



Job Title:	Correspondence Analyst
Client/Contract:	Washington Headquarters Services (WHS), Office of the Secretary of Defense (OSD)
Security Clearance:	Active DOD Top Secret
Location:	Pentagon – Arlington, VA (Metro Accessible Only, No Parking)
Position type:	Full Time
Report to:	Site Lead
HR Contact:	Kim Alberi

OVERVIEW

The Correspondence Analyst position is located within the Correspondence Management Division (CMD) of the Executive Services Directorate (ESD) supporting the Office of Secretary of Defense (OSD). CMD has a key responsibility to uphold legal standards for efficient and thorough responses to public and government inquiries directed to the Department of Defense (DoD). By processing the correspondence from the requester (Agency, Organization or Individual) and through an understanding of the OSD organizational structure, the Correspondence Analyst reviews incoming and outgoing correspondence ensuring that the appropriate DoD Components are tasked to coordinate the response within the specified timeframes mandated by policy. This support enhances organizational communication and public access and understanding of the work of this branch of the Federal government and ultimately fosters government transparency.

DUTIES AND RESPONSIBILITIES

- Receive and analyze an assortment of incoming correspondence and mail including Congressional, White House, and public mail as well as from various Federal Agencies and departments such as Department of State, FBI, CIA, etc.
- Using an automated correspondence control system, input and track incoming/outgoing correspondence into the system, task correspondence to the appropriate OSD Component, Service, or defense agency for action, establish deadlines for responses, and assist in the preparation of responses
- Run queries and provide document retrieval services on behalf of the immediate Offices of the Secretary, Deputy and Executive Secretary of Defense
- Prepare documents for scanning and perform Quality Control checks of the scanned documents
- Electronically launch scanned documents to tasked/info agencies so that all involved responders may begin the response process as quickly as possible
- Capture the mail volume and various categories for inclusion in metric reporting to management to include weekly reports regarding the timeliness of mail received
- Manage/Maintain Suspense Receipt and Destruction File of documents to be destroyed
- Maintain daily correspondence destruction file
- Manage and provide occasional mail room operational support
- Maintain current files utilizing filing system based on the Dewey Decimal System

QUALIFICATIONS AND REQUIREMENTS

- Active Department of Defense (DOD) Top Secret security clearance
- Experience with Microsoft Office Suite applications (Word, Excel, Outlook, Access, and PowerPoint)
- Bachelor’s degree in related field, relevant military experience, or familiarity with DoD correspondence and records management practices
- Authority on the OSD and DOD missions, organization, functions, and responsibilities
- Familiarity with DoD Administrative Instruction 15 (AI 15) and the DoD Manual for Written Material desired