

Notice: The Information contained in this analysis summary, and all of the associated appendices, have been impacted by changes since the accomplishment of this study and therefore it is no longer an accurate reflection of the actual tasks performed by contractor personnel in the EOTA organization. Additionally, some elements of the analysis were impacted by the participant interaction as well as organizational changes and are known to be inaccurate.

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### Additional Tasks from Validation Activities

<b>Federal Management</b>		
Tasks	Reference	Comments
Meet all Human Capital Management and administrative requirements per Headquarter's direction	Validated in interview	
Submit time sheets	Validated in interview	
Travel as need to attend conferences & meetings, and complete required documentation, i.e. expense reports. Note: they also schedule their own flights / hotels	Validated in interview	
Coordinate with contracting specialist for organizational operations	Validated in interview	

<b>Quality Assurance Manager</b>		
Change security key codes on doors as employs terminate or hire in	Validated in interview	
Provide notificaiton to all employees of security door code changes	Validated in interview	
Provide ISP Program and Quality information to new hires as identified in New Employee Orientation	Validated in interview	

### **Training Systems Lead**

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Participate as a member of the Integration Group (IG) Team	Interview	
Manage the Vendor Review Team	Interview	
Participate in Management Review Teams	Interview	
Participate as a member of the Vision user Group	Interview	
Serve as back-up to Senior Management	Interview	
Participate as a member of the Business Management System Review in quarterly meetings	Interview	
Manage courses (COOP COOP exercises) with all ISD responsibilities	Interview	
Draft course verification	Interview	
Gather data for metrics regarding course deliveries	Interview	
Facilitate course implementation	Interview	
Represent EOTA at conference and symposiums	Interview	
Serve as back-up to support additional training functions (calendar, classroom schedules, PA review and approval)	Interview	
Provide input to a CAR, PAR or Improvement Opportunity	Interview	
Manage approvals for ongoing review	Interview	
Maintain skill set model for new employees	Interview	
Participate in all audits for ISO processes	Interview	
Schedule audits	Interview	
Participate as an auditee for all internal/external audits		
Update vendor review list to keep current	Interview	
Serve as the POC for Vendors and SMEs for various projects	Interview	
Provide support as needed	Interview	
Manage invoices for SMEs	Interview	
Manage petty cash funds	Interview	
Modify property management plans as needed	Interview	
Serve as the POC for the Property management Plan	Interview	
Serve as the POC for the OLC2	Interview	
Monitor completion for requirements for OLC2	Interview	
Coordinate derivative classifications for all course documentation	Interview	
Coordinate all security clearances for all staff and consultants	Interview	

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Tasks - Outside of normal for a Training Specialist II	Reference	
Design Access databases for internal use. (Project Tracking DB and Procurement DB)	Focus Group validation	Requested by Federal Mgmt Team
Designed Sharepoint site for use in the TPP project.	Focus Group validation	was out for an extended time - we hoped Sharepoint might make it easier for her to participate in the TPP process
Design and present professional development classes for staff. (Writing SMART objectives, Excel calculations and template for AAR's, Project Tracking DB Orientation)	Focus Group validation	
Peer review (editing) of other courses in design.	Focus Group validation	Requested by PM2
Wrote site-based SMS Safety Plan.	Focus Group validation	Requested by -
Wrote EMISIG Objective #4 Analysis project white paper.	Focus Group validation	Requested by - SMS Program Director
Coding custom Vision reports when time delay for outside support would prevent timely completion of analysis.	Focus Group validation	
Vision User's Group Leader - Sharepoint site designer/manager - have proposed design and implementation will start when Sharepoint becomes available.	Focus Group validation	Requested by PM2
ISO Training - supposed to be completing ISO auditor training (no time).	Focus Group validation	Requested by QAM
TPP flowcharts (Visio) and TPP main Training Development Process master flow chart - I did this as a contribution to the project because we needed to see an overview of the entire training process.	Focus Group validation	
RAPTER Sharepoint site design (maybe Sharepoint site management - not sure)	Focus Group validation	My skill contribution to EOTA RAPTER
Air Force Risk Management interactive WBT (up-conversion from their 110 slide PowerPoint)....this is a special project that does not follow the TPP	Focus Group validation	Requested by FMT
SME Orientation course - special project (course) designed to orient new SME's to working with EOTA. Considered a project- not a course because it came from an "Improvement Opportunity" I brought up at a Business Management Review meeting.	Focus Group validation	Requested by FMT & PM1
EPI Program and technology consultation. Designed Excel formula/algorithm to doublecheck DIF accuracy compared to Vision. (DOE uses different DIF scale than DoD - we needed to check that Vision DB was correctly calculating). Also, EPI surveys had zeroes in the data - they were distorting the results - the algorithm eliminates this issue.	Focus Group validation	Peer collaboration

**Software Engineer**

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Research and develop new technologies to help improve EOTA on a continuing basis	Validated in Focus Group	
Supervise the work of all IT staff	Validated in Focus Group	
Provide upper management with reports on hardware and software costs, expirations and more	Validated in Focus Group	
Maintain and upgrade all software and hardware	Validated in Focus Group	
Confer with upper management to prioritize IT needs, conflicts, or choose solutions	Validated in Focus Group	

### Multi-Media Specialist

Create and edit graphics for online courses	Validated in Focus Group	
Utilize Flash animation (graphics and text)	Validated in Focus Group	
Maintain software database	Validated in Focus Group	
Catalog software	Validated in Focus Group	
Assist in development of processes (IT for ISD)	Validated in Focus Group	
Assist with inventory control	Validated in Focus Group	
Utilize Action Script and other programming languages to automate training courses	Validated in Focus Group	

### Network Server Admin

Backup or modify applications and related data to provide for disaster recovery	Researched and validated in focus group	
Determine sources of web page or server problems, and take actions to correct such problems	Researched and validated in focus group	
Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel	Researched and validated in focus group	
Implement website security measures, such as firewalls or message encryption	Researched and validated in focus group	
Administer internet/intranet infrastructure, including components such as web file transfer protocol (FTP), news and mail servers	Researched and validated in focus group	
Test backup or recovery plans regularly and resolve any problems	Researched and validated in focus group	
Monitor web developments through continuing education, reading or participation in professional conferences, workshops, or groups	Researched and validated in focus group	
Implement updates, upgrades, and patches in a timely manner to limit loss of service	Researched and validated in focus group	
Configure, monitor and maintain virus protection software	Researched and validated in focus group	
Configure, monitor and maintain web and email filtering devices	Researched and validated in focus group	
Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future	Researched and validated in focus group	

### On-Line Learning Support Specialist

Duplicate CDs and DVDs	Interview	
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Items from Admin Task List	Interview	
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### **AdminAsst (Unfilled) - Student Asst**

Enter Course material: objectives, tasks, knowledge and skill into Vision software in support of TQP and DNDO (PRD)	Interview	
Assist with RAPTER Training	Interview	
Review documents for QAM and ISDs	Interview	
Create course History files for EOTA courses	Interview	

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### Deleted Tasks pulled from Written Documentation

Federal Management				
1.3.3	Task	Close terminated clearances	Fed_Position_Analysis_Hierarchy	

Quality Assurance Manager				
3.1.2	Task	Assign Reviewer (TS completes review per ISDF-016)	QAMP-002 BCourse Maintenance	
4.1.5	Task	Ensure availability of resources	Q-001 Quality Manual (Section 5)	
4.4.2	Task	Appoint management representative for the quality management system		
4.4.3	Task	Ensure that responsibilities and authorities are defined and communicated within the organization	Q-001 Quality Manual (Section 5)	

Training Systems Lead				
3.1.32	Task	Generate the Internal Audit Report (F-011)	F-012_A Internal Audit Preparation Worksheet	
3.1.33	Task	Review the Internal Audit Report with the Auditee at the start of the Internal Audit.	F-012_A Internal Audit Preparation Worksheet	I am typically the auditor - I've only performed a handful of internal audits
3.1.34	Task	Review the Internal Audit Process (P-007)	F-012_A Internal Audit Preparation Worksheet	
3.1.43	Task	Enter preventive/correction/improvement actions into Q-Pulse	F-017, F-018, F-019	
3.1.49	Task	Document the method of verification and verification comments for the CAR/PAR/IO in the Follow-up Stage of the Q-Pulse CAR/PAR/IO Module.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	

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Senior Analyst				
3.1.7	Task	Determine the person responsible for each CAR/PAR/IO stage	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.8	Task	Determine the assigned verifier for the CAR/PAR/IO	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.9	Task	Review the CAR/PAR/IO for potential customer notification	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.11	Task	Defer the definition of the short term action to the functional area manager and/or integration group member.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.12	Task	Document verification of containment actions in the CAR/PAR/IO follow-up stage as applicable.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.13	Task	Investigate the root cause of the problem/nonconformity, or potential nonconformity.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.14	Task	Develop a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.15	Task	Implement a long term action plan eliminating the root cause to ensure the nonconformities or potential nonconformities do not recur or occur.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.19	Task	Determine if Reference Documents are clearly and appropriately referenced for use (both on the cover sheet and in the process).	F-012_A Internal Audit Preparation Worksheet	
3.1.20	Task	Identify the “risk” associated with not performing or a lapse in the performance of the process.	F-012_A Internal Audit Preparation Worksheet	
3.1.21	Task	Follow-up from previous Internal Audit	F-012_A Internal Audit Preparation Worksheet	
3.1.30	Task	Review the previous Internal Audit Report	F-012_A Internal Audit Preparation Worksheet	
3.1.31	Task	Record results on the Internal Audit Report.	F-012_A Internal Audit Preparation Worksheet	
3.1.32	Task	Generate the Internal Audit Report (F-011)	F-012_A Internal Audit Preparation Worksheet	
3.1.33	Task	Review the Internal Audit Report with the Auditee at the start of the Internal Audit.	F-012_A Internal Audit Preparation Worksheet	
3.1.34	Task	Review the Internal Audit Process (P-007)	F-012_A Internal Audit Preparation Worksheet	
3.1.35	Task	Complete Process Deviation Form	F-013_Process Deviation Form 08_0822	
3.1.36	Task	Complete Process/Continual Improvement Form	F-016_Process_Continual Improvement Form 08_0425	
3.1.37	Task	Complete CAR/PAR/IO Worksheets	F-017, F-018, F-019	
3.1.38	Task	Identify root cause of issues	F-017, F-018, F-019	

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3.1.39	Task	Identify corrective/improvement/preventive action	F-017, F-018, F-019	
3.1.40	Task	Obtain approval for orrective/improvement/preventive action	F-017, F-018, F-019	
3.1.41	Task	Implement corrective/improvement/preventive actions	F-017, F-018, F-019	
3.1.42	Task	Follow-up on corrective/improvement/preventive actions	F-017, F-018, F-019	
3.1.43	Task	Enter preventive/correction /improvement actions into Q-Pulse	F-017, F-018, F-019	
3.1.44	Task	Monitor the completion of the short term action(s), the long term action(s), and all stage actions that are required to satisfy the requirement of the CAR/PAR/IO.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.45	Task	Coordinate closure of the CAR/PAR/IO with the assigned verifier.	P-008 Corrective/Preventive Action & Improvement Opportunity Process	
3.1.46	Task	Evaluate if the root cause was properly determined	P-008 Corrective/Preventive Action & Improvement Opportunity Process	
3.1.47	Task	Evaluate if short term action (STA)/long-term action (LTA) have been effective in eliminating the Root Cause, avoiding the potential occurrence or implementing the improvement.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.48	Task	Notify person responsible if STA/LTA/outcome is not effective	P-008 Corrective/Preventive Action & Improvement Opportunity Process	
3.1.49	Task	Document the method of verification and verification comments for the CAR/PAR/IO in the Follow-up Stage of the Q-Pulse CAR/PAR/IO Module.	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.50	Task	Review the CAR/PAR/IO with the Integration Group for determination of closure and lessons learned	P-008 Corrective/Preventive Action and Improvement Opportunity Process	
3.1.51	Task	Review status of CAR/PAR/IO periodically	P-008 Corrective/Preventive Action & Improvement Opportunity Process	
6.1.2	Task	Assist with defining scope and determining cost and resource estimates, coordination, and other project management functions as needed	Narrative Position Description	
6.1.5	Task	Assists with over-site of training records management system	Narrative Position Description	

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### Training Specialist III

9.2	Task	Generate a Corrective Action Request (CAR), Preventive Action Request (PAR), or Improvement Opportunity (IO)	P-008 Corrective/Preventive Action & Improvement Opportunity Process	I don't usually do this but I am capable of doing so
9.4	Task	Request Management Representative to enter CAR/PAR/IO directly into Q-Pulse.	P-008 Corrective/Preventive Action & Improvement Opportunity Process	I don't usually do this but I am capable of doing so
9.6	Task	Investigate root cause of the problem/nonconformity, or potential nonconformity	P-008 Corrective/Preventive Action & Improvement Opportunity Process	I don't usually do this but I am capable of doing so
9.12	Task	Notify person responsible if STA/LTA/outcome is not effective	P-008 Corrective/Preventive Action & Improvement Opportunity Process	I don't usually do this but I am capable of doing so

### Training Specialist II

4.2	Task	Approve draft MSEL	ISDP-XXX Exercise Development Process	Have not done this yet
4.5	Task	Draft an exercise plan and associated materials utilizing the Lesson Plan Template (ISDF-007)	ISDP-XXX Exercise Development Process	Have not done this yet - not yet, could be assigned at any time
4.14	Task	Submit draft scenario for review	ISDP-XXX Exercise Development Process	Have not done this yet
4.15	Task	Create Master Scenario Events List (MSEL)	ISDP-XXX Exercise Development Process	Have not done this yet
4.16	Task	Review draft MSEL plan	ISDP-XXX Exercise Development Process	Have not done this yet
4.17	Task	Submit draft MSEL for review	ISDP-XXX Exercise Development Process	Have not done this yet
4.18	Task	Draft a facilitator guide for the exercise	ISDP-XXX Exercise Development Process	Have not done this yet
4.19	Task	Draft exercise synopsis	ISDP-XXX Exercise Development Process	Have not done this yet
4.20	Task	Publish exercise synopsis	ISDP-XXX Exercise Development Process	Have not done this yet
4.21	Task	Submit draft Facilitator Guide for review	ISDP-XXX Exercise Development Process	Have not done this yet
4.22	Task	Develop a C/E Handbook	ISDP-XXX Exercise Development Process	Have not done this yet
4.23	Task	Submit draft C/E Handbook for review	ISDP-XXX Exercise Development Process	Have not done this yet
4.26	Task	Route standalone exercise development packages for verification	ISDP-XXX Exercise Development Process	Have not done this yet
4.29	Task	Develop materials for the exercise.	ISDP-XXX Exercise Development Process	Have not done this yet - Not yet, except for OER120 Redesign
4.30	Task	Work with the ITT to develop materials for exercises	ISDP-XXX Exercise Development Process	Have not done this yet
4.31	Task	Review exercise materials	ISDP-XXX Exercise Development Process	Have not done this yet
4.32	Task	Facilitate correction of materials if necessary	ISDP-XXX Exercise Development Process	Have not done this yet

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6.16	Task	Upload WBT course to EOTA website.	ISDP-XXX WBT Course Implementation Process	Have not done this yet - IT uploads it
6.27	Task	Determine if DOE Cast/NNSA Cast is required	ISDP-XXX ILT Course Implementation Process ISDP-XXX WBT Course Implementation Process	Have not done this yet - we are told when this is required
6.31	Task	Distribute exercise synopsis to players and observers	ISDP-XXX Exercise Development Process	Have not done this yet - not yet, could if assigned
6.32	Task	Organize Controller and Evaluator (C/E) briefings	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, but if assigned
6.33	Task	Set up exercise	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.34	Task	Prepare to setup the venue for the exercise	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.35	Task	Determine areas to be setup (Simulation Cells (SimCells), Incident Command post)	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.36	Task	Arrange event setup	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.37	Task	Develop a schedule for event setup	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.38	Task	Begin event setup	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.39	Task	Address logistical items on the day of the exercise	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.40	Task	Address administrative items on the day of the exercise	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.41	Task	Facilitate Controller and Evaluator (C/E) briefings	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.42	Task	Organize general briefings	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned
6.43	Task	Facilitate general briefings	ISDP-XXX Exercise Course Implementation Process	Have not done this yet - not yet, could if assigned

### On-Line Learning Support Specialist

1.2.2	Task	Develop course syllabus	Narrative Position Description	
5.1.2	Task	Determine number of Federal, Contractor and Other	QAMI-003 Student Survey Report Instructions	

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AdminAsst (Unfilled) - Student Asst				
1.1.1	Task	Writes documents	Narrative Position Description	
1.1.2	Task	Performs document control management	Narrative Position Description	
1.3	Function/Duty Area	Makes preparations for conferences and briefings	Narrative Position Description	
1.4	Function/Duty Area	Support presentations	Narrative Position Description	
1.4.1	Task	Run PowerPoint slide shows	Narrative Position Description	
1.4.2	Task	Records formal meeting proceedings	Narrative Position Description	
1.4.3	Task	Formalizes/distributes meeting minutes	Narrative Position Description	
2	Responsibility Area	Facility Administrative Support	Narrative Position Description	
	Task	<i>Understands/ Acts on Immediate Needs of Customer</i>	<a href="http://www.employment.gov.bc.ca/attached_files/file_034616_413.pdf">www.employment.gov.bc.ca/attached_files/file_034616_413.pdf</a>	Research and validated in interview
	Task	<i>Meets Business Standards</i>	<a href="http://www.employment.gov.bc.ca/attached_files/file_034616_413.pdf">www.employment.gov.bc.ca/attached_files/file_034616_413.pdf</a>	Research and validated in interview
	Task	<i>Solicits Input</i>	<a href="http://www.employment.gov.bc.ca/attached_files/file_034616_413.pdf">www.employment.gov.bc.ca/attached_files/file_034616_413.pdf</a>	Research and validated in interview
	Task	<i>Monitors Own or Others' Work for Order and Quality</i>	<a href="http://www.employment.gov.bc.ca/attached_files/file_034616_413.pdf">www.employment.gov.bc.ca/attached_files/file_034616_413.pdf</a>	Research and validated in interview
	Task	<i>Breaks Down Problems to Reach a Decision</i>	<a href="http://www.employment.gov.bc.ca/attached_files/file_034616_413.pdf">www.employment.gov.bc.ca/attached_files/file_034616_413.pdf</a>	Research and validated in interview
	Task	<i>Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Answer phone calls and direct calls to appropriate parties or take messages.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Attend meetings to record minutes.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	Research and validated in interview
	Task	<i>Open, sort, and distribute incoming correspondence, including faxes and email.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	
	Task	<i>Make travel arrangements for executives.</i>	<a href="http://online.onetcenter.org/link/summary/43-6011.00">http://online.onetcenter.org/link/summary/43-6011.00</a>	
	Task	<i>Relieve management of administrative detail, all projects</i>		
	Task	<i>Coordinate work flow</i>		

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	Task	<i>Take initiative in manager's absence</i>		
	Task	<i>Keep projects on schedule</i>		
	Task	<i>Maintain procedures manual to ensure consistent performance of routines</i>		
	Task	<i>Compose correspondence/reports for own or manager's signature</i>		
	Task	<i>Arrange essential mail in priority action order for boss</i>		
	Task	<i>Check deadlines on incoming requests and put preliminary work in play</i>		
	Task	<i>Process replies on own initiative or from bosses' dictation or notes</i>		
	Task	<i>Research, draft or abstract reports</i>		
	Task	<i>Arrange "callbacks" to protect boss's time</i>		
	Task	<i>Provide back-up materials for callbacks</i>		
	Task	<i>Do phone surveys/inquiries as needed</i>		
	Task	<i>Maintain calendar; ascertain which events require boss's presence</i>		
	Task	<i>Fix commitments to maximize boss's time efficiency; Allow decision/desk time</i>		
	Task	<i>-Act as recording secretary; prepare action minutes</i>		
	Responsibility Area	Visitors		
	Task	<i>Screen to control interruptions</i>		
	Task	<i>Provide back-up data as needed</i>		
	Task	<i>Arrange amenities as needed</i>		
	Task	<i>As arranged, "rescue" boss from laggards</i>		
	Task	<i>Schedule visits away from boss's area to protect priority/private tasks</i>		
	Responsibility Area	Travel		
	Task	<i>Arrange travel through internal or outside agents</i>		
	Task	<i>Arrange travel cash in advance</i>		
	Task	<i>Prepare itinerary, trip file and supplies</i>		
	Task	<i>Prepare expense report tools for boss</i>		
	Task	<i>Complete expense reports after trip</i>		
	Responsibility Area	Data Management		
	Task	<i>Improve/tighten storage/retrieval systems</i>		
	Task	<i>Update and manage index</i>		
	Task	<i>Update secretarial/clerical desk manual</i>		
	Task	<i>Set up "tickler" system</i>		
	Task	<i>Set up "exception reporting" system to handle routines without supervision</i>		
	Task	<i>Routinely re-order department supplies</i>		

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	Responsibility Area	Projects		
	Task	<i>Handle administrative detail, all projects</i>		
	Task	<i>Seek greater role in projects within administrative and other areas of competence</i>		
	Task	<i>Seek training on projects outside my range</i>		
	Responsibility Area	Supervision		
	Task	<i>As required, recruit, hire, train and supervise part-time or full-time, paid, or unpaid/volunteer secretarial or clerical staff</i>		
	Responsibility Area	Study and review company or department procedures		
	Task	<i>Recommend management action to improve standard operating procedures. Present comparisons on costs, risks, and benefits</i>		
	Task	<i>Develop and test new procedures</i>		
	Task	<i>Take part in any administrative meetings to assure secretarial follow-through</i>		
	Task	<i>Take initiative on requests and inquiries of administrative nature, especially when bosses' specialty is not administrative</i>		
	Task	<i>Prepare and control administrative budgets</i>		
	Task	<i>They type and distribute correspondence, answer phones, make travel arrangements and maintain files. They may also perform bookkeeping duties, proofread documents and create materials for presentations.</i>	<a href="http://education-portal.com/duties_of_an_administrative_assistant.html">http://education-portal.com/duties_of_an_administrative_assistant.html</a>	Role Description
	Task	<i>Store information</i>	<a href="http://www.ehow.com/list_6018091_list-administrative-duties.html">http://www.ehow.com/list_6018091_list-administrative-duties.html</a>	
	Task	<i>Answer phones</i>	<a href="http://www.ehow.com/list_6018091_list-administrative-duties.html">http://www.ehow.com/list_6018091_list-administrative-duties.html</a>	
	Task	<i>Create and manage written communications</i>	<a href="http://www.ehow.com/list_6018091_list-administrative-duties.html">http://www.ehow.com/list_6018091_list-administrative-duties.html</a>	
	Task	<i>Prepare meetings</i>	<a href="http://www.ehow.com/list_6018091_list-administrative-duties.html">http://www.ehow.com/list_6018091_list-administrative-duties.html</a>	

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	Task	<i>They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail. They may also handle travel and guest arrangements. administrative assistants use a variety of office equipment, such as fax machines,</i>	<a href="http://www.bls.gov/oco/ocos151.htm">http://www.bls.gov/oco/ocos151.htm</a>	Role Description
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