**Tracy M. Clem**

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***Education***

**Diploma** (June 1985)

Harriman High School

**Major:** General

**Word Processing Certificate** (February 1992)

Tennessee State Area Vocational-Technical School

**Major:** Office Occupations

***Qualifications***

* Served as Property Coordinator for 9 years for the Energy Division
* Assisted Property Reps with the DOE 10% physical inventory for accountable property
* Thorough knowledge of ePROP
* Thorough knowledge of property management policies and procedures
* 29 plus years experience with Microsoft Office
* 19 plus years experience with SAP
* 19 plus years experience with Excel
* Strong ability to multi-task
* Problem solving skills
* Excellent communication and interpersonal skills
* Team player
* Physical ability to walk and climb stairs and ladders

***Experience***

***Group Secretary, Bioresource Science and Engineering Group (BSEG)*** (November 2020 – Present) Environmental Sciences Division, Oak Ridge National Laboratory, UT-Battelle, LLC

Provides administrative support to the Group Leader and BSEG. Schedules appointments, conference rooms, and other resources and assists with electronic calendar as needed for the Group Leader using Microsoft Outlook.

***Group Secretary, Biodiversity and Ecosystem Health Group (BEHG)*** (April 2011 – Present) Environmental Sciences Division, Oak Ridge National Laboratory, UT-Battelle, LLC

Provides administrative support to the Group Leader and BEHG. Schedules appointments, conference rooms, and other resources and maintains electronic calendar for the Group Leader using Microsoft Outlook.

Assists Property Reps with the DOE 10% physical inventory of accountable property as requested and assist them with locating missing equipment. Assists BEHG staff with confirming their inventory, completing Property Removal Passes, and excessing equipment via ePROP.

Maintains office atmosphere in a professional manner— receives and assists visitors from government agencies, Department of Energy (DOE) contractors, universities, vendors, collaborating partners, and various sponsors. Establishes and maintains effective working relationships with internal and external contacts at all levels.

Provides administrative support to the Natural Resources Team as requested.

Coordinates on-site and virtual interviews. This involves working closely with the HR Rep and the candidates. This includes submitting badges, creating the agenda, scheduling conference rooms, scheduling the seminar and sending reminders, arranging travel and lodging, submitting travel expenses, and submitting Controlled Business Expense (CBE) forms for meals provided. Making sure candidates have all the information they need (maps of the area, maps of the ORNL campus, lodging info, etc.).

Prepares a variety of correspondence, reports, and presentation materials. Ensures that reports, presentations, and correspondence are grammatically correct and conform to appropriate ORNL standards and contain authorized signatures; this may include publications, proposals, visuals, and brochures. This also includes ORNL TMs, Sponsor Reports, and Letter Reports.

Prepares subcontracts, Educational Appointment Requests (EAR), and PAS requests for US citizen and Foreign National visits and assignments.

Prepares and submits various weekly, monthly, and annual reports for sponsors.

Thorough knowledge of RESolution (publication tracking system). Assists staff with updating their publications, navigating the system, and tracking their progress.

Thorough knowledge of ORNL Systems. Prepares and processes electronic forms that require coordination and assimilation of data.

Handle incoming telephone, fax, e-mail, walk-ins, and correspondence in a responsive and courteous manner. Initiate calls to obtain, verify, and exchange information. Disseminates information as deemed appropriate or refers to appropriate ORNL contact.

Coordinates travel arrangements for the BEHG for official domestic and foreign business travel.

Coordinates special events, such as scientific workshops and seminars including all arrangements for food, lodging, travel, agendas, etc.

Coordinates all Aquatic Lab tours for internal and external groups.

Place purchase requisitions, subcontracts, and P-card orders via ORNL Buy.

Coordinates and updates the TWRA Collection Permits annually.

Ensures that network printer/copier/scanner/fax machine is in working order and paper and toner cartridges are in stock.

Makes administrative decisions and judgments within realm of responsibility and authority, using tact and discretion and act, as authorized, during supervisor’s absence to ensure requests for action/information are addressed. Serves as point of contact in supervisor’s absence.

Interacts with sponsors and responds to their requests in a timely manner.

Provides backup support to Marla Colberg, the division secretary, and other administrative staff in the Environmental Sciences Division as requested.

Works closely with the division Finance Officer on various projects.

Maintains a strong commitment to the organization’s values and ethics.

***Sr. Administrative Asst., Science & Technology Interactions Group*** (October 2001 – April 2011) Environmental Sciences Division, Oak Ridge National Laboratory, UT-Battelle, LLC

Assisted Property Reps with the DOE 10% physical inventory of accountable property as requested and assisted them in locating missing equipment. Prepared forms for excessing equipment and assisted staff in locating their property and completing Property Removal Passes.

Performed full range of secretarial duties including typing, records management, information preparation and review, answering phones, and related activities.

Assisted supervisor with preparation of technical presentations.

Coordinated travel arrangements, scheduled meetings, and assisted with meetings and conferences.

Coordinated and scheduled interviews for citizens and noncitizens.

Interacted with government agencies, DOE contractors, universities, sponsors, vendors, suppliers, and agencies of foreign governments on a daily basis.

Used Outlook for communicating via e-mail and scheduling meetings.

Prepared and processed a variety of correspondence and reports and assured they conformed to ORNL standards and had all required signatures.

Prepared and processed forms which required gathering and coordinating data.

Arranged citizen/noncitizen visits and assignments via the PAS system.

***Sr. Secretary, Division Office*** (December 1997 – October 2001)

Energy Division, Oak Ridge National Laboratory, UT –Battelle, LLC

Served as Property Coordinator for the division. This role included processing data input sheets, completing Property Removal Passes for staff, preparing forms for excessing equipment, and assisting with the annual walk-through inventory. Assisted Property Reps with the DOE 10% physical inventory for accountable property and assisted them with locating missing equipment.

Performed full range of secretarial duties including typing, records management, information preparation and review, answering phones, and related activities.

Assisted supervisor with preparation of technical presentations. Coordinated travel arrangements, scheduled meetings, and assisted with meetings and conferences for the Associate Director.

Prepared and processed various types of correspondence and reports and assured that they were conformed to ORNL standards.

Prepared and processed forms which required gathering and coordinating data.

Arranged citizen/noncitizen visits and assignments.

Served on the Local Emergency Squad as an alternate warden.

Served as the Telecommunications Coordinator, Key Coordinator, Service Award Coordinator, and Security Clearance Coordinator.

Served as backup to the Administrative Assistant’s secretary.

Interacted daily with Division staff, occasionally working within tight deadlines and established and maintained effective working relationships with internal and external contacts including government agencies, DOE contractors, universities, sponsors, vendors, suppliers, and foreign government agencies.

***Secretary, Division Office*** (August 1992 – December 1997)

Energy Division, Oak Ridge National Laboratory, Lockheed Martin Energy Research Corp.

Served as Property Coordinator for the division. This role included processing data input sheets, completing Property Removal Passes for staff, preparing forms for excessing equipment, and assisting with the annual walk-through inventory. Assisted Property Reps with the DOE 10% physical inventory for accountable property and assisted them with locating missing equipment.

Performed basic secretarial duties including typing, records management, information preparation and review, answering phones for the Division Director, Division Secretary, and other Division Office staff.

Prepared and processed purchase requisitions, shipping orders, and non-citizen visitor approvals.

Reviewed and made corrections on all documents prior to Division Director’s approval, including foreign trip requests and reports, funding proposals, and internal and external letters and memos. Processed orders for books, magazines, and articles for the office staff.

Reviewed and processed security clearance forms.

Served as the Key Coordinator for the division. This role included processing all key requests transfers, returns, and the annual key and lock audits.

Maintained car log, conference room schedule, and Xerox machines.

Ordered all supplies for the Division Office and Finance Office.

Assisted Division Secretary in preparing for an International Symposium which was held in Washington, DC.

Assisted the Associate Director and the Administrative Assistant throughout the year as requested. Answered phones and other varies duties in the Associate Laboratory Director’s office as requested.

***Honors & Awards***

May 2019 Distinguished Achievement Award for Outstanding Administrative Support

May 2015 Distinguished Achievement Award for Outstanding Administrative Support

June 2001 Energy Division Award for Sustained Contribution in Administrative Support

October 2000 Safety Achievement for Contribution to Energy Division Control Area Listings

January 1998 Energy Division Award for Administrative Support Exceptional Contribution

***References***

*Neil Giffen*, Natural Resources Manager, Oak Ridge National Laboratory

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*Teresa Mathews*, Group Leader, Biodiversity and Ecosystem Health Group, Oak Ridge National Laboratory

PH: 865-241-9405; E-mail: [mathewstj@ornl.gov](mailto:mathewstj@ornl.gov)

*Kelly Roy*, Retired, Wildlife Management Coordinator, Oak Ridge National Laboratory

PH: 865-323-6115; E-mail: [luvsbirdn@gmail.com](mailto:luvsbirdn@gmail.com)

*Tonya Thompson*, Administrative Services Coordinator, Biological and Environmental Systems Sciences Division, Oak Ridge National Laboratory

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