

## Program Analyst Coordinator

On-site · Delaware Nation Industries

Arlington, Virginia, United States

The Coordinator position in a GS-09 equivalent with a salary range of \$70,623- 91,815.

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### Description

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The Office of Cultural Heritage, Directorate of Artistic and Cultural Diplomatic Commodities, Bureau of Overseas Buildings Operations (OBO/ACDC/CH) is responsible for the Department of State's (DOS) historically, culturally, or architecturally significant properties. OBO/ACDC/CH's stewardship involves education, and proper maintenance and conservation. This policy pertains to movable and immovable heritage properties and assets of historic, cultural, architectural, archaeological, and ethno-anthropological interest. This includes archaeological sites, landscapes, buildings, structures, fine arts, decorative arts, works on paper, and other cultural heritage items.

### Job Duties:

The incumbent serves as a Program Analyst Coordinator supporting the Office of Cultural Heritage (OBO/ACDC/CH) by managing and coordinating the high volume of incoming requests for assistance, technical review, project support, and preservation-related inquiries submitted by overseas posts and internal stakeholders. These requests involve culturally significant U.S. diplomatic properties worldwide and are received through multiple Department systems and communication platforms, including email, BMIS, GMMS, Kahua, ProjNet, SharePoint, and other office management tools. The incumbent functions as the primary intake and coordination point for the office, ensuring requests are properly reviewed, tracked, assigned, monitored, and resolved in a timely manner. The work requires strong organizational skills, attention to detail, sound judgment, and the ability to coordinate across multiple priorities and stakeholders in a fast-paced environment. The incumbent must be capable of independently resolving routine requests while identifying issues that require review by subject matter experts (SMEs) within the Cultural Heritage team.

- Serves as the primary coordinator for incoming requests for assistance, project reviews, preservation consultations, and technical inquiries submitted to OBO/ACDC/CH by overseas posts and Department personnel.
- Reviews incoming requests received through email, BMIS, GMMS, Kahua, ProjNet, SharePoint, and other office systems to determine the nature, urgency, completeness, and appropriate routing of each request.
- Independently resolves routine or procedural requests and coordinates more complex or technical matters with appropriate Cultural Heritage subject matter experts for review and approval.
- Assigns requests to appropriate CH team members based on workload, technical discipline, project scope, and office priorities.
- Maintains and updates office project trackers, workflow databases, and reporting systems to ensure accurate tracking of requests, assignments, deadlines, and project status.

- Monitors active requests and follows up with CH staff, overseas posts, contractors, and stakeholders to support timely responses and project coordination.
- Tracks and reports workload metrics, response times, request trends, and office activity levels to support management decision-making and resource planning.
- Coordinates communications between overseas posts, OBO offices, contractors, and CH personnel regarding project reviews, documentation requirements, and request status updates.
- Reviews submitted documentation for completeness, formatting, and compliance with established office procedures before routing for technical review.
- Assists in organizing and maintaining electronic records, project files, correspondence, and office documentation related to preservation reviews and project coordination activities.
- Provides administrative and project coordination support for preservation and rehabilitation initiatives involving historic diplomatic properties worldwide.
- Assists with preparing reports, summaries, spreadsheets, and briefing materials related to office workload, project status, and operational activities.
- Identifies workflow inefficiencies and provides recommendations to improve request management, tracking procedures, and office coordination processes.
- Supports coordination of meetings, project discussions, and internal communications related to incoming project requests and review activities.
- Provides customer service and responds to inquiries from overseas posts, contractors, and internal stakeholders regarding office procedures, request status, and submission requirements.
- Performs other administrative and project coordination duties as assigned in support of OBO/ACDC/CH operations.
- Drafts documentation and correspondence on administrative matters and general office policies for supervisor review and approval, based on an understanding of supervisor preferences.
- Anticipates and prepares documentation and materials needed by the supervisor for meetings, correspondence, appointments, and communications.
- Reviews incoming materials (e.g., publications, regulations, directives) and identifies items of potential importance for supervisor and staff awareness.
- Prepares reports, summaries, and draft responses to inquiries using information from a variety of sources.
- Performs other duties as assigned.

## Requirements

- Must be a U.S. citizen.
- Demonstrated experience in administrative support, project coordination, workflow management, or office operations in a fast-paced professional environment.
- Strong organizational and coordination skills, including the ability to manage and prioritize a high volume of incoming requests and assignments simultaneously.
- Ability to review, track, organize, and maintain project information and office records with a high degree of accuracy and attention to detail.
- Ability to independently resolve routine administrative or procedural matters and appropriately elevate technical issues requiring subject matter expert review.
- Strong oral and written communication skills for coordinating with overseas posts, contractors, government personnel, and internal stakeholders.
- Experience maintaining project trackers, workflow databases, spreadsheets, and reporting systems.
- Ability to work effectively under time constraints and shift priorities while maintaining responsiveness and accuracy.

- Proficiency in Microsoft Office Suite (Excel, Word, Outlook, PowerPoint), SharePoint, and other office management systems, with the ability to quickly learn new software platforms and Department systems.
- Familiarity with systems such as BMIS, GMMS, Kahua, ProjNet, or similar project management and workflow tracking platforms is desirable.
- Knowledge of standard business writing, grammar, spelling, punctuation, and document formatting practices.
- Demonstrated ability to provide effective customer service and maintain professional communication with individuals at various organizational levels.
- Ability to coordinate effectively with multidisciplinary teams and support office-wide operational objectives
- Government agency and/or Department of State experience
- A Bachelor's degree from an accredited institution and three (3) years of experience; or six (6) years of experience

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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