

### **Management Labor Categories:**

*The following management labor categories are required, as LTASC II is a non-personal services contract. The level of effort can be determined by the customer when developing the TORP.*

#### **Program Manager**

The Program Manager will be responsible for the overall performance objectives, contract deliverables, quality control (QC), and the placement of qualified personnel on this contract. The Program Manager will serve as the Contractor's authorized point of contact with NIH and shall ensure contract compliance and satisfactory performance. This person requires a college degree and at least five (5) years of relevant experience **or** a high school diploma and ten (10) years of relevant experience. Relevant experience required for this position involves program management performing tasks such as staffing, budgeting, scheduling, and client interaction. Experience in a scientific research or clinical environment or a Federal agency is preferred.

#### **Deputy Program Manager**

The Deputy Program Manager will manage one or more Task Orders, depending on the Contractor's management structure. The Deputy Program Manager must have a working knowledge of the contract and some degree of authority to perform the Program Manager's role for limited periods of time when the Program Manager is unavailable. The Deputy Program Manager requires a college degree and at least four (4) years of relevant experience **or** a high school diploma and eight (8) years of relevant experience. Relevant project management experience performing tasks such as staffing, budgeting, and scheduling is required in this role. Experience in a scientific research or clinical environment or a Federal agency is preferred.

### **Administrative Labor Categories:**

*The services provided under LTASC II will be provided under the following labor categories and are available as part-time or full-time positions.*

#### **General Clerk I (Clerk 1)**

At a minimum the Clerk 1 duties includes following a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as aide in laboratory/clinical center, filing precoded documents in a chronological file or operating office equipment, e.g., scanner, photocopier, or printer. A minimum of high school diploma or GED is required.

#### **General Clerk II (Clerk 2)**

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, data entry, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task. A minimum of high school diploma or GED is required.

#### **Administrative Assistant 1 (Admin 1)**

The Admin 1 performs administrative functions. Duties include generic clerical skills such as greeting and directing visitors, fielding phone calls, scheduling meetings, responding to callers, taking minutes, composing memos, transcribing, developing presentations, generating reports, and monitoring invoices and expense

reports. Must have basic computer skills to conduct internet research and perform data entry. Additional duties may include filing and faxing. A minimum of high school diploma or GED is required.

### **Administrative Assistant 2 (Admin 2)**

In addition to the skills defined under the Admin 1 level category, the Admin 2 performs administrative and office support activities that require an ability to multi-task and assist multiple NIH employees at once. More advanced computer skills are required as the assistant will be required to perform word processing, spreadsheet management, and conduct more advanced internet research. Also, reviewing and disseminating memorandums to staff; conducting documents control for routing through office; preparing purchase request for small purchases, reviewing draft policies, standard operating procedures, and memorandums for grammar and format; coordinating travel and submitting data into the NIH travel system; compiling equipment requirements for office staff (e.g., laptops, printers, monitors); preparing training requests; and preparing matrix of office needs. Staff in this category must have a minimum of a high school diploma and two (2) years of related work experience.

### **Senior Administrative Assistant (Admin 3)**

In addition to the skills defined under the Admin 2 level category, the senior administrative assistant is expected to perform more complex administrative tasks and will typically be supporting senior-level staff. Responsibilities include those described for administrative assistant but require more work experience within each function. Advanced computer skills and internet research skills are required. The position requires the assistant to perform a variety of administrative functions such as creating and analyzing written documents for dissemination to leadership, compiling information for outside inquiries and reports, and developing and maintaining tracking tools to be used for reporting data. A high level of creativity is expected. Prior work in a scientific research environment for a large Federal agency, as well as a firm knowledge of business administration is desired. A college degree **or** a high school diploma and four (4) years of related work experience are required for this position.

### **Executive Assistant (Admin 4)**

The executive assistant performs administrative duties for executive management. Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities. This position requires the ability to perform all tasks of the other positions, but requires advanced computer and internet research skills. May handle a wide variety of situations and conflicts involving the clerical and administrative function of the office. Responsible for confidential and time sensitive material. Prepares routine and advanced correspondence including letters, memoranda, and reports. Relies on experience and judgment to plan and accomplish goals. Candidate should have the ability to work well with all levels of management and staff. Prior experience in a scientific research environment for a large Federal agency is preferred. A comprehensive understanding of NIH, its organization and culture is also desired. A college degree and four (4) years of related work experience **or** a high school diploma and eight (8) years of related work experience are required.