID Mission personnel.

DISTINGUISHING FEATURES:

FSN-7 is normally the highest level of work for Records and Correspondence Management positions. The FSN-7 level will usually be established only at large AID Missions and at those of medium-size, which are very complex in relation to the criteria in Section 5 in the introduction to this series. It is distinguished from FSN-8 positions in that the FSN-8 level has a very complex records and correspondence management program at a very large AID Mission, in relation to the criteria in Section 5 in the introduction to this series. The existence of a very complex program must be approved by AID/W, M/PM/PMC and State, PER/OE/HRM. Requests for approval must include a written justification which considers the ten criteria contained in Section 5 of the introduction to this standard. The FSN-7 level is distinguished from FSN-6 positions in that the FSN-6 level is found in small and medium-sized Missions of average complexity, as determined by reference to the criteria in Section 5. The FSN-6 and FSN-8 level positions are alternatives to the FSN-7 level for establishment in the circumstances described above.

More than 50% of the work of any position must be associated with records and correspondence management to be included in this series. Establishment of a Records and Correspondence Management Supervisor position at any grade level may preclude establishment of supervisory positions in the Mail and File Series, FSN-130, especially at medium and small-sized AID Missions.

SUPPLEMENTARY NOTES:

- (1) Before classifying positions to this series, the classifier should carefully review and understand all of the information in the Introduction to this series.
- (2) Before evaluating a position by this standard, the classifier must assure that more than 50% of the assigned responsibilities clearly involve records and correspondence management functions.
- (3) The presence of a Records and Correspondence Management Supervisor position, at any grade level, will normally preclude the establishment of FSN-130 supervisory mail and/or file positions in a centralized mail and file unit, especially at medium- and small-sized AID Missions.

FSN-150-6 SINGLE-AGENCY POSITION

CLASSIFICATION STANDARD

(TL:FSNH-24; 08-10-1998)

| | |
|---|--|
| GROUP: General Clerical, Secretarial and Administrative | SERIES: Records and Correspondence Management |
| TITLE: Records and Correspondence Management Technician or Clerk | LEVEL: FSN-150-6 |

BASIC FUNCTION:

At a large AID Mission or a medium-sized AID Mission having very complex projects resulting in a heavy volume of records and correspondence, participates in the records and correspondence management program by performing nonsupervisory aspects of this activity. That is, conducts procedural studies leading to improvements and modifications in the systems and procedures by which unclassified records and correspondence are controlled and maintained. Conducts inventories, inspections, and training courses. Provides functional continuity over the management and control of records and correspondence by assisting the Records and Correspondence Management Supervisor in exercising some supervisory control over subordinate employees engaged in mail and file operations. This principally includes acting in the absence or preoccupation of the Records and Correspondence Management Supervisor and performing the attendant managerial responsibilities associated with the control of such voluminous records and correspondence.

NOTE: Use of this standard is appropriate only at AID Missions where the complexity and volume of records and correspondence work justifies and required the establishment of a second records and correspondence management position to carry out this function adequately. For small or medium-sized AID Missions, this standard may only be applied with the advance approval of AID/W, M/PM/PMC, and the Department of State, PER/OE/HRM.

MAJOR DUTIES AND RESPONSIBILITIES:

Studies and analyzes the procedures and systems by which unclassified records and correspondence are controlled and maintained in the AID

Mission, including those for decentralized records. Prepares reports recommending new or changed procedures and/or systems modifications associated with the manner in which records and correspondence are received, classified into subject-matter or other categories, distributed, stored, retired, or reviewed for disposal. Conducts periodic inspection of records to assure proper maintenance, classification, and disposal and to assure avoidance of unnecessary duplication of records. Inventories records as required, and participates in the training of AID Mission personnel in records maintenance and the processing of correspondence, including preparation for pouch or APO. Interprets AID/W records management regulations to AID Mission personnel and assists in the resolution of problems associated with records management. Works closely with AID Mission staff in determining and advising on which records may be retained on a decentralized basis. Recommends establishment of new files and/or files categories. Composes local directives necessary for adapting or implementing AID/W regulations and procedures. Maintains liaison with the Embassy and other U.S. Government Agency personnel to coordinate implementation of procedures for correspondence exchange.

Although not performing the full range of supervisory responsibilities, provides functional continuity by providing some supervisory guidance to approximately five to seven personnel engaged in day-to-day mail and file operations in the central mail and file room. This includes answering questions, distributing work, and resolving problems in the absence of the Records and Correspondence Management Supervisor, when that individual is concerned elsewhere due to the volume of records and problems associated with control of such a large records and correspondence system.

Supervision is from the Records and Correspondence Management Supervisor, but is general in nature. Guidelines include records management and mail and file regulations of AID/W, and related instructions and procedures of the Embassy and other associated agencies. Judgment is required in recommending local records management and mail handling procedures. Tact is involved in explaining records management requirements, and in conducting inspections and inventories.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION: Completion of secondary school is required.

EXPERIENCE: FSN-6, Technician—Two to two and one-half years of experience in records and correspondence management is required. One year must have been with a U.S. Government Agency.

FSN-5 Clerk—One and one-half to two years of experience in records and correspondence management is required. One year must have been with a

U.S. Government Agency.

LANGUAGE: Level 3 (good working knowledge) is required.

KNOWLEDGE: Must have a good knowledge of AID/W regulations on records management and on correspondence and records control and a good knowledge of Department of State mail handling instructions. Must have good general knowledge of the unclassified records maintained by the AID Mission and of the system by which these records are kept. Must have a good general knowledge of the organization, functions, personnel, and practices of the activities to which service is provided.

ABILITIES: Must have the ability to participate in the management and supervision of the records and correspondence management function by analyzing existing systems and procedures and recommending improvements to enhance efficiency. Must be able to explain procedures and requirements tactfully to AID Mission personnel.

DISTINGUISHING FEATURES:

This level is for nonsupervisory secondary records and correspondence management positions. These types of positions are usually established only at large and very large AID Missions which typically have very complex projects and a heavy volume of records and correspondence work. These types of positions are not normally found at small or medium-sized AID Missions unless the projects complexity and volume of work so justifies. Application of this standard to positions at small or medium-sized AID Missions must have prior approval of AID/W, M/PM/PMC, and the Department of State, PER/OE/HRM. Requests for approval must include a written justification, which considers the ten criteria contained in Section 5 of the Introduction to this series.

The FSN-5 level is distinguished from the FSN-6 in that it is applicable to small or medium-sized AID Missions where the full extent of responsibility set forth for the FSN-6 level is rarely present. The FSN-5 level, however, may also be appropriate for larger AID Missions if the complexity of a position's assigned duties do not justify the FSN-6 level.

SUPPLEMENTARY NOTES:

- (1) Before classifying positions to this series, the classifier should carefully review and understand all of the information in the Introduction to this series.
- (2) Before evaluating a position by this standard, a classifier must assure that more than 50% of the assigned responsibilities clearly

- involve records and correspondence management functions.
- (3) The presence of an FSN-5 or FSN-6 records and correspondence management position will normally preclude the establishment of lower-grade supervisory positions in a centralized mail and file activity.
 - (4) The official classification titles for the grade levels covered by this standard are as follows:
 - FSN-150-5: Records and Correspondence Management Clerk.
 - FSN-150-6: Records and Correspondence Management Technician.