

Jane Doe
VACANCY NUMBER: VA0732
POSITION TITLE: Executive Secretary, GS-5
SSN: 111-111-1111

1. Ability to write non-technical correspondence

As an Executive Assistant at the Anystate Executive Office of Commerce, I am responsible for writing, proofreading, and mailing all correspondence for the Secretary of Commerce. The Secretary of Commerce is appointed directly by the Governor, and as a member of the Governor's Cabinet, must correspond with high-level business and political leaders every day. This correspondence must be polished and professional in tone and free of grammatical and typographical errors.

On a typical day, I generate between 20-30 personalized letters a day. The Secretary will dictate these letters to me in person or on Dictaphone. It is my responsibility to quickly assemble and polish the letters from the dictated information, using Microsoft Word 2003's Autotext, Mail-Merge, and letter template features to speed up the process. In addition, I write between 30-50 preformatted letters for the Secretary, mostly responses to routine inquiries.

When I started in my current position, responding to this routine correspondence in a timely manner was a recurrent issue due to the inadequacy of the preformatted letter library. By expanding the preformatted letter library, I was able to bring the turnaround time back to within 2 business days. This process improvement earned me a letter of commendation from the Governor's Office.