

## **INTRODUCTION**

This position is located in a PPQ, Safeguarding, Intervention and Trade Compliance (SITC) office. The incumbent serves as the office manager and is responsible for applying analytical and evaluative methods and techniques to issues concerning the efficiency and effectiveness of program operations, such as budget and fiscal, travel, payroll, procurement and supply, property, personnel, data processing, records and mail management and the overall administrative management activities of the office.

## **DUTIES AND RESPONSIBILITIES**

Serves as an integral part of the SITC staff and is the principal point of contact for SITC staff. Researches via the internet in order to gather information on various topics such as Giant African Land Snails, bush meat, ethnic markets, distributors, warehouses, restaurants, etc. Assists in the coordination and arrangements of intensive inspections (blitzes).

Maintains quarterly report database, SITC market database, case file databases, violation files, all Alerts and BOLOs. Maintains referral of information logs and documents. Maintains and updates all manuals (non-prop, animal product, treatment, etc).

Compiles statistical reports in the form of plotted maps or charts. Tallies and compiles the seizure/value data and formats the data into table and chart forms.

Keep track of confidential files which are referred to IES.

Reviews historical data and collects information using cost-benefit analysis techniques to determine new and recurring fiscal needs. Assists the supervisor in preparing the annual operating budget. Tracks employee hours by accounting codes. Prepares monthly budget estimates, salary and benefit reports, spreadsheets as required. Interfaces with Regional Budget Analysts as necessary. Uses Foundation Financial Information System (FFIS) and BRIO to track accounting and charges and makes corrections as needed. Monitors expenditures and distribution of funds by ensuring proper allocation and funding by using budgetary controls/systems, i.e. proper accounting codes and BOCs.

Reviews status of fund reports to determine if projected or expended funds are consistent with the overall budget allocations. Questions erroneous findings not appropriate for work unit. Gathers data and prepares various financial reports such as monthly and annual expenditure reports and budget drafts. Reconciles status of funds, summary reports, detail reports, and payroll reports from FFIS.

Electronically creates procurement documents, AD-700s, and submits them once approval is received. Orders and purchases equipment and supplies for the office. Orders forms, publications and services and processes all invoices for payment. Assures and properly documents receipt of all purchased items. Ensures correct accounting codes are used. Independently analyzes procurement programs, policies, and procedures to determine best price and fit and proper procurement method, i.e. purchase card, PRISM and required sole source.

Develops specifications for goods and services and ensures contract work is performed as prescribed and completed in a timely manner. Develops annual acquisition, construction and vehicle procurement plans.

Knowledge of vehicle procurement procedures. Researches vehicle options for best fit for program, safety and efficiency. Responsible for all reporting requirements for agency-owned and leased vehicles including utilization, storage, accidents and maintenance. Ensures proper use and documentation of Voyager card. Renews annual confidential license plates, Mileage Express is used in conjunction with leased GSA vehicles. Identifies surplus vehicles and makes recommendations and effects the transfer and disposition.

Makes purchases per policy guidelines, i.e. minority groups, small business, etc. Manages PCMS purchase card accounts and reconciles transactions to appropriate BOC and appropriate accounting code, coordinates payments for vendors and employees via SF-1164 Claim for Reimbursement for Expenditures on Official Business, and AD-838B, Invoice Receipt Certification. Reviews requests for payment noting proper accounting codes(s), and affixes appropriate certification for signature by SITC Supervisor and program accomplishments for supervisory approval. Monitors Voyager card expenses and may be identified as the local fleet manager. Ensures budgetary/purchasing policies and regulations are followed.

Incumbent is well versed in time and attendance policy and regulations and is responsible for timely and accurate Time & Attendance (T&A) reporting. Utilizes the StarWeb application system in order to review individual timesheets for adherence to accurate/complete recording of time in pay status, appropriate transaction and accounting data codes assigned, and documentation to reflect approved leave usage. The incumbent possesses a thorough knowledge of applicable policy and regulation and procedures in order to disseminate and provide training to employees. Verifies payroll reports using FFIS and BRIO and prepares and certifies leave audits.

Assists in the recruitment of new employees by providing advice and technical guidance on advertisements, outreach, career fairs, and also briefing applicants on the hiring process and timeframes. Serves as local primary contact on the full range of personnel activities by providing advice and technical guidance to the supervisor and employees on recruitment procedures, personnel actions, WGs, performance appraisals, learning contracts, etc. Maintains unofficial personnel files for all employees. Accesses the PATS system to input and track SF-52s, Request for Personnel Action.

Administers new employee orientation. Provides assistance with forms, identifies training, and provides advice on various agency regulations, guidance and work and/or administrative processes. As appropriate, requests uniforms and proper equipment/supplies for new employees, and ensures they have IDs and/or badges in order to access to remote or secured areas. Reviews and submits multiple personnel documents to Human Resources Operations (HRO) for each new hire. Assists new employees in establishing benefits, direct deposits, and administration orientation.

Knowledge of travel regulations, policies and procedures in order to disseminate information and provide training to travelers. Ensures travelers are aware of changes in the use and documentation of travel card expenses. Prepares travel authorizations/advances. Reviews vouchers to ensure they are complete and correct, and inputs them into FFIS system. Reviews travel records to assure appropriate accounting codes are charged and amends records as appropriate. Resolves all travel payment disputes and inquiries. Assures travel reimbursements are accurate and comply with current regulations and procedures.

Coordinates training activities and arranges for onsite training (logistics, scheduling). Maintains calendars of available training as well as lists of nominees for specific training. Recommends specific training courses based upon knowledge of employees' backgrounds and projected needs of the state/ work unit/ program. Maintains records of various mandatory training.

Serves as the office manager; plans, directs, organizes, coordinates and performs work in all administrative areas. Provides training to newly hired administrative staff. As appropriate, provides work direction to lower graded administrative staff, and monitors and ensures the completion of office tasks. In the event of an emergency program or during significant operational programs, the incumbent will provide work direction to a variety of personnel. Advises personnel of changes in administrative regulations and work processes. Develops applications for local office use, i.e., desk guides, SOPs. Receives and relays technical information to all staff.

Knowledge of the efficient use of electronic applications, i.e. spreadsheets, databases, word processing, power point, email and other venues of information technology. Creates, prepares and signs a wide range of correspondence. Prepares forms and documents for signature, as appropriate. Prepares and distributes performance elements. Prepares forms to initiate time off award, cash and performance awards, and prepares associated letters and certificates.

Orders and processes associated forms and safeguarding accountable forms, maintains logs, manages office calendars, receives visitors, directs callers to appropriate staff, reviews and circulates incoming/outgoing mail, and manages suspense due actions. Maintains office files, Employee Performance Folders (EPFs), uses Administrative Records Handbook as guidance to establish or destroy files/documents as appropriate. Advises managers/supervisors/ employees on completion of forms and filing requirements.

Manages, compiles and/or provides input on required reports, i.e. Work Accomplishment Data Systems (WADS), quarterly Civil Rights/Equal Employment Opportunity reports, TDY data, monthly staffing reports, tracking phytosanitary certificates, etc.

Maintains an inventory of property, including but not limited to both accountable (items of value in excess of \$5,000) and nonaccountable property, i.e. cell phones, office equipment. Ensures that transfers, disposals, damage reports and other property transactions are properly handled.

Works directly with realtor, lessors, contractors, vendors, utility companies, IT, region and MRP-BS, Realty. Coordinates the activities and timeframes of the moving company. Sets up accounts in NFC for utilities and phones. Completes associated paperwork to initiate establishment and renewal of leases. As appropriate, coordinates maintenance contracts such as janitorial services and maintenance and/or repair for airport X-ray machines, air conditioners, photocopy machines, microscope and stereoscopes, etc.

Encourages a safe and secure work environment for all employees. Assists in establishing and maintaining the Continuity of Operations Plan (COOP), emergency disaster plan and emergency management plan. Maintains familiarity with the incident command system (ICS), and maintains a list of Emergency Kit items.

Monitors due dates for defensive driving testing, necessary medical monitoring testing, etc. Coordinates testing/sends completed paperwork to appropriate sources. Ensures all vehicles operators have a current and valid drivers' license. Prepares paperwork associated with

personnel injuries and property damage reports. Provides advice regarding transit subsidy application reimbursement process and serves as office coordinator.

Manages the Office of Worker's Compensation Program (OWCP) regulated by the Federal Employee Compensation Act (FECA), under the Department of Labor (DOL) for the state. Independently interprets regulations and applies them to individual cases. Incumbent has extensive knowledge of all phases of OWCP operations and a thorough understanding of DOL regulations and policies. Provides guidance and advises employees and supervisors as needed in possible fraudulent claims. Reviews history of individual to ensure accurate and timely submissions in compliance with DOL regulations. Electronically accesses DOL databases to determine the status of individual cases. As the point of contact, the incumbent manages cases with follow up 1 ½ months after injury to ensure status of injured employee for completion of file and/or DOL inquiry.

Knowledge of SITC objectives and USDA, APHIS and PPQ regulations and procedures. Provides guidance and direction to workforce that is geographically dispersed. Maintains administrative processing of related program material such as quarantine violations, i.e. Emergency Action Notices (EANs).

Is aware of equal opportunity in employment for all employees within the state as well as applicants. Prohibits discrimination in employment based on race, color, national origin, gender, age, disability, sexual orientation and marital or family status. Facilitates a full realization of equal employment through continuous affirmative actions.

## **FACTOR LEVELS**

### **1. Knowledge Required by the Position:**

The incumbent must possess broad knowledge and understanding of the mission and functions of APHIS, PPQ and SITC.

Extensive knowledge of all phases of administrative operations, functions and management procedures including procurement, management analysis, property & space management, travel regulations, payroll policies and procedures, OWCP, information systems, safety & health programs. Knowledge and understanding of wide breadth of Federal, departmental, agency administrative regulations, policies, directives and procedures. Interprets and implements regulations in order to provide reliable advice and recommendation to management and personnel.

The incumbent must have an intrinsic understanding of cost-benefit analysis in order to determine new and recurring fiscal needs. Analyzes and reviews status of fund reports to determine if projected or expended funds are consistent with the overall budget allocations. In order to accomplish these tasks, the incumbent must possess a good working knowledge of the agency's accounting procedures and practices as well as various databases, software and budgeting applications in order to review, monitor, evaluate and verify budget information.

Comprehensive knowledge of procurement regulations and procedures and the ability to determine best price and fit and proper procurement methods. Understands and implements APHIS policies on procurement with respect to minority, women-owned and small disadvantaged businesses. Must have a broad programmatic knowledge in order to understand specific needs

for goods and services and to develop annual acquisition, construction and vehicle procurement plans.

Extensive knowledge of a wide range of personnel functions, including recruitment, benefits, Equal Employment Opportunity, Civil Rights, pay, awards and recognition in order to advise managers and staff regarding regulations, pertinent timeframes and procedures.

Working Knowledge of Information Technology applications; NFC and agency databases and systems (BRIO, FFIS, PATS, PRISM, TRVL, StarWeb, PCMS, WADS, FLEET SCREENS, TUMS, TOPS, Lotus Notes), spreadsheets, databases, word processing, graphics, etc. Basic knowledge of other miscellaneous databases, such Autochoice, Autoexpress and AQS.

Thorough knowledge of theory and principles of management including administrative practices and procedures such as those pertaining to areas of responsibility, channels of communication, delegation of authority, routing of correspondence, records management systems, and retention of files and records.

## **2. Supervisory Controls:**

The incumbent reports directly to and is under the general supervision of the SITC Supervisor. The incumbent exercises independent judgment, innovation and initiative in directing and coordinating administrative functions. The employee works independently in planning, organizing and carrying out the work. The finished work product is not normally reviewed and is assumed to be accurate and complete. The employee receives instructions only on special assignments.

The incumbent exercises good, sound-decision making ability in interpreting regulations and policy guidelines. Incumbent, on own initiative, develops and utilizes effective contacts with specialists throughout the Agency's administrative network.

## **3. Guidelines:**

Performs duties in accordance with regulations and administrative policies. Guidelines include directives, regulations, state-federal MOUs, and cooperative agreements. Uses initiative and resourcefulness in extending or redefining available guidelines because they are often inadequate in unusual circumstances. General administrative policies and management and organizational theories require signification consideration, adaptation and/or interpretation. Develops or redesigns new methods, approaches or criteria to meet the demands of specific situations. The incumbent uses discretion and judgment in interpreting and applying or revising existing policies and guidelines to be utilized by others. Incumbent must use best judgment in deciding between alternatives and interpreting procedures in order to determine the more appropriate course of action.

## **4. Complexity:**

The incumbent serves as the liaison to headquarters, region, MRP-BS, and a large number of other parties regarding the full range of office manager and administrative responsibilities. This requires an extensive knowledge of administrative policies and procedures and PPQ program requirements. Provides the full range of management oversight of all administrative activities and ensures objectives are met. Regularly assesses the need for changes in process and improvement opportunities. Priorities are often adjusted to meet changes in demands and/or procedural requirements. Reports areas of infractions or deviations from established policies and

procedures to supervisor for corrective action, although incumbent often resolves issues prior to reporting them to his/her supervisor. As the key liaison on administrative matters, the incumbent maintains a positive, service-oriented office which is responsive to both employees and visitors.

**5. Scope and Effect:**

The incumbent serves as the focal point for providing expertise, guidance, control and analysis of administrative services. Maintains high professionalism between customers, i.e. public, peers, cooperators, and uses proper phone etiquette. Proficiency in obtaining goods, services, and personnel to support or conduct program activities is essential to achieve goals and objectives of agency. Identifies and resolves various administrative issues and problematic situations that affect the orderly and efficient flow of work that can include a wide range of stakeholders. The work contributes to the improvement of productivity, effectiveness and efficiency in program operations in the state as well as all of PPQ.

**6. Personal Contacts:**

Personal contacts are made on a recurring basis with headquarters, region, state cooperators, representatives from other federal agencies, tribal and local agencies, National Finance Center, MRP-BS, vendors, colleges and universities, contractors, stakeholders and the general public. Occasional contact occurs with foreign visitors. The purpose of the contacts is to exchange information, disseminate information, and to provide or receive advice. Contacts are also made to detect and correct problems

Within a set framework, the incumbent exercises considerable latitude in handling the day to day administrative activities. Often the duties are performed within short time frames and priorities must be readjusted to meet changes in demands and/or changes in procedural requirements.

**7. Purpose of Contacts:**

Personal contacts are to negotiate, clarify, correct, exchange, disseminate, respond to inquiries, provide expertise and guidance in order to resolve administrative issues and/or problems. Some contacts and inquiries may be of a controversial nature and require persuasion and negotiation to resolve issues. Some contacts and information may or must be held in total confidence.

**8. Physical Demands:**

The work is primarily sedentary, requiring a minimum of standing and walking. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, stooping, carrying of lights items such as papers, books, or small parts, or driving an automobile. Some supplies, such boxes of copier paper, may weigh up to 40 pounds.

**9. Work Environment:**

Work is performed in a typical office setting. Travel may be required.