

Transition Assistance Program (TAP) Administrative and Data Clerk

The following represents a sampling of job requirements/core duties for the TAP Administrative and Data Clerk at the M&FR:

- Skill in applying basic principles, concepts, and practices of the occupation to perform administrative tasks in support of a Congressionally mandated Transition Assistance Program (TAP).
- Ability to communicate effectively orally and in writing to provide factual and procedural information clearly; Attend meetings and conferences as assigned and follow-up/consult with staff as required.
- Conduct research and collect data and information concerning processes, administrative programs or procedures from various sources, such as database systems, manuals, policies, procedures, and other means to prepare reports and papers and respond to inquiries.
- Retrieve reports, numerical data, status reports to analyze problems, identify significant factors, gather pertinent data, and propose solutions.
- Knowledge of administrative information management office practices, techniques, procedures, and military protocol guidelines. Maintain confidentiality regarding sensitive, personal information.
- Administer timely and accurate input of Congressionally mandate documentation for the Transition Assistance Program.
- Review administrative program guidance, policies, and procedures to determine effectiveness of service delivery.
- Scan, upload and maintain electronic records. Demonstrate high attention to detail to ensure data quality of staff entries in pursuant of established laws, regulations, guidelines, and procedures; appropriately advise staff how to correct/amend documents and electronic records.
- Document customer and programmatic information in the Air Force Family Integrated Reporting and Statistical Tracing system, DoDTAP, and TAPEvents.org. Appropriately document summaries of interactions with clients and community partners.
- Act as a point of contact for assigned program to provide information to service members, installation leadership, and community partners. Prepares responses to technical and non-technical requests for information to members' and installation leadership. Maintain professional partnerships with installation and community agencies.
- Sign customers up for a variety of TAP briefings to include, but not limited to: Pre-Separation, 3-day Core Curriculum, and two-day tracks.
- Answer phone, email, and in-person inquiries regarding members' progress and remaining requirements in accordance with laws, regulations, guidelines, and policy.

- Demonstrate a high attention to detail to appropriately advise staff how to correctly amend electronically filed documents.
- Demonstrate proficiency in Office Suite programs (excel, power point, word, access, power automate, etc).
- Maintain inventory of program materials, marketing items, computer equipment, and resource guides.
- Record and document attendance registration for all TAP workshops.
- Maintain and update monthly loss roster data of members required to complete TAP; notify members in accordance with laws, regulations, guidelines, and policy.
- Responsible for accurate collection, input, inventory, maintenance, and tracking of all forms within TAP.

Minimum Qualification Requirements:

- a. Associate's Degree or at least 3 years' experience in a military/government environment is required.
- b. Contractor shall be proficient in Microsoft Office Suites (Microsoft Word, Excel, PowerPoint).
- c. Have at least one-year experience in clerical or data entry, obtained in an office setting.
- d. One year experience with the Transition Assistance Program or one year experience working in military environment required.
- e. Contract personnel shall read, understand, speak, and write English well enough to effectively communicate with customers and staff, both in person and via telephone.