

## Sample KSAs

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### Example 1:

#### *Ability to communicate effectively with customers and vendors*

In my current job as a **Supply Technician**, I talk with customers and vendors every day. I help customers choose products and I answer their questions. I often help to solve problems.

In one case, a researcher needed a discontinued item. He had received the notice that the item was being discontinued and knew about the replacement item, but needed to make sure the same materials were used throughout his experiment. He really wanted more of the old item. I explained that I could get him some of the replacement item within 24 hours, but he was very upset that his experiment would not be valid if he used different equipment. Although he was very upset and sometimes yelling on the phone, I stayed calm and tried to help him. I remembered that another customer had chosen to return her old stock of the discontinued item. I checked to see if we still had it and we did. I was able to help the researcher by sending him the last of the discontinued item. I also asked him if he wanted to place an order for the new item for future use. He was very grateful and wrote a letter to my manager saying how helpful I had been.

In another case, I was assigned to help coordinate a vendor product trade show. It was my job to collect all of the vendor information, how much space they would need, if they needed electrical outlets or if they needed any special equipment. One of the vendors called and complained to me that the last trade show didn't go well for him because the space he was given was smaller than what he requested. He had a big piece of equipment to display and it wouldn't fit. It took several hours to fix the problem. He lost time and it disrupted the event for other vendors around him who had to be moved around. I listened to all of his concerns and told him I could fax him the page with all of the requirements he had given me so he could make sure it was correct. I also told him he could call me two days before the show so he could verify that everything he needed was in place. He was very happy with this solution and, on the day of the show, he introduced himself to me and thanked me for making sure that everything was set up properly for him.

I have also taken the following classes at HHS University:

"Creating Distinctive Customer Service," Course Number: 1323, October, 2004.

"Assertive Communication," Course Number: 8107, February 2003.

## **Example 2**

### ***Skill in presenting information both orally and in writing.***

During my tenure with the National Cancer Institute (NCI), and especially in my current position, a substantial part of my duties has required strong skills in presenting information both orally and in writing. As an example of my oral communication skills, I was selected by the office Director to be a presenter at an NCI symposium on the documentation of cancer research. This symposium was designed to inform cancer researchers about the new methods of cancer documentation within the NCI guidelines. This symposium was attended by 100+ participants consisting of researchers, scientists and support staff. I spoke on the history of the NCI, the Memorandum of Understanding (MOU) on documentation, and the relationship between NCI and the National Institutes of Health.

In my former position as Executive Assistant to the Office of the Director (OD), I served as the liaison between the support staff of the OD, the NIH executive support staff, and companies in the private sector. I was responsible for keeping all parties informed about assignments and tasks due to the OD. My ability to communicate this information clearly and succinctly was very important in ensuring that the assigned tasks were fully understood and completed in a timely manner.

Effective written communication skills are also critical in my current position. I have taken over a number of writing assignments previously completed by my supervisor. For instance, I draft monthly reports that update Division Directors and Institute Administrators on changes in procedures and regulations and their impact on operations. These written reports are concise yet detailed, and they are routinely approved by my supervisor without corrections. In addition, all office correspondence is routed through me to ensure procedural and grammatical accuracy before I give it to the Director for signature.

My experience and skills have been supplemented by several related training courses in oral and written communications that I have completed through the Graduate School, USDA, and the NIH Training Center. These courses include the following:

Report Writing - June, 1999

Federal Writing Skills - May, 1999

Advanced Briefing Techniques - November, 1998

Talking Clearly and Effectively - April, 1998

### **Example 3:**

#### ***Ability to plan, organize, and adjust fluctuating assignments and workloads.***

My experience in planning, organizing and coordinating assignments and workloads extends back to 1995.

In my position as Staff Assistant to the Director of the National Institute on Aging (NIA), I was responsible for planning and managing work assignments for the Director's office staff. In order to coordinate these work assignments, I ensured the staff met deadlines set by the Director by creating a tracking system for the status of assignments. Our implementation and use of this system enabled NIA to always meet the NIH Director's agenda objectives. As a result, waste and duplication was reduced 70% by the end of the first year and I was presented with a Good Job Award.

In my position as a Program Assistant with the National Cancer Institute (NCI), I was responsible for the planning and organization of more than 20 conferences and meetings a year, each attended by 50+ participants. I was also responsible for coordinating travel arrangements and hotel accommodations for out of town attendees. As a result of my conference and planning work, I received three outstanding performance appraisals and four Good Job Awards.

In my current position as an Accounting Manager with the National Eye Institute (NEI), I monitor the work assignments of a staff of 12 people. I am also responsible for developing the office budget reports. In order to make sure responses from the staff are made in a timely manner, I created a comprehensive automated tracking system to support administrative and accounting activities and to monitor the flow of work in progress. I was also responsible for the design and implementation of organizational and accounting systems and structures to ensure efficient and cost-effective administrative support systems. As a result, waste and duplication were reduced 50% by the end of the first year, and I received a certificate of appreciation.

My experience and skills have been supplemented by the following training courses that I have completed through Montgomery College and the NIH Training Center:

Administrative Office Management  
Accounting 101 & 102  
Business Management  
Micro & Macro Economics  
Business Writing

#### **Example 4:**

##### ***Knowledge and understanding of program policies, and administrative guidance.***

In my current position as a Public Health Analyst, I analyze and evaluate Drug Pricing Program (DPP) policies, goals, and objectives. I review and assess information from state and local health agencies, make determinations regarding eligibility for participation in the DPP, and determine whether criteria and/or procedures for identifying covered entities are effective in meeting program objectives. I am frequently called upon to brief my supervisor and other managers on unusual cases and issues.

In March of 2002, I noticed an exorbitant amount of time was spent on the telephone with our clients trying to confirm or revise information submitted because of inconsistencies in reports. I devised a plan to capture information that was more precise and current. This plan consisted of developing a database that highlighted pertinent information from each report. All of the analysts on staff were given access to the database for quick and accurate reference. Not only were the reports more consistent, but better service was provided to participants in the DPP. This plan reduced by 48% the number of calls back to participants for clarifications and corrections.

My previous experience in Human Resources in the Fogarty International Center (FIC) as a Personnel Assistant afforded me the opportunity to learn and understand more about various programs in the agency. In participating in personnel management evaluations I had to understand organization missions and functions, and their relationships with each other. In this position, I also had to analyze, explain, and apply position classification standards in order to conduct desk audits and prepare subsequent grade/series recommendation reports for management.

In a previous position at the Justice Department, I developed estimates of travel costs that were included in the overall division budget projects. I also monitored travel expenses and reported status of travel funds available to my supervisors on a weekly basis.

My experience and skills have been supplemented by the following training courses that I have completed through Montgomery College and the NIH Training Center:

- Administrative Office Management
- Administrative Procedure
- Business Management
- Leadership and Supervision
- Business Writing