



Position: Communications Program Analyst

RCSI is seeking a motivated Communications Program Analyst to join our team. The primary focus of this position is to assess, assign, and track correspondence tasking for all incoming executive secretariat requests and outgoing deliverables. Microsoft SharePoint experience, training and certification would be highly desirable.

Location: Hybrid Remote/In-Person.

Education: Bachelor's Degree in Communications, English, Journalism, or related technical field with at least (4-6) years of experience.

Clearance: Cleared Preferred. Top Secret or Secret acceptable. US Citizens only.

Job Specific Requirements:

- **Attention to detail and multitasking:** Tracking various requests through a shared inbox and online tracking system that lists formal tasks. Ability to work in a fast-paced environment.
- **Critical Thinking:** The ability to interpret various requests, populate responses where feasible, and articulate all aspects of the tasking to points of contact and subject matter experts.
- **Organization:** Staying organized through knowledge management systems and online tasking portals, including SharePoint.
- **Communication:** Ability to communicate effectively with senior executives through oral and written communications, providing prompt customer service to a variety of internal and external partners.
- **Excellent written and verbal communications skills:** Well-versed in dealing directly with clients and changing requirements.

Key Responsibilities:

- Performs within an operational-style team environment while managing a variety of executive secretariat administrative requests and deadlines that must be tracked. Analyzes, prioritizes, and coordinates all incoming tasking requests for divisions and their subject matter experts within a timely manner; troubleshooting inquiries from senior level executives and outside partners.
- Consistently utilize a shared mailbox to receive and process formal requests as well as utilizing SharePoint for managing and tracking daily requests.
- Operating in a fast-paced environment and at times managing a high volume of executive secretariat requests; has a strong ability to track all incoming tasking deliverables and correspondence requests; uses critical thinking to review each inquiry thoroughly with attention to detail to determine what specific information is being requested.
- Review and ensure all outgoing responses are in the proper format and the information provided is accurate and complete; ensures the subject matter expert correctly responds to the formal request, conducts ongoing outreach to the executive stakeholders for final review and clearance of official tasks.
- Coordinate a variety of correspondence that pertains to management directives, congressional inquiries, briefing memos, management control program (MCOP) program, Freedom of Information Act (FOIA) requests, GAO audits and providing increased support for any national crisis event.
- Assist with the collection, processing, review-preparation, and production of documents responsive to legal inquiry, Office of Inspector General and Government Accountability Office, FOIA, or regulatory request.
- Maintain access control for site collection while serving as the SharePoint Administrator.
- Meet with stakeholders to gather requirements and create SharePoint based solutions that will improve efficiencies and streamline process across the office.

RCSI is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.



Position: Communications Program Analyst

- Built/maintain automatic reports and tools to ensure consistent and effective correspondence tracking (Visual Basic).
- Provide excellent customer service through daily communication with the client.
- Publish & design office's annual report and maintain up to date graphics for team SharePoint sites.
- Coordinate classified office/agency correspondence items (FOIA requests, audits, reports to Congress, and other miscellaneous documents/tasks).
- Manage executive level correspondences.
- Design and deliver administrative services, organizational or process change efforts, and correspondence.
- Develop standard operating procedures to ensure effective correspondence within the business operations.
- Assist in maintaining proficiency with a variety of tools such as Excel spreadsheets and/or other software applications utilized for correspondence and statistical analysis.
- Drafting, formatting, and/or editing responses to requests for information, congressional and other federal inquiries, general correspondence, briefings, and other documents.
- Client meeting support (agendas, minutes, scheduling).
- Updating and developing production reports and dashboards.
- Data entry and analysis. Status report updates and distribution.
- Routing, scheduling, and logistical support and manage daily correspondence and information request processes.

Skills, Knowledge and Experience

- Degree qualification in a relevant discipline is essential. Microsoft SharePoint training and certification would be highly desirable.
- A minimum of 4 years' experience as a program analyst.
- 4+ years of experience in a professional setting, and experience with writing or editing, required.
- Excellent verbal, interpersonal, and written communication skills, including stakeholder management, training, presentation and public speaking. Experience working in a fast-paced, client-oriented environment and ability to multi-task in a fast-paced environment; collaborative and productive work style.
- Strong proficiency in the MS Office Suite (Outlook, Word, Excel, PowerPoint) and proficiency in the use of SharePoint and MS Teams.
- Problem solving skills and ability to manage multiple and competing deadlines. Demonstrated strong problem solving, analytical skills, and strategic thinking.
- Ability to work quickly, accurately, and collaboratively to meet deadlines.
- Highly responsive and able to identify and address high-priority tasks.
- High level of attention to detail.
- Positive attitude, even when under pressure.
- Ability to work independently and as part of a team.
- Demonstrated, quality focused, track record of successful projects.
- Ability to be flexible and adaptable in the face of changing organizational priorities and ambiguous environments.

Corporate Performance Standards: In the performance of their respective tasks and duties all employees are expected to conform to the following:

1. Perform quality work within deadlines with or without direct supervision.
2. Interact professionally with other employees, customers and suppliers.

RCSI is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.



Position: Communications Program Analyst

3. Work effectively as a team contributor on all assignments.
4. Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

As a Team Member:

1. Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets.
2. Demonstrate commitment, including performing to an exceptionally high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

If you are interested in this position, please send your resume to Careers@gorcsi.com.

About RCSI

Established in 2011, [Ryansh Corporate Solutions, LLC. \(RCSI\)](#) is an SBA Certified 8(a) and Economically Disadvantaged Women-Owned Small Business dedicated to expertly serving our customers. Headquartered in Fairfax, VA, we are a performance-based organization, whose philosophy is fostered through a trusted partnership with clients. RCSI is committed to excellence and creating innovative solutions for our Federal Government clients, continuously striving to deliver an outstanding service experience and surpass client's expectation. Our collective knowledge and experience provide leadership and strategic direction within the practice areas offered. We adapt commercial and in-house proven best practices to deliver a higher level of operational efficiencies and value to our clients. Above all, a continued commitment to customer satisfaction and quality control distinguishes RCSI.

Join us at RCSI, where we're engineering and creating innovative business solutions for the Federal Government.

RCSI is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.