



# Louise Rollins

Washington, DC



Contract Administrator/Office Manager

**Primary goal** Assist program managers and managers within the Office of Information Resources Management (OIRM) in writing statements of work and in creating and administering OIRM contracts.

**Secondary goals**

- Ensure that contracts are fulfilled by overseeing their administration and by understanding the roles and responsibilities of contractors and the HHS staff involved.
- Help contractors and new OIRM employees obtain identification badges, security clearances, office space, and basic information and materials needed to perform work.

**Description** Louise is forty-four years old and has worked at HHS since 1986. She was hired as an administrative assistant, but her in-depth knowledge of HHS contracts eventually earned her a key position as the contracts administrator for her office. In addition to working with HHS agencies such as NIH to administer contracts, Louise is the primary go-to person for OIRM contractors working on site. Using her extensive knowledge of the organization and her long list of contacts, she gets things done quickly and effectively, enabling work on contracts to continue seamlessly. Louise also assists people within her office with administrative tasks: last year she wrote a handbook outlining the policies, procedures, and forms required for business processes within OIRM. Recognizing that employees needed such a resource, Louise took the initiative on producing this handbook, a time-consuming task.

Since her focus is administrative, Louise knows HHS and federal-wide policies, procedures, and regulations inside out. Often people involved in contracts ask her where to find information about policies that affect – or even dictate – how contract work must be done. Louise directs people to specific policies, procedures, and regulations on the intranet, the HHS public Website (HHS.gov), and other federal sites. She also helps them understand and apply these “rules” to their particular project and situation.

People enjoy working with Louise because of her good-natured personality, efficiency, and seasoned expertise. They trust her judgment, knowing they can rely on her to help them get things done within the complex framework of government policies and regulations. Frequently people stop by Louise’s desk to talk, commenting on the numerous pictures of her children, grandchildren, and friends.

**Computing environment** Fast machine, 17-inch monitor, Windows 2000, IE 6.0, T-1 Internet connection

**Computing & web proficiency** Louise uses the computer for about two-thirds of her workday. Generally she’s online, primarily using the HHS intranet, HHS.gov, and other federal sites. She can find almost any resource pertaining to contracts within a few seconds, having bookmarked the pages she visits frequently. Because Louise is a power user of the intranet, she often gets frustrated that HHS’s Websites are not comprehensive and up to date, making it difficult for her to find current points of contact across HHS. Despite this, Louise likes the intranet because it allows her to locate information without having to call or e-mail people.