

## Administrative Technician - 303

### Travel Services

- Travel oversight and services are rendered in an effective manner, as demonstrated by each of the following:
- Travel authorizations and vouchers presented by Program Support Staff are handled or reviewed in accordance with applicable travel regulations, policies, and procedures, including NIH, OD, OHR, and other higher authorities;
- Ensures accurate travel policies are applied in regards to sponsored, foreign, domestic, and local travel. This includes ensuring that travel is correctly entered into the NBS Travel System, that the proper OC codes are used, that appropriate CANs and payment methods are used, and that packages are correctly routed. It also includes the verification of additional memos, such as AEAs, Official Duty, and Late Memo justifications, when necessary;
- Based on a thorough review of travel documents, cases needing correction or resolution are kept to a minimum;
- Review of travel records/files demonstrates that policies are being followed with limited errors; and
- Customer feedback from the program indicates that advice and guidance provided to the program areas is helpful and consistent with Department and NIH guidance/regulations.

### Human Capital Services

- Personnel packages are consistently accurate and in full compliance with DHHS, OPM, NIH, OHR, and NHGRI regulations, policies and guidelines. This includes:
- Uses appropriate appointment mechanism to hire employees and fellows under Title 5 and Title 42;
- Provides guidance to employees and fellows on benefits as appropriate; counsels them on how to obtain needed services; and acts as a customer service point of contact;
- Orients new employees and ensures that all employees and fellows have appropriate identifications and have met various training requirements (ethics, animal, safety, IT, etc.);
- Ensures appropriate databases are maintained (VEDs, FPS, etc.) by running bimonthly and monthly reports; and
- Maintains accurate logs for Entertainment/Gift Fund requests and Awards.

### Communication and Liaison Services

- Administrative policies and protocols are effectively communicated to members of the Institute or others with a need to know, as indicated by all of the following:
- Facilitates communication with customers regarding requests, work products, and services. Refers customers to appropriate sources for information and guidance. Finds or solicits solutions to customer problems. Addresses customer requests in a timely manner;
- Demonstrates positive attitude and manners in telephone and face-to-face contacts;
- Maintains effective lines of communication with administrative officers coordinating administrative functions with their assigned areas; and
- Works as a team player to accomplish the overall goal of customer satisfaction and compliance with established guidance within the organization.

### Purchasing and Property Management

- Efficient and effective procurement of equipment and supplies, as well as efficiently managing property logistics, evidenced by all of the following:
- Limited customer complaints about receiving requested services and supplies;
- Maintains appropriate and required training in purchasing and property;
- Ensures that all purchases are conducted appropriately and within the applicable guidelines from the requisition to the receiving phase of the procurement;
- Identification and solicitation of appropriate procurement mechanisms;
- Accurate and appropriate guidance given to program officials in the development of Statements of Work, specifications, justifications, and GSA waivers;
- Supplies and equipment are purchased in a timely fashion;
- Newly purchased equipment is decaled within 5 days of receipt; and
- Inventory results show few overages and/or shortages, or inventory discrepancies are quickly accounted for.

## Management Controls

- Participates actively in NHGRI's management controls program. This includes the following:
- Participates in various studies and reviews conducted by the NIH or NHGRI Management Controls Program;
- Follows established NIH and NHGRI management control policies;
- Maintains appropriate files in accordance with established NIH requirements;
- Maintains an effective document management system in order to ensure that the document workflow for the office is effective and efficient;
- Monitors the request and receipt of supplies and ensures that proper documentation is executed and equipment or services are received; establishes and maintains accurate records in all administrative systems;
- Ensures that files are easily retrievable by AMB staff, are logically organized, clearly labeled and neat, and filed in the appropriate area within 5 days of receipt; and
- Responds in a timely fashion to request for documents and information.