

**Administrative Support
Career Path III**



SERIES NUMBERS	SERIES TITLE
0326	<u>Office Automation Clerk</u>

Broadband Level Descriptors

MCTSSA's mission is to sustain combat readiness of the operating forces by ensuring C4I software is properly acquired, developed, tested and supported throughout the systems lifecycle.

Career Path: Administrative Support

Level 1:

Factor 1: Problem Solving

Conducts activities on a segment of a task. Assists supervisor or other appropriate personnel. Applies standard rules, procedures, or operations to resolve routine problems. Independently carries out routine tasks. Takes initiative in selecting and implementing appropriate procedures.

Factor 2: Teamwork/Cooperation

Works with others to accomplish routine tasks. Contributes ideas on routine procedures. Interacts cooperatively with others. Regularly completes tasks in support of team goals.

Factor 3: Customer Relations

Assists customer support activities. Meets routine customer needs. Interacts with customers on routine issues within specific guidelines.

Factor 4: Leadership/Supervision

Takes initiative in accomplishing assigned tasks. Asks for assistance as appropriate. Provides input in administrative/functional area. Seeks and takes advantage of developmental opportunities.

Factor 5: Communication

Communicates routine task/status results as required. Writes timely and accurate draft documentation. Explains status/results of assigned tasks.

Factor 6: Resource Management

Uses assigned resources to accomplish tasks. Plans individual time and assigned resources to accomplish tasks. Effectively accomplishes assigned tasks.

OFFICE AUTOMATION CLERK NK-0326-I

Performs office automation work, including word processing, and a variety of clerical functions in support of the organization. Performs a broad range of duties using one or more database software programs. Uses various functions spreadsheet software programs.

Maintains technical publications, manuals, and technical order files.

Works with source documents, files, and/or prepares products that are covered by special procedures and regulations.

Provides clerical support to ensure efficient office operations. Performs a variety of receptionist and other clerical and administrative functions, using judgement to answer recurring questions and resolve problems.

Participates in team projects when necessary, performing routine tasks. Works with customers to translate and accommodate routine needs.

Performs timekeeping and labor reporting duties.

Requests and purchases office supplies.