

Critical Elements – 301 Series
Program Specialist

Expected Results at the Level 3: To meet the standard, the employee must meet the following requirements as determined by the Supervisor through direct observation and/or discussions with several customers and/or peers.

A. Program Coordination: Monitors program activities, sets priorities, and provides assistance, coordination, follows up with supervisor to ensure IC initiatives are implemented, and monitors workflow between incumbent's office and other program areas.

- Assignments are forwarded for response to appropriate staff within one working day of receipt.
- Assignments are triaged for assignment to appropriate staff within two working days of receipt. No more than 2 instances per quarter in which assignments were not appropriately made in a timely manner due to incumbent's failure.
- Responses presented for the supervisor's information/action have received input from all appropriate staff members and are the result of staff consensus.
- Correspondence for signature by the supervisor is prepared in accordance with NIH correspondence guidelines. No more than 4 instances per year of correspondence being returned due to inappropriate format.

B. Liaison: As primary point of contact to the supervisor, incumbent meets, greets, and deals with a variety of clients to the office, and applies broad organizational knowledge and tact in dealing with a variety of clients and situations.

- Responses are balanced and reflect good judgment as well as tact and comprehensive understanding of the current policies of the office. No more than 3 valid complaints per year due to incumbent failure to perform duties appropriately.
- Acts as the supervisor's personal representative by coordinating on a rapid turn-around basis the writing and dissemination of information.
- Prepares correspondence for supervisor's signature dealing with sensitive issues.

C. Travel: Provide travel services to the supervisor, in preparation for site visits, conferences, presentations, etc.

- Travel itineraries and agendas are arranged to make sure that supervisor's time is used productively. Supervisor is properly briefed prior to engagements.
- Status updates on travel orders/vouchers can be obtained and reported to the requestor within 3 business days.
- Vouchers are completed within 5 days of receipt of the traveler's submission of paperwork.
- Completed travel packages are prepared and routed to the Administrative Office in accordance with NIH, OD and OHR travel regulations and policy.
- Travel arrangements are realistic and meet the traveler's expectation in terms of timeliness and accommodations to the maximum extent possible.

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D. Scheduling: Maintains full and final responsibility for arranging supervisor's calendar. Arranges meetings on own initiative or upon request, rearranging without consultation to accommodate unexpected circumstances. Visitors are prioritized based upon Institute needs. Incumbent is responsible for developing background materials, such as briefing papers, and for arranging for briefing sessions between IC staff and the supervisor, as required.

- Supervisor is scheduled for meetings s/he should attend, is represented at other meetings in such a manner that the needs of the office are best met, yet time is allocated for other duties such as paperwork and access by staff.
- Supervisor is provided complete read ahead material in a timely manner so that the meeting time is used as productively as possible. No more than 2 instances during a 6-month period of supervisor missing a meeting or being misinformed as to the purpose of a meeting due to incumbent failure to perform duties.
- Supervisor is fully prepared for each appointment, logistically as well as having the correct information to be as effective and productive as possible.

E. General Office Support: Handles miscellaneous administrative support requirements to support the incumbent's office.

- Visitors are greeted upon notice of his or her arrival in the office space.
- Telephone calls are answered in a professional and courteous manner, retrieving the majority of calls by the second ring.
- Voicemail messages are responded to within 1-3 business days by either personally returning the call or notifying the appropriate individual whom may best answer the caller's question;
- Written correspondence is received and responded to in 5 business days. Outgoing correspondence is rarely returned with formatting, grammar, punctuation, and/or typographical errors.
- Goods and services are ordered by using the government purchase card; maintains purchase card log; reconciles purchases on a monthly basis; and matches the electronic log to the invoice on a daily basis.
- Records (both electronic and paper) are well organized in accordance with NIH policy. No more than 2 instances per year of records not being found due to incumbent failure.