

The Office of the District of Columbia Auditor is pleased to announce the following job opening:

Announcement No:	DCA-05-22	Position:	Program Support Specialist (CS-11)
Opening Date:	12/23/21	Closing Date:	Continuous
If "Open until filled," First Screening Date:	Continuous	Salary Range:	Grade 11 (\$62,751 to \$80,900)
Office Location:	717 14th Street, NW, Suite 900, Washington, D.C. 20005 Remote Work Available	Work Schedule:	8:30 AM - 5:00 PM
Promotion Potential:	N/A	Area of Consideration:	Open to the Public
Type of Appointment:	Career Service	No. of vacancies:	1

Please note all ODCA staff must be fully vaccinated against COVID-19.

This position is not in a collective bargaining unit.

All applicants must submit (1) a DC2000 employment application with responses to the ranking factors and (2) a resume. **Resumes submitted without an application will not be considered. Applications submitted without a resume will not be considered.**

"Residency Preference Amendment Act of 1988:" AT THE TIME OF APPLICATION, an applicant may claim a hiring preference over a non-resident applicant by completing the "Residency Preference for Employment" form, DC 2000RP, and submitting it with the employment application, Form DC 2000. To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a DC 2000 form at the time of application; and (3) submit proof of bona fide District residency, as required, and maintain such bona fide District residency for a period of seven (7) consecutive years from the date of the appointment or promotion or forfeit the position. The preference will not be granted unless the claim is made at the time of application.

Brief Description of Duties:

The Office of the District of Columbia Auditor (ODCA) seeks a highly qualified Program Support Specialist. This position has responsibility for providing a variety of administrative and clerical support to the D.C. Auditor, Deputy Auditor, administrative management and professional audit staff to facilitate the workflow of the organization as well as performing a range of work supportive of day-to-day audit operating activities. The work involves identifying and analyzing the needs of the program(s); evaluating current standard operating procedures (SOP); researching program issues, concerns and complaints; and recommending administrative strategies or changes. The assignments range from average to complex in

nature, requiring analysis of the subject matter, interpretation of data, judgment and innovative thinking as it relates to each assignment.

Primary duties include:

- Conducts analytical studies based on examination of management needs. Performs special assignments to coordinate and resolve general management matters, and other appropriate issues and projects related to the functional responsibilities of the program(s).
- Develops procedures and guidelines, in order to satisfy the goals of the program. Devises means of improvement and consolidates and/or standardizes administrative forms and procedures.
- Provides continuing support to supervisor in improving effectiveness in meeting schedules, deadlines, priorities and production goals. Provides immediate and continuing support by briefing management on a variety of confidential matters pertaining to administrative operations and recommending courses of action.
- Handles complaints and problems of a complex nature that are referred, or as directed by the supervisor. Researches and gathers data; conducts fact-finding investigations; and develops results or recommendations. Performs basic research for audit teams and prepares reports, as necessary, to ensure that the objectives are achieved.
- As requested, obtains, coordinates, and prepares or edits responses for administrative and audit information requests. Receives and reviews incoming correspondence, performs required research and prepares appropriate response. Establishes and maintains records of correspondence, hard copy and electronically.
- Generates spreadsheets, charts, summary tables, and statistics used in various reports and presentations. Provides assistance in tracking data or documents in reference to agency or agency program(s).
- Establishes and/or maintains permanent files of all final reports. Compiles and bounds all reports before distributing hard copies to council Chairman, and to House and Senate per legal requirement.
- Prepares and/or formats various reports, presentations, letters, and other documents in final form using Microsoft Office. Drafts and sends ODCA cover letters for draft and final reports and distributes engagement letters working with audit teams and Communications Director.
- Provides clerical and administrative support to include managing DC Auditor's schedule of appointments; handling incoming calls, incoming and outgoing office mail and packages; monitoring inventory of and placing office supply orders; and assisting with procurement activities.

Educational Requirements: The incumbent will possess a high school diploma or GED plus at least six (6) years of related experience or an equivalent combination of at least eight (8) years of relevant education, experience and/or training will be considered. A four-year degree from an accredited university or college with a minimum of 2 years related experience is *preferred*.

General Qualifications & Required Experience:

The incumbent will have the following knowledge and/or skills:

- Excellent written and verbal communication skills to formulate and present report conclusions, explain and interpret factual information and ensure cohesive and cooperative efforts;
- Interpersonal skills and ability to exercise tact, discretion and skill in human relations in dealing with persons from all walks of life and varying socioeconomic levels;

- The ability to work well under pressure and multi-task to effectively, accurately and expeditiously complete work assignments in concert with established operational objectives;
- Superior organizational skills to create and organize files in a logical system; to generate various reports; to modify and update database files; and to retrieve data from various software programs;
- Thorough knowledge of administrative concepts and practices to provide programmatic and administrative support to the program staff;
- Thorough knowledge of and skill in applying analytical, investigative and evaluative methods and techniques to resolve problems, conduct research, gather information, and make recommendations; and
- A working knowledge of Microsoft Office applications (i.e. PowerPoint, Excel, Visio and Word).

Competencies Required:

Personal Accountability. Operates with transparency and integrity. Demonstrates personal responsibility for the completion of work assignments as prescribed. Leverages experience and effective problem solving to overcome hurdles.

Communicates Effectively. Demonstrates openness, candor, and respect, in communicating with colleagues. Presents ideas and information verbally and in writing in a clear, concise, and readily understood manner.

Collaboration. Is open, courteous, and collegial. Solicits and values input and participation from colleagues. Recognizes and believes in the importance of teamwork.

Technical Proficiency. Is skilled in Microsoft Office (Word, Excel, Visio and PowerPoint, etc.).

Ranking Factors:

1. Demonstrated ability and generating spreadsheets, charts, summary tables, and statistics used in various reports and presentations.
2. Demonstrated skills and ability in researching, investigating, interpreting, analyzing legislation and/or regulations to resolve problems, gather information, and/or make recommendations.
3. Demonstrated ability and experience establishing, organizing and maintaining online and hard copy files of various document types in a logical system.
4. Demonstrated ability and experience in writing and editing final reports that inform and explain issues.