Administrative Technician - 303

General office administrative support provided for the Senior Administrative Officer and the Administrative Officer Team Leader:

- 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 3-5 business days with no more than two to five percent of the reviewed outgoing correspondence 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.

General personnel administrative support provided for the Senior Administrative Officer and for the Administrative Officer Team Leader:

- Personnel actions are reviewed and coordinated to ensure that correct procedures are followed in the preparation of personnel action requests for professional and nonprofessional employees in the category of Civil Service appointment with no deviation from the currently used personnel action process;

- Status updates of personnel actions are obtained and communicated to the requestor within 1-3 business days;

- Personnel packages are reviewed and logged into VEDS and/or electronic spreadsheets within 1-3 business days of receipt;

- Familiarity with regulations involving policy and procedural guidelines are implemented, noting effect on program area, reviews and assists Division secretarial staff with questions regarding application of policy and procedures and/or updates, as needed.

General technical support provided for the Senior Administrative Officer and for the Administrative Officer Team Leader:

- Files of telephone service requests, work orders, and property transfer requests within employee's designated area of responsibility are prepared and maintained in an organized manner, allowing for immediate retrieval of back-up materials when requested.

- Office files (both electronic and hardcopy) within employee's designated area of responsibility are maintained in an organized manner, allowing for immediate retrieval of back-up materials when requested;

- Goods and/or services are entered into the currently used NIH database, consistently ensuring that all proper clearances, appropriate justifications, or required specifications are included in orders.

General travel support provided for the Senior Administrative Officer and for the Administrative Officer Team Leader:

- Status updates on travel orders/vouchers can be obtained and reported to the requestor within 1-3 business days.

- Completed travel packages reviewed and routed to Administrative Officer Team Leader within 2 days of receipt of both paper and electronic travel documents;

- Incomplete or discrepant travel packages are returned to the travel planner and/or traveler within 2 days of receipt of the travel package;

- Official travel authorizations and vouchers are filed on a daily basis;

- Working knowledge is maintained of the Federal Travel Regulations (FTR) and HHS travel policies and regulations, as well as travel-related HHS ethics policy.

General space management provided for the Senior Administrative Officer and for the Administrative Officer Team Leader:

- Short/long range office space planning and management is participated in by attending space and facility project meetings and site visits;

- Administrative support for office facility projects are provided by keeping detailed notes of the project and following-up on project tasks with the project contractor and/or manager;

- Project working files that are within employee's designated area of responsibility are maintained in an organized manner, allowing for immediate retrieval of back-up materials when requested.