

Classification: Customer Service Technician, NK-0303-II

Local Title:

Employing Office Location: Orlando, FL

Duty Station: Orlando, FL

Org Info: Agency: Assistant Secretary of the Army (Acquisition, Logistics and Technology) ASA (ALT)

1st Div: Program Executive Office, Simulation, Training and Instrumentation (PEO STRI)

2nd Div: Project Support Group

3rd Div: Finance Directorate

4th Div:

Supervisor's Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Immediate Supervisor: Jo Ann Hathaway

Title: Director, Resource Management

Signature: _____ /s/ _____ **Date:** 4/24/03

Higher Supervisor or Manager: _____

Title: _____

Signature: _____ **Date:** _____

Classification/Job Grading Certification: I certify that this position has been classified IAW Acquisition Workforce Personnel Demonstration Project broadbanding criteria.

Classification Official: Jerry L. Stahl

Title: Business Operations Executive (Acting)

Signature: _____ /s/ _____ **Date:** 5/7/03

FLSA: Nonexempt **BUS Code:** 7777 **CL:** 214

Drug Test: No

Emergency Ess:

Key Position:

OPM Functions Code:

Sensitivity: NCS

Status: Competitive

Reason for Submission: Acq Demo Conversion

Subject to IA: Yes

Previous PD Number: various

Mobilization:

Envir. Diff:

Career Prg ID:

Acq Posn Category:

CAPL Number:

Acq Career Level:

Acq Posn Type:

Acq Special Asgmt:

Acq Prog Ind:

Career Spec – Primary:

Career Spec – Sec:

Cont Job Site:

Mobility:

Financial Disclosure: Public Financial Confidential Financial

Supervisor Manager Neither

Citation 1: USOPM PCS for Clerical and Technical Accounting and Budget Work, GS-0500C HRCD-4, December 1997

Citation 2: AWF, PDP, BLD, Federal Register, Volume 64, Jan 99

Acquisition Workforce Demo Project
Position Requirements Document

I Organization information:

Position is located in the Financial Systems Division, Finance Directorate, Project Support Group, Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position information:

Customer Service Technician, NK-0303-II.

III Duties:

The primary purpose for this position is to perform payroll customer service duties and technical services supporting the various automated systems for the Finance Directorate.

Serves as liaison between civilian employees, time keepers, budget analysts, program analysts, PEO STRI management, project directors, PEO STRI travel office, the Consolidated Civilian Payroll Office and the Human Resources Office. Maintains all data processed in the accounting, payroll, and project management systems. Performs local record keeping, and provides customer service for payroll, time keeping, accounting, and project data management. Supports higher grade specialists in managing the daily and monthly processes for financial systems for the PEO.

Supports and assists higher grade specialists with labor reporting process, ensuring accuracy; identifies inappropriate/inaccurate labor charges and initiates necessary transfers for accounting; makes appropriate changes to employee Labor Master File and Header Records upon assignment and/or reassignment and to ensure cash awards are charged to the appropriate job order.

Receives and monitors processing of payroll documents authorizing changes, and ensuring time and attendance reporting is received and processed in Defense Civilian Pay System. Identifies system problems to senior analysts for resolution.

Performs other duties as assigned.

Actively contributes as team member or leader; takes initiative to accomplish assigned projects. Guides others in accomplishing projects. Coordinates appropriately with others to complete tasks within established guidelines. Identifies and pursues individual/team developmental opportunities.

Factor: 5. - Communication Level II.

Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at appropriate level. Flexibility, adaptability, and decisiveness are exercised appropriately.

Interprets and communicates administrative procedures within immediate organization. Prepares, coordinates, and consolidates documents, reports, or briefings. Communicates/presents internal administrative/functional procedures and tasks internally and externally.

Factor: 6. - Resource Management Level II.

Work is timely, efficient, and of acceptable quality. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately.

Identifies and uses resources to accomplish projects. Plans resources to achieve project schedules. Effectively accomplishes projects within established resource guidelines.

Selective Requirements

Incumbent must be able to obtain and maintain a Secret security clearance.

May be required to travel within the U.S./overseas by commercial aircraft.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS) FOR QUALIFICATION PURPOSES.

Knowledge of the Civilian Pay System categories for a wide variety of employment situations including full-time, temporary, term, part-time, and holiday, leave overtime, and differentials applicable to each

Knowledge of the interrelationships between payroll, timekeeping, personnel, and accounting systems, project management systems and other installation systems

Ability to access or locate information through the use of a personal computer or terminal

Ability to interpret and apply rules, regulations, and procedures

Ability to establish and maintain relationships with key individuals/groups outside immediate work unit

Ability to provide guidance to customers

Skill in using a keyboard; a qualified typist not required

Ability to plan and organize work

Ability to work cooperatively as a member of a team

Ability to identify problems and develop innovative solutions