

**OFFICE PROFESSIONALS ORIENTATION CHECKLIST**  
**(Employee and Supervisor/Trainer initial and date upon completion of review)**

ACTIVITY	Employee	Supervisor	Date
<b>Introduction to ARS</b>			
- Become familiar with ARS' mission, organization & webpage			
- Become familiar with location mission & organization			
<b>Communication Techniques</b>			
- Use of telephone equipment			
- Procedures for answering telephone and placing outgoing calls			
- Procedures for screening and routing incoming calls			
- Introduction to REE Directory			
- Email procedures			
- FAX machine (location and fax number)			
- Procedures for sending and receiving Fax messages			
<b>Copies</b>			
- Where are copiers located?			
- Location of paper supplies for copier			
- Who to call for repairs/service			
- Procedures for other duplication services			
<b>Correspondence</b>			
- Become familiar with Correspondence Handbook			
- Routing procedures and location of mail codes			
- Copies (official file, etc.)			
- Identify applicable software packages (MS Word, etc.)			
- Congressional Contact Information			
- Congressional Inquiries/Responses			
- Freedom of Information Act Inquiries			
- Media requests			
- Controlled correspondence			
<b>File Systems</b>			
- Agency file system/office file system			
<b>Mail Distribution</b>			
- Location of mailroom			
- Pouch mail/interoffice mail/overnight mail delivery			
<b>Meetings and Conference Calls</b>			
- Location, availability, and reservation of conference rooms			
- Procedures for setting up meetings			
- Arrangement of conference calls			
<b>Office Essentials</b>			
- STAR			
- Procurement (CATS, PCMS, IAS)			
- Training (SF-182 requests)			

- Personnel Action forms			
- Supplies – where kept and how to order			
- Computer applications as appropriate			
<b>Performance Standards</b>			
- Procedures for implementation			
- Individual Development Plans (IDPs)			
- EEO/CR requirements			
<b>RPES</b>			
- Case format and submission			
<b>Travel – Domestic and Foreign</b>			
- Mandatory Use of Travel Management Agency			
- Authorizations			
- Travel credit card application			
- Outside Funds or Inkind/Ethics Forms			
- Invitation Letter/Letter of Acceptance			
- Non-Government traveler			
- Vouchers			
<b>Security</b>			
- Physical Security			
- Cyber Security			
- Non-Citizen procedures (ARS-230)			