

## Staff Assistant - 301

### Program Coordination

Monitors program activities, sets priorities, and provides assistance, coordination, and follows up to ensure Director's decisions on IC initiatives and program management are implemented. Serves as focal point for controlled correspondence from members of Congress, the White House and for the signature of the Secretary, DHHS, Surgeon General, NIH Director, IC Director and Division Directors.

- Assignments are forwarded for response to appropriate staff within one working day of receipt.
- Responses presented for the Director's information have received input from all appropriate staff and are the result of staff consensus.
- Responses to controlled correspondence are accurate, complete and timely. No more than two instances of late submissions per quarter

### Policy Coordination/Develops Guidelines

Makes assignments, provides advice and guidance, reviews the work of the OD support staff, establishes and enforces standards for all written communications, and monitors workflow between Directors office and other program areas. Designs, implements, and maintains structured mechanism to monitor staff action in regard to policy and program documents to ensure timely execution. Informs Director of status of action including emerging issues which might have delay in execution. Synthesizes multiple responses into coordinated reports for the Director.

- Policy originating from the Director's office is implemented clearly and timely. No more than 3 instances per rating period of delays due to incumbents' failure to monitor action and report problems in a timely manner to the Director.
- Operating procedures and policies developed for the Office of the Director are consistent with DHHS/NIH/IC policies.
- Correspondence for signature by the Director is prepared in accordance with NIH correspondence guidelines. No more than 4 instances per year of correspondence being returned due to inappropriate format.
- 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.

### Liaison - Acts as Director's Personal Representative.

As primary point of contact to the Director, incumbent meets, greets, and deals with a variety of clients to the office. These include staff from throughout NIH, other Federal agencies, universities, foundations, congressional offices, as well as the average citizen. Applies broad organizational knowledge and tact in dealing with a variety of clients and situations. Coordinates on a rapid turn around basis the writing and dissemination of information. Prepares correspondence for Director's signature dealing with sensitive issues.

- Responses are balanced and reflect good judgment as well as tact and comprehensive understanding of the current policies of the Director, NIH, and DHHS. No more than three valid complaints per year due to incumbent failure to perform duties appropriately.

### Travel

Makes all arrangements for Director's travel, including transportation and lodging. Prepares itinerary and agendas as required for supervisor's reference.

- All travel orders, justifications and vouchers are prepared in accordance with NIH/DHHS guidelines. No more than six instances in a rating period of documents failing to meet official guidelines due to incumbent failure.

### Scheduling - Full and final responsibility for arranging Directors calendar.

Arranges meetings on own initiative or upon request, rearranging without consultation to accommodate unexpected circumstances. Visitors are prioritized based upon Institute needs. As appropriate, arranges for representation to events on behalf of Director for meetings s/he is unable to attend.

- Director is scheduled for meetings he should attend, is represented at other meetings in such a manner that the needs of the IC are best met, yet time is allocated for other duties such as paperwork and access by NIDDK Staff.
- Director is provided complete read ahead material in a timely basis so that the meeting time is used as productively as possible. No more than two instances during a six-month period of Director missing a meeting or being misinformed as to the purpose of a meeting due to incumbent failure to perform duties.