

Secretary - 318

Calendar Maintenance

The Division Director's calendar is maintained in a consistently accurate fashion, as demonstrated by:

- Meetings, speaking engagements, conferences, and briefings scheduled according to priority;
- Reasonable time frames allocated for events;
- Attendees notified in advance and all pertinent information communicated to them; and
- Last-minute changes made quickly and attendees notified of them in advance.

Communication and Liaison Services

Division Director's policies and protocols are effectively communicated to members of the Division or others with a need to know, as indicated by all of the following:

- Receipt, coordination, preparation, and dissemination of information is provided from the Division Director's office to others within specified timeframes and according to pre-established standards for quality; information from external sources is conveyed to the Division Director and staff members in the same manner;
- Draft correspondence is logical, clear, follows plain language guidelines, and is presented to requestor by required deadline;
- Work priorities and activities are tracked according to specifications, ensuring that the Division Director's deadlines are met; and
- Confidential or time-sensitive materials are disseminated/delivered to intended recipients within deadlines and according to other pre-determined quality specifications.

Travel Services

Travel services rendered in effective manner, as demonstrated by each of the following:

- Travel orders and vouchers are completed in accordance with NIH, OD, and OHR travel regulations and policy;
- Travel arrangements are realistic and meet the traveler's expectations in terms of timeliness and accommodations to the maximum extent possible;
- Confirmation is received sufficiently ahead of time so that travel vendor or other errors may be resolved prior to the traveler's departure; and
- Vouchers completed within 5 days of receipt of the traveler's submission of paperwork.

Files Maintenance

Division files are maintained in accordance with Division Director's established requirements; all of the following are applicable:

- Files are easily retrievable by the secretary or Division staff members;
- Files are logically organized, clearly labeled and neat; and
- Documents are filed within 5 days of receipt.

Division Administrative Support

Administrative support is provided according to stated standards, as demonstrated by each of the following:

- Project plans for office moves, reorganizations, audits, and other activities are prepared in advance and incorporate Division Director's requirements and preferences; costs; time frames; and identification of any potential problems; and
- Unanticipated problems that surface during project plan implementation are resolved independently or brought to the attention of the Division Director, in cases where higher-level intervention/authorization is required.