

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

DUTIES This is a non-career, temporary job at the Metropolitan Washington Airports Authority (Airports Authority). Serves as a Secretary in the Department of Engineering and Maintenance (Department), Washington Dulles International Airport (Airport), assisting the Secretary to the Manager, Engineering and Maintenance and other Department staff in support of the Manager, Engineering and Maintenance (Manager) and the Department. Maintains an awareness of the day-to-day activities of the Department and staff in performing varied clerical and secretarial duties: screens callers and receives visitors; compiles, assembles, proofreads and types documents; establishes and maintains files (e-files and paper files); sets up meetings; assists in maintaining the Manager's calendar and schedules appointments; requisitions office supplies, equipment, publications, etc., as directed; coordinates work station (computer, telephone, keys, etc.) set-up support for new employees; and keeps abreast of information needed to administratively support the Department. Performs related functions.

The work situation requires an understanding of Airport, Department, and Department/Division programs, the Manager's goals and commitments in relation to supporting Airport and Airports Authority programs, projects and operations/maintenance, and coordination processes with various organizational entities. The administrative support provided also requires an understanding of Airports Authority-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 appropriate levels of customer service.

--Assists in reviewing incoming correspondence and materials such as letters, executed contracts, leases, aviation bulletins and advisory circulars, airport orders and instructions, newsletters, magazines and newspapers for appropriate distribution. Scans incoming correspondence and documents into appropriate shared network files or other document storage systems such as COMPASS (intranet).

--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. Prepares final correspondence for approval and signature. May draft letters and memos for Manger's signature. Prepares correspondence for other Department staff as requested. Some correspondence may be confidential in nature.

--Assists in maintaining the Department's shared electronic calendar. Arranges meetings securing location and any special equipment that may be needed; may take notes of meetings. Makes travel arrangements (flight and hotel reservations) for Manager and/or Department staff as requested. Completes travel advance request documents for upcoming travel and expense reports.

--Assists in preparation of monthly reports for Vice President and Airport Manager as well as the Executive Vice President and Chief Operating Officer (COO) and other reports. Sets up and maintains control systems to monitor timely submission of reports or responses to inquiries requiring follow-up information or actions.

--Maintains informational files and electronic databases (including sensitive personnel-related files and contact information) to assist the Secretary in support of Department's programs, projects, and operations activities and to generate reports and summaries for the Airport Manager or higher echelons. Establishes new subject matter or special project files as directed. Creates Excel or PowerPoint items as needed.

--Monitors inventory levels of office supplies and forms to maintain availability; submits requisitions and makes purchases using an Airports Authority P-Card as directed; arranges for computer, telephone, keys and other support for new employees; and assists with miscellaneous staff requirements such as business cards, parking passes, professional membership renewals, etc. Prepares and submits work orders for Department maintenance needs.

--Reviews time and attendance reports and individual electronic timecards (occasionally) using codes for organization, pay-type, and leave-type.

--Performs special projects, as assigned, in support of Manager/staff, such as research on supporting documentation for budget write-ups.

--Sorts and distributes mail. Makes and distributes copies of documents. Sends and receives facsimiles.

--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), employees of Federal, state and county agencies, vendors, suppliers, tenants and, incidentally, airport users and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and conduct research (Internet use); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software used in the Department.

--*Performs other duties as assigned.*

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

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all 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, including: (a) typing documents, statistical data, presentation slides and charts, (b) preparing spreadsheets, (c) filing (including indexing, maintenance, and new file set-up), (d) checking materials for spelling, grammar, accuracy, typographical errors, format conformance and procedural requirements, (e) scheduling appointments and making arrangements for meetings, (f) screening callers and visitors, (g) assembling and summarizing information, and (h) requisitioning office supplies, equipment, publications, etc., and maintaining office supply inventory levels.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two of these four years of the experience. For example, an associate's degree in any field that indicates the ability to successfully perform the DUTIES in this job description may be substituted for two years of experience.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but 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.

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 management and staff, and relaying information and instructions from Manager or Secretary to Department 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 Manager'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 accounting 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 Manager and staff supported to perform general office functions, to provide administrative support in program-related 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. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in setting up databases or new electronic and paper filing systems, in 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 Manager, and which calls and visitors should be directed to the Manager (or other staff) based on knowledge of Manager's needs, preferences and priorities.
4. 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 Department.
5. 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 Department operations and equipment needs of Department members.
6. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and conduct research (Internet use); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software used in the Department.
7. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner.

RESPONSIBILITY Is responsible for performing administrative, secretarial, and clerical work in support of the Manager and Department staff, and to facilitate and expedite Department operations. The work eases the administrative burden of the Manager and Department staff.

Reports to Manager, Engineering and Maintenance (Supervisor); however, most assignments are received from the Manager's Secretary and may receive assignments/work from other Department staff. 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, Manager's Secretary, or another Department staff member assigns and provides special instructions on non-routine work. Incumbent typically refers to Supervisor or Manager's Secretary for additional guidance or help on highly unusual office situations or especially complex problems. Supervisor, Manager's Secretary, or Department staff member spot checks work upon completion for quantity, quality, timeliness, teamwork, customer service, adherence to established procedures or special instructions, and other factors.

Guidelines include, but are not limited to, such Department-specific documents as function statements, organization charts, and assignment/project lists and such administrative/secretarial/clerical support guides as chart of accounts, 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, adhering to most, but adapting others as permitted and required by the assignment; and uses 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.

WORKING CONDITIONS Works in an adequately lighted, adequately ventilated and temperature controlled office setting. Is subject to continuing interruptions from phone calls and visitors.

OTHER SIGNIFICANT JOB ASPECTS None