

## Program Support Assistant - 303

### **Provide general non-FTE personnel administrative support for the Laboratory.**

- Non -FTE Personnel actions/packages are prepared and coordinated to ensure that correct procedures are followed in the preparation of personnel action requests for foreign and domestic non-FTE personnel packages within established timeframes.
- Contacts potential candidates and secures information so that paperwork is complete
- Enters and tracks Fellowship Payment System (FPS)
- Monitors and tracks renewal date of awards and stipend increases
- Status updates of personnel actions are obtained and communicated to the requestor within 3 business days;
- Familiarity with regulations involving policy and procedural guidelines are implemented, noting effect on program area, reviews and assists other support and scientific staff with questions regarding application of policy and procedures and/or updates, as needed.

### **Provide general travel support for the Laboratory Staff.**

- Status updates on travel orders/vouchers can be obtained and reported to the requestor within 3 business days.
- Completed travel packages are prepared and routed to the Lab Manager and 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.
- Vouchers are completed within 5 days of receipt of the traveler's submission of paperwork.
- Working knowledge is maintained of the Federal Travel Regulations (FTR) and HHS travel policies and regulations, as well as travel-related HHS ethics policy

### **Provide general Office Support for the Laboratory.**

- 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.

### **Maintain accurate automated files for Fellowship Payment System (FPS) to help eliminate Improper Payments**

- Verify CAN numbers with Lab Manager and or supervisors for obligating, receiving, and paying
- Timely and accurate data entry in Fellowship Payment System (FPS) to prevent erroneous (improper) payments
- Certify Fellows for payment by 20<sup>th</sup> of Month for payment