

*DISCLAIMER: Please be advised that this document serves as a sample for generating a position description tailored to the duties required of the PAS provider(s) at an organization, and is NOT a classified position description. This sample has not been written with Factor Level Descriptions (with 9 factor levels) as the GS-0303 series is classified using the Grade Level Guide for Clerical and Assistance Work. The PAS position may vary in job series and grade level depending on duties assigned and the complexity of the work, among other factors. This document does not include any potential physical requirements of the position, e.g. lifting the weight of the employee, so any physical requirements of the PAS needed by the employee(s) will need to be incorporated. Please work with your servicing Human Resources Office and/or Operations Center to have a position description classified that will meet your organization's needs.*

**Personal Services Assistant  
GS-303-05**

**Background**

This position description (PD) is established to provide Personal Assistance Services as mandated by the EEOC's regulation implementing Section 501 of the Rehabilitation Act of 1973. Federal agencies are required to provide assistance to employees with targeted disabilities in performing basic activities of daily living such as eating and using the restroom. Organizations choosing to use this PD must also have the assistant performing technical work which supports the administration or operation of the programs of an organizational unit for a minimum of 25 percent of the time. The employee will be required to have a working knowledge of the processes and procedures of an administrative field in addition to performing the personal assistance duties.

**Duties**

Serves as personal assistant for employee(s) with targeted disabilities. May be required to perform the following types of duties as personal assistant: (75%)

- Ensures the personal needs of the employee(s) are met during duty-hours, official travel, and employer-sponsored events. This includes services pertaining to eating, toileting, putting on/removing clothing, maneuvering, orienting, reaching and grabbing items out of reach, traveling, and other related needs in performing activities of daily living. Other types of services not included in this list may be required depending on the limitations of the employee(s).
- Provides a variety of services to employee(s) involving support in work-related duties, such as reading and note-taking. These duties relate to the personal reasonable accommodations needed for the qualified employees to experience the same employment opportunities and benefits as employees without disabilities. Assists in the organizing and maintenance of files and manuals, photocopying, and help with other duties requiring physical demands according to the limitations of the employee(s).

- Assists in emergency type situations (fire drills, illness, building evacuation, etc.).
- Performs related duties such as accompanying the employee to meetings, conferences, and training sessions if required by the employee(s).
- Where necessary, accompanies the employee in official travel in order to facilitate performance of his/her job. Travel-related duties may include duties as described above, dressing and grooming, preparing meals, transferring to and from bed, and facilitating the logistical needs of the employee(s). Job-related duties may also be required during official travel such as reading and note-taking.

Serves as an administrative assistant performing responsible work consisting of standard and non-standard clerical assignments in support of an office. May be required to perform the following types of duties: (25%)

- Maintains necessary files and records to ensure access to desired information. Files can include administrative files, statistical information and other materials related to office functions.
- Prepares final letters, notices, reports and other correspondence from draft documents and/or edited reports.
- Performs office automation tasks not requiring a fully qualified typist, such as creation of documents, graphs, charts and worksheets.
- Provides supply and service procurement services. Receives and processes requests, tracks status of requests and receives incoming supplies and services. Performs periodic inventory to determine stock replenishment requirements.
- Maintains calendars and schedules, arranges meetings, answers requests for information via email or phone calls and schedules travel or events for higher level personnel.
- Performs other administrative tasks needed in support of the organization as assigned.

### **Nature of Assignment**

Employee performs as personal assistant for individual(s) with targeted disabilities. Primary responsibility of employee is to provide assistance in performing activities of daily living. The employee may provide personal assistance services for more than one employee depending on need and as long as it does not interfere with providing assistance to others in a timely manner. Additionally, employee will perform duties providing administrative support in a variety of organizational areas.

Employee will be required to assist coworker with daily living functions such as assistance with eating, using the bathroom, taking off outdoor clothing, navigating elevators and building obstacles or organizing files for ease of locating needed information.

Employee will additionally be required to perform duties of an one-grade interval administrative nature, such as creating a variety of documents, maintaining supplies and services, scheduling business travel, preparing reports or maintaining files. These duties shall not interfere with the ability to perform the personal assistance services in a timely manner.

Knowledge of applicable fire and safety regulations for the work area in order to aid the employee(s) with targeted disabilities in case of an emergency. Knowledge of basic office equipment, e.g., photocopier, personal computer, phone, calculator, etc., to assist employees(s). Skill to develop and maintain personal one-on-one relationships with tact and courtesy to provide personal assistance for employee(s) with targeted disabilities. Skill in written and oral communication to effectively provide personal assistance services for the individual(s) and in support of the organization(s).

Position requires knowledge of organizational structure and functions that pertain to the assignment area. Knowledge of applicable document requirements and content, and knowledge of related software needed to prepare and use these documents to include Microsoft Office Suite. Knowledge of data source forms and characteristics of data reported thereon. Knowledge of grammar, spelling, punctuation, and format, sufficient to recognize and correct errors in correspondence and reports. Knowledge of the organization of electronic and paper files and the purpose and content of data in these files. Knowledge of the clerical steps in processing documents, associating, filing and retrieving information, and preparing output documents. Basic knowledge of technical information and vocabulary used by the employee(s) in the performance of duties.

### **Level of Responsibility**

The assisted employee's supervisor will make the determination as to the need for the personal assistant in all work situations, to include during official travel and in off-site training or conferences where reasonable accommodations are unavailable.

The employee's supervisor oversees the completion of all work and determines if the needs of the employee(s) are being met. The supervisor also assures that the interpersonal relationship between employee and assistant is professional and harmonious as this is essential to the effective assistance of the individual.

The supervisor assigns support work by defining objectives, priorities and deadlines and provides guidance on assignments that do not have clear precedents. The incumbent carries out the assistant and support work independently, referring unusually difficult problems to the supervisor. The employee works in accordance with accepted practices; the supervisor evaluates completed work for technical soundness, appropriateness and effectiveness in meeting goals.

Guidelines include extensive oral and written instructions on office procedures and numerous written guides covering agency-wide and local policies. Included are procedural guides such as

instructions, regulations, manuals, precedents, etc., used by the employee(s) with targeted disabilities.

In addition to having a full working knowledge of those guidelines, the incumbent must also be familiar with clerical guidelines such as style manuals and agency instructions concerning correspondence, formats, etc. Judgment is required in locating, selecting and adopting guidelines or determining when deviations are required from among those available.

The incumbent is familiar with requirements which allow for ordering and inventory of supplies and services within an organization. Uses guidelines, which may require judgement in determining appropriate use and pertinence.

Discretion and selectivity are used in choosing the appropriate clerical guidelines; however, this judgment may only be extended to substantive guides by direction of a supervisor of the employee(s) with targeted disabilities.

The personal assistant will provide services on a one-to-one basis in formal and/or informal settings, and may provide services to more than one employee depending on the need. The complexity of the duties depends upon the work environment and the limitations of the employee(s) with targeted disabilities.

Work consists of performing a full range of standard and non-standard clerical assignments and resolving a variety of non-recurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The employee must identify and understand the issues involved in each assignment, identify what steps and procedures are necessary, and determine the order of their performance. Completion of each task typically involves selecting a course of action from a number of possibilities.