



## Social Security Administration SSA-801 -- Position Description

1. Position Description #:		<b>0F098 (S*****)/0F099 (T*****)</b>											
2. Official Title:		Reader Assistant											
3. Pay Plan/Series/Grade:		GS-303-5											
4. Organizational Title:													
5. Classified/Graded By:		R. Avery				Date:		8/13/2020					
6. Organizational Location:		SSA, Office of the Commissioner											
7. Number of Allocations:		100											
8. Reason for Submission:		X	New		Redescription:				Reestablished			Other	
9. Service:		X	Headquarters		X	Field							
10. Employing Office:		Baltimore, MD				11. Duty Station		Various					
12. Fair Labor Standards Act:			Exempt	X	Non-Exempt								
13. Financial Statement Required:		Executive Personnel Financial Disclosure				Employment and Financial Interests							
14. Position Status:			Competitive	X	Excepted (Specify in Remarks)			SES (Gen)			SES (CR)		
16. Supervisory/Leader Status:			Supervisory	X	Non-Supervisory			Team Leader			Work Leader		
17. Sensitivity:		X	1 - Non Sens/ Low Risk		2 - NonCrit Sensitive		3 - Crit Sensitive		4 - Spec Sensitive		5 - Mod Risk		6 - High Risk
18. Cyber Security Code:		000											
19. <b>Supervisor Certification.</b> I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and 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 the false or misleading statements may constitute violations of such statutes or their implementing regulations. <b>REQUIRED</b>						Typed Name/Title of Certifying Supervisor: Tamara Stenzel / National Reasonable Accommodations Coordinator, DCHR/OPE Signature and Date: /s/ Tamara Stenzel 08/13/2020							
20. Higher Level Management Concurrence (Optional)						Typed Name/Title of Higher Level Manager:  Signature and Date:							
21. <b>Allocation Certification.</b> I certify that each incumbent will perform the grade controlling duties and responsibilities of this position for a substantial amount of time (i.e., 25% or more). <b>REQUIRED</b>						Typed Name/Title of Certifying Official: Lydia Marshall / Associate Commissioner, DCHR/OPE Signature and Date: /s/ Tamara Stenzel for Lydia Marshall 08/13/2020							
22. <b>Classification/Job Grading Certification.</b> I certify that this position has been classified/graded as required by Title 5, U. S. Code, in conformance with standards published by the Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards and authorize establishment of the position.													
Typed Name/Title of Official Taking Action: Rodney Avery, HR Specialist (CLSFN)						Signature and Date: /s/ Rodney Avery 8/13/2020							
23. Typed Name/Title of Delegated Authorizing Official for GS-15/SES:						Signature and Date:							
24. Standards and information on application are available in the personnel office. Position Classification Standards used in Classifying Position and date issued: Miscellaneous Clerk and Assistant Series, GS-0303, TS-37, November 1979, TS-34 January 1979; Grade Level Guide for Clerical and Assistance Work, TS-91, June 1989; Introduction to the Position Classification Standards TS-134 July 1995, TS-107 August 1991, Revised: August 2009													
25. Remarks:													
26. Description of Major Duties and Responsibilities (See Attached)													

Reader Assistant  
GS-303-05-#0F098 (S\*\*\*\*\*)  
GS-303-05-#0F099 (T\*\*\*\*\*)

This position is located in the Office of the Commissioner serving in various offices. The incumbent provides direct reading and clerical assistance to a designated blind or visually impaired employee. The incumbent may perform the duties of this position for one or more employees, as needed. Typically, the incumbent performs one or more of the following:

Major Duties

- Provides reading services to management officials, supervisors, or confidential employees that may have access to or handle confidential information and materials including, but not limited to labor relations records, personnel records, performance assessment information, awards information, budget and audit information, reasonable accommodation or EEO information and files.
- Reads a variety of work-related, handwritten/printed materials to the assisted employee. Reads aloud and with clarity from a wide range of materials, which may include technical, administrative, and program related materials, which involves diverse specialized terminology such as federal legislation and regulations. Material may include claims related information collected from claimants and recipients, SSA manuals, statistical data, memoranda, administrative directives, case-tracking forms and computer based data.
- Explains/describes various visual aids such as graphs, charts, pictures, illustrations, etc., used to supplement written/printed text. As needed, interprets these materials.
- As required, orally record, transcribe and translate data for frequent and future use on computers, cassettes and other recording devices for use of assisted employees. Operate these devices to assure high quality recording and to facilitate assisted employee's use of such devices.
- Assists in the research and collection of information and documentation for use by the assisted employee in performing assigned work. Extracts data from correspondence, interview notes, etc., and compiles narrative reports upon which the assisted employee can base a decision as to the appropriate course of action.
- Prepare routine data input forms and routine written notices to query, correct, or change records of entitlement and eligibility under SSA administered programs. As required, input such information into SSA systems.
- As directed, may be asked to assist the employee by typing correspondence such as drafts or reports.

- Reads and processes incoming mail. Answers routine telephone calls. Provides information or instructions regarding program requirements and submission of appropriate documents. Reviews materials presented by visitors and, if necessary, contacts designated sources within the agency to determine the status of requests.
- Maintains the necessary files, records and controls to insure access to desired information. Files can include administrative files, statistical information and other materials related to office functions.
- Performs related duties such as accompanying the employee to meetings, conferences, and training sessions.
- Where necessary and approved by the assisted employee's immediate supervisor, accompanies the visually impaired employee in work-related travel in order to facilitate performance of his/her job. Travel-related duties may include reading as described above, note taking, pulling files, gathering and duplicating written materials.
- As required, assists with clerical duties associated with the assigned component.
- Performs a wide range of Office Automation tasks not requiring a fully qualified typist, such as creation of graphs, charts and worksheets. Assists visually impaired employees with software/hardware problems occurring with both office automation and special adaptive equipment. Troubleshoots and resolves problems or obtains resolution from vendors, help desk or other sources.
- Performs other duties as assigned.

#### Factor 1 - Knowledge Required by the Position

Thorough knowledge of the English language in order to read clearly, summarize or interpret handwritten/printed materials for the blind or visually impaired employee.

Knowledge of extensive, technical information and vocabulary used by the assisted employee in the performance of his/her assigned duties. Knowledge may be of such an unique nature and require such an extensive array of technical guides, instructions and subject-matter to require an on-the-job training period, experience or developmental period which ranges from a few months to a year before the incumbent is at full working capacity.

Knowledge of grammar rules to express clearly the information being read and knowledge of formats used in the preparation of documents.

Knowledge of the policies, procedures and operations of the assigned component to perform clerical duties associated with the assisted employee and/or assigned component.

Knowledge of SSA organizational structure, functions and programs as these pertain to the assisted employee's duties and responsibilities, and to share information or make proper referrals. Knowledge may be of such an unique nature and requires a total on-the-job training period which ranges from several weeks to a several months before the incumbent is at full working capacity.

Knowledge of the function of the assisted employee and of the mission of the office sufficient to read and provide research and reports to the blind employee.

Knowledge of data input procedures to code routine requests to query, correct or changing of records.

Knowledge of the organization of the office files and the purpose and content of documents in the files. Knowledge of the clerical steps in processing documents, filing and retrieving information, and preparing reports.

Knowledge of recording device operations for recording materials for later use and referral by assisted employee.

Knowledge of office automation software and processing procedures in order to produce documents, store and retrieve electronic files, enter data into a pre-defined spreadsheet or database, and transmit and receive electronic mail.

Skill in reading handwritten and/or printed work clearly, rapidly and distinctly with proper pronunciation.

Skill in describing and interpreting non-written such as charts, pictures and tables

### Factor 2 - Supervisory Controls

The onsite supervisor will make the determination as to the need for a reader. The supervisor is responsible for the overall guidance, review and evaluation of the incumbent; however, the blind or visually impaired employee directs the reader's duties on a day-to-day basis. Reading assignments are usually performed on a one-to-one basis with the assisted employee.

For clerical assignments, the supervisor assigns work by defining objectives, priorities, and deadlines and provides guidance on assignments which do not have clear precedents. The employee works in accordance with accepted practices and completed work is evaluated for technical soundness, appropriateness, and effectiveness in meeting goals.

The supervisor, with the blind or visually impaired employee, determines if his/her needs are being met and assures that the relationship between the reader and the assisted employee is effective.

The supervisor determines when the reader accompanies the assisted employee to off-site training and conferences where reasonable accommodation is unavailable.

### Factor 3 - Guidelines

Incumbent receives oral instruction from the assisted employee for performing job duties or follows available written procedural guides. Procedures for doing the work have been established and a number of specific guidelines are available. The incumbent adheres to proper usage of English (Spanish) language using terminology and descriptions related to the work of the assisted employee. The incumbent must operate under the provisions of the Privacy Act in dealing with sensitive material.

Extensive guides in the form of instructions, manuals, regulations, and precedents apply to the work. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines. Procedural problems require interpretation and adaptation of established guides. The employee must determine which of several alternative guidelines to use. If existing guidelines cannot be applied, the employee refers the matter to the supervisor.

The work may require extensive subject-matter knowledge of an organization's programs and operations to perform the more complex, interrelated, or one-of-a-kind clerical processing procedures. Unusual problems are referred to the supervisor or assisted employee.

### Factor 4 - Complexity

Materials read may include memorandums, policies, claims material, labor relations records, personnel records, performance assessment information, awards information, budget and audit information, reasonable accommodation or EEO information and files, etc. The reader will provide services on a one-to-one basis in formal and/or informal settings. A large portion of the incumbent's time is spent reading and recording a variety of materials. The complexity of the reading material depends upon the subject matter of the work assigned to the assisted employee. At the direction of the assisted employee, the incumbent may determine which of several alternatives to use in communicating information to the employee, i.e., reading the complete text or summarizing lengthy documents. The incumbent will consult with the manager to resolve problems and identify parameters involved in the work and the best methods of approach.

Factor 5 - Scope and Effect

The purpose of the position is to provide accurate reading services of printed job-related materials to the assisted employee. The efforts of the incumbent have a direct effect on the ability of the assisted employee to receive and disseminate the information and perform the assigned tasks. The work affects the accuracy, timeliness, and efficiency of office operations.

Factor 6 - Personal Contacts

Contacts are with the blind or visually impaired employee, his/her supervisor, fellow employees, and any other SSA and non-SSA personnel with whom the assisted employee makes contact to perform assigned duties. They may be in other SSA offices or with agencies and organizations outside SSA or the Federal government.

Factor 7 - Purpose of Contacts

Contacts are with a variety of persons within and outside the agency for the purpose of receiving or providing information relating to the work or for resolving operating problems in connection with recurring responsibilities.

Factor 8 - Physical Demands

The work is primarily sedentary with some walking, carrying, standing, bending and stooping. The incumbent must possess the physical ability to read aloud and/or scan written materials for long periods.

Factor 9 - Work Environment

The incumbent works in a typical office setting.