

KNOWLEDGE, SKILLS AND ABILITIES

DEPARTMENT OF ENERGY, Federal Energy Regulatory Commission

Vacancy Announcement Number: DEU-03-13A

Position: Legal Clerk, GS-0986-04

Location: Washington, DC

Candidate: Laura E. Richardson

SSN: 222-22-2222

1. Ability to deal effectively and courteously with people at all levels of responsibility.

In my present position I must be consistently mindful of the needs of the customer, and in everything I do my goal is to exceed expectations. I am on the phone with representatives of local police jurisdictions from across the country, gathering information that the Department of Justice needs to determine how grant funds are being utilized. I interact with professionals within Vistrionix at all levels.

Occasionally, I find some irregularities in the data that I receive from the local jurisdictions. Occasionally, grantees are not very cooperative in returning calls and providing information. Nevertheless, to deal effectively with the grantees to obtain the required data, and then analyze the data presented to determine what further action may be appropriate. In some cases, the figures reported simply did not add up. [Action] I would take the data reported by the jurisdiction, and note any discrepancies that would require further analysis and investigation. In a few cases, I learned that the grant recipients ultimately were further investigated for misuse of federal funds, as apparently they were directed for purposes that were not covered by the grant.

In my experience with Cubic Transportation (Manpower Temp assignment), I dealt with people from field offices on pay issues, as well as our own office on travel, office supplies, and other related support services. I had several assignments with Kelly Temps that brought me into contact with a variety of individuals at all levels, and I experienced the different work cultures of four organizations: America Online; Booz, Allen, and Hamilton; Transportation Security Administration; and K-12.

Additionally, while not listed on my resume, I offer additional experience in the retail environment as a party coordinator for a bowling alley, a customer service representative for a party supply retailer, plus short-term experience with at least three retail clothing stores. I have learned to ask questions of my customers, and listen to evaluate and determine their needs so that I may properly provide the products and services they require. I have experience dealing effectively with people of all ages, from all walks of life.

During my internship with the Department of Transportation, I gained valuable experience serving as a first point of contact for my office, providing information,

taking messages, and making referrals, as appropriate, to customers of the Office of Human Environment.

Clearly, I demonstrate a broad range of experience dealing effectively and cooperatively with people of all levels as a frontline point of contact for many different organizations.

2. Ability to communicate both orally and in writing.

The ability to communicate orally is critical in my current position. As a representative of the Headquarters, Department of Justice, I must request information from grantees in a way that assures that I am getting the information the Department needs, in order to complete the work that they expect of our company, and to provide the customer service that the grantee deserves.

A typical day for me involves reviewing the list of grantees where Vistrionix needs to collect information updates. This is part of a three-month contract in which the deliverable expected from Vistrionix is a comprehensive report on how the COPS MORE (Making Officer Redeployment Effective) grant funding to local jurisdictions is being utilized. Specifically, the Department of Justice wants to know how many more police officers are taken off administrative duties and assigned back out on the street. To determine this, we must contact by phone and e-mail, the various jurisdictions to request the data that is showing incomplete in our records. The goal of the company is to complete the audits by the end of the three months and turn in a report which shows how 100% of the funding has been spent so that the Department of Justice can evaluate the effectiveness of this initiative.

I am skilled in communicating my thoughts in writing in various formats, whether for brief business correspondence or a lengthy report. I am comfortable in discussing issues one-on-one, or in a group setting. I express my thoughts clearly, yet with a manner of delivery that is sensitive to the listener so that my message is effectively conveyed.

I have always done well in English courses, and I believe that my proficiency in word processing serves me well as an important tool that complements my ability to express myself clearly in writing. Thus, I offer high potential to exceed your expectations in this evaluation factor.

3. Skill in operating a computer to accomplish data entry and retrieval assignments.

I have grown professionally to the level of Information Specialist II with Vistrionix, Inc. In this position I conduct surveys of grant recipients to determine how federal funds have benefited local jurisdictions. Specifically, the information I gather relates to how funds were spent on salaries for additional personnel and equipment to enable communities to re-deploy police officers to frontline law enforcement work. Accuracy is critical so that the client, Department of Justice, has an accurate picture of how the funding was used. I enter the information I

gather into a database that is then used by the Department of Justice in their analysis. My efforts have played a critical role in helping achieve the accuracy and timeliness goals established by Vistrionix for successfully fulfilling the terms of this contract.

My parents recognized the need for computer use early in my school years, and since 7th grade I have prepared all my reports and schoolwork using current word processing software systems and computer hardware. As a result, I accurately type at least 60 wpm. Our family continually upgrades its computer capabilities to meet the requirements of a small home-based business. Also, for college I have my own state of the art desktop computer with the full Microsoft Office Professional suite.

I taught staff members at the Department of Transportation how to develop PowerPoint presentations. I am familiar with data entry and how to work with Excel spreadsheets. Last fall, I completed courses in A+ and Net+ with Nextec, Inc., Herndon, Virginia. I am also proficient in the full range of Microsoft Office Professional applications, which have already used in my work experience; specifically, MS Word, MS Excel, MS Access, MS PowerPoint, and MS Outlook.

I recognize the critical nature of information technology and how it enhances the accuracy, efficiency, and effectiveness of an organization. I know that my role also is important in the overall effort to achieve the deliverables that are required for the organization to be successful. I seek to understand my role in the overall mission so that I can be an effective contributor to the organization in achieving its goals.