

Supervisory Administrative Support Specialist (Travel)

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Company: Small Business Administration

Location: Herndon

Category: other-general

Summary

You will serve as a Supervisory Administrative Support Specialist (Travel) for the Small Business Administration (SBA), Office of Capital Access (OCA), Disaster Administrative Services Division - DASD, Administrative Services Center (ASC) in Herndon, VA. The incumbent supervises staff and serves as the principal advisor in the areas of travel arrangement services, travel vouchers, travel credit cards and the support desk.

Duties

As a Supervisory Administrative Support Specialist (Travel) at the GS-0301-13, some of your typical work assignments may include:

Supervise staff as they service as customer service representatives on a support desk providing voucher guidance to travelers through phone calls, emails, Teams chat, etc.

Supervise staff who completes voucher reviews on both routine and/or unusual travel vouchers and audit travel voucher files for accuracy.

Supervise staff who ensure travelers have the necessary tools and use of their credit card to meet mission requirements when deployed to a disaster.

Plans and directs the activities of the travel department in performing travel credit cards, support desk and/or voucher processing duties to ensure an even flow and distribution of work.

Assists management in assessing the effectiveness of all the administrative functions performed in the travel department.

IMPORTANT NOTES:

This is a permanent position, which is a **Competitive** service status position with a Full-Time work schedule.

This position is also being announced under DE-24-DASD-12346240 open to the general public.

DASD ASC is located in the business area of Herndon, VA. It is conveniently located near various eateries and shops and is accessible via public transportation.

Mandatory Overtime: In order to respond quickly and efficiently to disaster survivors, substantial compensated overtime hours may be required heighten Disaster Activities.

If required to travel to a disaster site, you may encounter hazardous working and/or living conditions, for example, no water or electricity and/or minimal lodging facilities.

By applying for this position with SBA's Office of Capital Access (OCA), Disaster Administrative Services Division - DASD, Administrative Services Center (ASC), you can enjoy challenging but satisfying work and join a highly motivated and diverse team that helps families and businesses rebuild their lives after a disaster.

Additional selections may be made from this announcement if identical vacancies occur within 180 days from the closing date.

This position is not included in a bargaining unit.

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