

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as the principal secretary for the Manager, Airport Administration Department (Manager) of Washington Dulles International Airport (IAD) and subordinate staff. Maintains awareness of the day-to-day activities of the Manager and staff in performing varied clerical and secretarial duties: screens callers and receives visitors; keeps abreast of information important to administrative support of the Manager and staff, and relays information and instructions from Manager to staff and contractors; compiles, assembles, proofreads and types documents; establishes and maintains files (e-files and paper files) and administrative control systems; sets up meetings and, as assigned, attends and takes/issues notes; drafts correspondence of a non-technical, administrative nature; maintains Manager's calendar and schedules appointments; requisitions or purchases office supplies, equipment, publications, etc., and maintains office supply inventory levels; coordinates work station set-up support (computer, telephone, keys, etc.) for new employees; completes or reviews office forms to ensure they are complete and accurate (such as having proper account codes on them); and performs related functions.

The work situation requires an understanding of (a) the responsibilities of Department staff for managing established IAD business agreements with air carriers, concessionaires and other public organizations, for managing and negotiating airport lease agreements, and for managing airport-related budget, personnel, procurement, warehousing, property management and other administrative activities, (b) the Manager's goals and commitments in relation to these programs and activities, and (c) coordination processes with various organizational entities. The administrative support provided also requires an understanding of (d) Airports Authority-wide and IAD-wide policies, programs and procedures covering a range of administrative-logistics matters.

--Screens phone calls and receives visitors using knowledge of Manager's preferences and priorities, function/program/project responsibilities, and other factors, to determine who should be directed to Manager, who should be directed to which staff member, who should be handled by the incumbent, when to take a message, how else to handle, etc.

--Reviews incoming correspondence and materials such as letters, executed contracts, leases, aviation bulletins and advisory circulars, airport orders and instructions, newsletters, magazines and newspapers for items or articles that the Manager may be interested in or may need to be aware of, and informs Manager or distributes documents to subordinate divisions appropriately. Scans incoming correspondence and documents into appropriate shared network files or other document storage systems such as Livelink (intranet).

--Responds to requests for information concerning Departmental functions and projects. Personally prepares responses from source material. Anticipates need for information and systematically prepares or provides it so that it is available when needed. In absence of the Manager and in cases that would normally receive his/her personal attention, assumes responsibility for ensuring that requests for information or action are made known to other staff member(s) who can respond to the requests. Follows up on required actions and keeps Manager

or staff informed of their status.

--Compiles, assembles, and proofreads contracts, leases, amendments, and competitive solicitation documents to ensure inclusion and accuracy of standard terms and provisions and applicable exhibits and other components. Reviews and proofreads correspondence prepared for Manager's signature for required format and appropriate style, misuse of words, omissions and errors as well as typographical errors. Types and prepares final drafts of letters, papers and presentations for dissemination to various parties, including the IAD Vice President, Airports Authority headquarters offices and the Board of Directors of the Airports Authority. Drafts letters and memos for Manager's signature. Prepares documents from handwritten notes or electronically prepared drafts. Some correspondence is confidential in nature.

--Updates and maintains lease and contract information in Oracle and the PropWorks Revenue Management System.

--Sets up and maintains control systems to monitor timely submission of reports or responses to correspondence requiring follow-up information or actions. Coordinates and follows-up with management or clerical support staff in subordinate divisions on past-due reports or responses such as contract deliverables and performance evaluations.

--Manages Manager's calendar (in Outlook), schedules and accepts appointments for Manager according to priority of subject or individual. Sets up group or special meetings as requested by notifying attendees of date, time, location and purpose, gathering data from Department files and distributing to Manager and attendees, and arranging for location and any special equipment that may be needed. Takes notes of meetings and prepares minutes summarizing highlights of meetings for distribution to attendees and other offices. Makes travel arrangements for Manager and subordinate staff as necessary. Completes travel advance request documents for upcoming travel and expense reports.

--Maintains informational files and electronic databases to help Supervisor track and monitor the status of contract deliverables, lease milestones, personnel, training, department telephone directory and other activities of the Department. Determines and maintains files required to meet the needs of the Supervisor. Analyzes content of documents, establishes new subject matter or special project files. Determines when old files can be reverted to off-site storage or destroyed; ensures proper disposal. Serves as the Contracting Officer's Technical Representative (COTR) for Department off-site archived file storage, currently housed with Iron Mountain. Maintains automated databases and spreadsheets to support Department's contracting, leasing, budget and inventory accountability and personnel data, and to generate reports and summaries for Manager.

--Monitors inventory levels of office supplies to adjust to changes in demand and maintain availability; submits requisitions or places orders and makes purchases using an Airports Authority P-Card within spending authority and other parameters.

--Completes office forms ensuring accuracy and conformance with established procedures with information such as accounting codes, stock or serial numbers, prices, department codes and

justifications, and obtains authorized signatures. Reviews time and attendance reports using codes for organization, pay-type and leave-type, and maintains leave records. Submits work orders for Department maintenance needs.

--Coordinates activities of clerical support staff in subordinate divisions such as clerical procedures and guidelines used to ensure consistency in Departmental files and correspondence, scheduling of leave, and phone and receptionist coverage during lunch breaks or other absences to ensure adequate staffing of essential clerical functions. Ensure IAD Telephone Directory is updated through coordination with other departments and tenants. Substitutes for the IAD Airport Manager's Secretary as necessary.

--Provides or arranges for administrative and logistical support covering such areas as human resource management (prepares requests for personnel action and tracks internal personnel matters), procurement/supply (prepares requisitions, checks inventory levels, etc.), and arranges for computer, telephone, keys and other support for new employees. Issues proximity cards and parking hang tags. Serves as the Department's employee parking representative.

--Serves as the point of contact for Department fleet vehicles: monitors access and usage, ensures timely response to 'calls' for vehicles from maintenance unit for performance of scheduled maintenance, etc.

--Communicates and interacts effectively with internal and external business contacts, including, but not limited, to other members of the unit/team, other Airports Authority employees (including executives, managers, supervisors, professionals, and support staff), representatives from international and domestic airlines and airport concessionaires, employees of Federal, state and county agencies, vendors, suppliers, tenants and, incidentally, airport users.

--Uses a computer and modern office suite software for various applications such as, but not limited to, planning/scheduling, communicating (email), word processing, data manipulation (databases and spreadsheets), charts/graphics and presentations, as well as specialized software/systems used in the office, such as Enterprise Resource Planning (ERP) software for requisitioning items and Ceridian time, attendance, and payroll.

--Operates a motor vehicle on the airport complex (landside and airside) and off to obtain supplies, deliver reports, attend meetings, etc.

-- *Performs other duties as assigned.*

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet both of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.

2. Four years of progressively responsible experience in administrative, secretarial and clerical support work that includes substantive work in most of the DUTIES in this job description and demonstrates ability to perform satisfactorily the essential functions of this job. Such experience typically involves performance of a wide range of general office support functions, such as (a) screening callers and receiving visitors, (b) keeping abreast of information important to administrative support of the Supervisor and staff, and relaying information and instructions from Supervisor to staff and others, (c) compiling, assembling, proofreading and typing documents, (d) establishing and maintaining files (e-files and paper files) and administrative control systems, (e) setting up meetings and taking/issuing notes, (f) drafting correspondence of a non-technical, administrative nature, (g) maintaining Supervisor's calendar and scheduling appointments, (h) requisitioning or purchasing office supplies, equipment, publications, etc., and maintaining office supply inventory levels, (i) coordinating computer, telephone and other office logistical support, (j) completing or reviewing office forms to ensure they are complete and accurate (such as having proper account codes on them), and (k) performing other types of administrative, secretarial and clerical duties common to modern offices in support of the work of professional staff.

One year of these four years of experience must include establishing internal workflow controls for administrative work of an office of at least 5 persons.

A fully equivalent combination of education and training may be substituted for as many as all four years of the experience required. One example is a bachelor's degree in any field that demonstrates ability to successfully perform the DUTIES in this job description, such as those listed in items (a) through (k) above.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. Prior experience as the principal secretary, or administrative assistant, for a department manager (or higher level) principal.
2. Certification as a Certified Administrative Professional by the International Association of Administrative Professionals (IAAP) or the equivalent.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority-specific bodies of knowledge listed below may be acquired on the job,*

typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.

1. Knowledge of, and skill in, (a) screening callers and receiving visitors, (b) keeping abreast of information important to administrative support of the Supervisor and staff, and relaying information and instructions from Supervisor to staff and others, (c) compiling, assembling, proofreading and typing documents, (d) establishing and maintaining files (e-files and paper files) and administrative control systems, (e) setting up meetings and taking/issuing notes, (f) drafting correspondence of a non-technical, administrative nature, (g) maintaining Supervisor's calendar and scheduling appointments, (h) requisitioning office supplies, equipment, publications, etc., and maintaining office supply inventory levels, (i) coordinating computer, telephone and other office logistical support, (j) completing or reviewing office forms to ensure they are complete and accurate (such as having proper account codes on them) and (k) performing other types of administrative, secretarial and clerical duties common to modern offices in support of the work of professional and administrative staff.
2. Knowledge of the functions, priorities, commitments, policies, program goals and key projects of the Supervisor and staff supported to perform general office functions, to provide administrative support in substantive and procedural forms, to obtain/provide information, to refer callers/visitors and distribute mail to the right person, and to provide or coordinate other forms of administrative, secretarial and clerical support.
3. Knowledge of such administrative-logistical areas as time and attendance reporting, human resource management, procurement/supply and information technology/telecommunications sufficient to provide or coordinate administrative and logistical support of these and other types. This includes knowledge of Airports Authority specific requirements, standards and processes in these areas to provide effective office support.
4. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes ability to recognize subtle aspects of problems, identify relevant information and make balanced recommendations and decisions. Examples include skill in setting up new databases or new electronic and paper filing systems, in identifying changes in demand for office supplies and maintaining effective supply levels, in reviewing office forms for completeness and accuracy, and in making decisions on which information should be assembled in support of the Supervisor and which calls and visitors should be directed to the Supervisor (or other staff) based on knowledge of Supervisor's needs, preferences and priorities.
5. Skill in written communication to understand written information (including instructions, descriptions and ideas) and to express such information in writing so that others will understand. This includes knowledge of and skill in syntax, style, grammar, punctuation and spelling to proofread and type documents, to edit them to improve clarity according to the supervisor's preferences, and to draft routine, non-technical correspondence. Examples include reading and drafting administrative information and proofreading documents to ensure conformance to correspondence requirements, to recognize and correct unclear

information or incorrect data, and to otherwise help improve written products of the office.

6. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. Examples include exchanging routine and non-routine information about office operations and equipment needs of staff members.
7. Skill in using a computer and a modern office software suite (such as MS Office) for planning, scheduling, communicating, word processing, presentations, spreadsheets, databases and other applications, and skill in using modules of Airports Authority-specific and office of assignment-specific software (such as enterprise systems or standalone/legacy systems) to perform administrative, secretarial and clerical work.
8. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner.

RESPONSIBILITY Is responsible for performing varied administrative, secretarial and clerical work for the Airport Administration Department (IAD) to support the Department Manager, facilitate and expedite office operations, and assist staff members. The work eases the administrative burden of the Department Manager and the staff.

Reports to the Manager, Airport Administration Department (Supervisor). Most work comes to the incumbent through established workflow consistent with assigned functions. Special assignments are typically given in terms of scope, background, objectives, deadlines, priorities and any special information about known or suspected problems that may complicate accomplishment of the assignment. Incumbent independently performs regular and recurring tasks in accordance with established procedures. Typically, Supervisor or staff member assigns and provides special instructions on non-routine work. Incumbent typically refers to the Supervisor for additional guidance or help on highly unusual office situations or especially complex problems. Supervisor or staff member spot checks work upon completion for quantity, quality, timeliness, teamwork, customer service and other factors such as performance management system goals and measures, and adherence to established procedures or special instructions. Some work may not be susceptible to immediate review; consequently incumbent's work is expected to be adequate and accurate.

Guidelines include, but are not limited to, such office-specific documents as function statements, organization charts, and assignment/project lists and such administrative/secretarial/clerical support guides as the Airports Use Agreement and Premises Lease, procurement/supply/human resource management/budgeting-accounting and information technology-telecommunications requirements/procedures, style manuals, software manuals and secretarial guides. Incumbent selects and applies the appropriate guide, strictly adhering to most, but adapting others, as permitted and required by the assignment, and using initiative to accomplish the more complex assignments.

EFFORT Work is primarily sedentary and requires light physical effort. It requires moving

about to obtain and coordinate work, and typically involves sitting for extended periods when using a computer, communicating by telephone or performing other desk work. May stand or stay in one position for long periods when filing or copying; opens and closes file drawers; and moves or positions self to reach/use objects and office equipment. Occasionally moves up to 15 or 20 pounds when storing office supplies. In driving, operates vehicle using judgment in consideration of traffic, weather and other factors.

WORKING CONDITIONS Works in an adequately lighted, adequately ventilated and temperature controlled office setting.

OTHER SIGNIFICANT JOB ASPECTS None