



**Job Opportunity** Program Support Assistant [Federal]

**Vacancy Number** 2018-19

**Closing Date** February 12, 2019

**Location** Appalachian Regional Commission  
1666 Connecticut Avenue, NW  
Washington, DC 20009

**Grade** GS 7/8/9

**About the Appalachian Regional Commission**

The Appalachian Regional Commission (ARC) is an economic development agency of the federal government and 13 state governments focusing on 420 counties across the Appalachian Region. ARC’s mission is to innovate, partner, and invest to build community capacity and strengthen economic growth in Appalachia to help the Region achieve socioeconomic parity with the nation. [www.arc.gov](http://www.arc.gov)

**Position Summary**

This position carries out a wide variety of assignments of both an administrative and office management nature; work is primarily focused on program assistance and office management (travel, correspondence and scheduling). Work involves serving as a central point of contact between the Office and various Federal officials, States, general public and ARC management and staff. This position serves as the Federal Office’s first impression to callers and visitors, provides information and/or direction to visitors and callers in a welcoming, cooperative, and professional manner. This position also supports event coordination.

The position reports to the Federal Co-Chair.

**Duties and Responsibilities**

Functions as the office manager coordinating the day to day operations and administrative support of the Office of the Federal Co-Chair. Facilitates management of deadlines, communicates and coordinates actions that are pending or completed, maintains accurate and current office files, ensures incoming correspondence is reviewed, responded to, or appropriately routed to other offices within the Commission or in the Federal office.

Provides support services for the Office of the Federal Co-Chair (the Office) for both routine and special assignments. Serves as a point of contact between the Office and other ARC components and partners; receives requests for information and assistance pertaining to the full range of functions, programs, and policies of the Commission. Personally seeks out and furnishes requested information or assistance, sometimes requiring obtaining data from appropriate sources; refers other requests to specific personnel as appropriate. Follows up to ensure that proper action has been completed.

Maintains supervisor’s calendar of appointments, meetings, travel; manages incoming calls, advising the Federal Co-Chair of the nature of calls requesting his attention and taking messages, as necessary, summarizing the nature of the call, or responding to directly, if appropriate. Arranges and rearranges

schedule as required and necessary without prior clearance. Makes arrangements for meetings and conferences, including space, time, participants, transportation, equipment, technology and other similar matters; assembles background materials for agenda items and informs participants of topics to be discussed. Keeps supervisor informed of major matters which transpire during official travel or other absence and acts on telephone, email, or other instructions provided by supervisor. Works collaboratively with colleagues in the Office of the Federal Co-Chair to coordinate schedules, travel, and communications, ensuring the priorities of the Federal Co-Chair are met.

As the first point of contact for visitors and callers, welcomes, greets, and coordinates all visitors and callers professionally, cooperatively and effectively; maintains a professional, welcoming, neat and clean work and reception area.

Ensures packages, correspondence, etc. are received and attended to appropriately; distribute mail/packages and orders office supplies.

Maintains a Congressional database for the Appalachian Region and distributes grant announcements; ensures all records are received, maintained, and updated in applicable database.

Enters information into ARC Program management database tracking processing of grant requests in the Federal Office, ensures accurate and timely data entry; responds to requests for data and program statistics. In an accurate and timely manner, enters data into system and forwards signed document to the Federal Co-chair.

Researches and evaluates supplies and equipment for procurement; makes purchases and processes associated invoices for payment.

Makes travel arrangements for staff members of the Federal Office; prepares and reviews travel vouchers when travel is completed; forwards them to Finance for processing and follows up to ensure process is accurate and complete.

Manages internal meeting logistics such as reserving and preparing conference rooms, coordinating video- and audio-conferencing set-up, meeting materials, and welcoming/directing attendees.

Serve as the timekeeper for the Office of the Federal Co-Chair.

Assists the Federal Co-Chair in the development, distribution, monitoring and reporting of all agency material such as documents, mail and telegraphic ballots, resolutions, meeting agendas, support materials, etc. Assimilate materials from the ARC Division Directors and States office; coordinate with internal teams to ensure materials are reviewed for editorial correctness and technical accuracy; duplicate and distribute such mailings; and maintain the Commission's official mailing list. Ensure accurate retention of official policy and meeting documents.

Provides backup support with preparing travel itinerary (including coordination with trip hosts), checks in for flights, and arranges transportation. On own initiative and discretion, establishes priorities, sets up, reschedules, or refuses appointments, accepts or declines invitations to meetings, and arranges for representation by a subordinate official when that is desirable.

Provides backup support with collecting, assembling, and as necessary, compiling information for use by the Federal Co-Chair and his or her staff. Performs data gathering and research necessary to provide

complete background information. Performs additional research necessary to furnish complete background information on issues of importance to the supervisor.

Using knowledge of ARC programs, policies and procedures and priorities and requirements of the Federal Co-Chair, follows through on instruction to staff members, assuring that proper actions are taken and deadlines are met. Acts a project administrator to ensure timely, accurate and professional responses to projects, requests and work requested by, for and through the Office of the Federal Co-Chair.

Assists with program administration by tracking and reviewing information for accuracy and completeness. Follows up to request required information and/or clarify submitted information.

Responds to requests and proactively prepares and provides information regarding the program for a variety of audiences both internal and external to ARC.

Working with the Events Coordinator, assists with event coordination for Commission events, meetings, conferences, seminars, etc., (on-site, local, and off-site) including, but not limited to: ordering, organizing, assembling, and mailing materials (binders, tablets, etc.), preparing for and setting up events, processing and managing registrations (use Cvent when applicable); staffing the onsite registration desk; arranging for conference calls; preparing briefing books; preparing name badges and table tents; and other logistical requirements.

Performs other duties as required or as assigned.

### **Qualifications**

**Adaptability** - ability to accept and apply changes to work processes, information, team; recovers quickly from setbacks and finds alternative ways to reach goals or targets; navigates change through positive communications and supportive actions; ability to adapt to the demands of the position

**Communication** - selects appropriate and effective way to communicate to audiences in diverse situations; listens actively and asks questions to understand other perspectives or confirm understanding; awareness of and responsive to verbal and non-verbal communication styles; provides status updates which reduce or eliminate the need for follow up from requestor. Verbal and written communication skills sufficient to effectively communicate and collaborate with diverse groups and individuals.

**Writing** - Recognizes and uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical information that is appropriate for the intended audience; produces written material that is timely, accurate, succinct and relevant to recipient's needs.

**Collaboration** - ability to interact and work effectively with others to accomplish goals despite differences, changes, roles or resources; treats others with respect, dignity, and professional courtesy; values the contributions of others through listening, sharing relevant information and considering new ideas; affirmatively shares lessons learned and relevant information.

**Critical Analysis** - ability to identify, research, analyze, design, manage and communicate data and outcomes sufficiently to various audiences to accomplish work outcomes; develops, recommends, and/or implements innovative and effective approaches to solve problems.

Accountability - makes best use of resources to accomplish work priorities; takes responsibility of balancing quality with deadlines; takes appropriate action(s) to fulfill commitments to others; owns, acknowledges and corrects mistakes; immediately communicates updates and changes to others.

Project administration and management; demonstrated ability to plan, organize, execute, and perform multiple administrative activities and program support functions.

Exceptional organizational skills; ability to successfully multi-task, prioritize, and complete activities; effective office management skills.

Experience that demonstrates attention to detail, accuracy, and follow through.

Knowledge of the ARC mission, programs, organization and areas of responsibility; ability to interpret Commission policies and procedures.

Demonstrated ability to utilize sound judgment to make independent decisions.

Demonstrated ability to maintain professionalism in demeanor and outlook in stressful situations. Empathy and sense of humor to deal with challenging situations and personalities.

Ability to use diplomacy and discretion when providing information and referring and directing callers and visitors.

Effective and professional interpersonal relations including the ability to motivate and influence others to cooperate and accomplish Commission objectives.

Effective research and data gathering skills including the ability to seek out information needed.

Proficiency with computers, technology and Microsoft Suite applications including word processing, database, presentation, and spreadsheet. Proficiency in database systems (i.e. ARCnet, Cvent) including data entry and reporting. Ability to use Cvent Event Management Database. Skill in digitizing records and developing and maintaining them in a database and/or server environment  
Demonstrated ability to maintain a professional appearance.

Ability to be reliable and consistent in work schedule and outcomes.

Knowledge of and ability to stay current on travel rules and processes (such as per diem and mileage rates), GSA schedules, purchasing and other applicable government policies.

Other position information:

- U.S. Citizenship required
- Position requires successful adjudication and maintenance of background security review
- Position requires some travel, about 10%
- Position is located at ARC offices located in Washington, DC
- Selective Service Registration is required for males born after 12/31/1959
- You may be required to serve a probationary period
- Direct deposit of pay is required

Desirable competencies:

- Familiarity with the public policy process and structure, practices, operational policies and social program areas of the federal government
- Commitment to public service
- Associate's degree or higher in related field
- Demonstrated knowledge of working for nonprofit organization
- Professional training or experience in project and administrative management

### **Salary and Benefits**

This Federal position is a grade GS 7/8/9. ARC offers the same comprehensive benefits offered to Federal employees, including a commuting subsidy. Eligibility for benefits depends on the type of position held and whether the position is full-time, part-time, or intermittent.

### **How to apply**

Apply online at: <https://appalachianregionalcommission.applytojob.com/apply/ulStZrzwUU/Program-Support-Assistant-Federal>

*ARC is an equal opportunity employer. Selection for this and any other position will be based solely on merit. ARC does not discriminate on the basis of race, color, religion, sex, national origin, politics, marital status, sexual orientation, physical or mental disability, age, membership or non-membership in an employee organization, or other factor prohibited by law. ARC will provide reasonable accommodation to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please contact Allison Thiriez at 202.884.7712 or at [athiriez@arc.gov](mailto:athiriez@arc.gov)*