



Corporate Value Statement

Valley Administrative Services is committed to providing value and creating innovative administrative support solutions for our Federal, State and Commercial clients. We implement a strategic approach to implementing best practices in contact center management, facilities operations, public outreach and human capital management. Technology-focused workflows and processes allow us to present scalable, modern, solutions to meet today's most critical challenges. These cost-effective, comprehensive solutions are the invaluable results of our years of experience, development resources, and a network of partners. This framework ensures maximum output from high-performing teams across the globe. Founded in 2014, our dedicated staff provides focused leadership, effective project management, and strong past performance. Based 90 miles from Washington, DC, in HUBZone Page County, Virginia, Valley Administrative Services is your small-business partner.

Designations

DUNS: 080109180
CAGE: 7KJ97
SWAM: 710630
UEI:/

Certifications

Virginia SWaM
HUBZone
WOSB
EDWOSB

Differentiators

- HUBZone employee base
- Consistent leadership and staffing
- Technology-forward processes
- Real people delivering exceptional results
- Background Checked Staff
- HIPAA Certified Agents
- Global Network of SMEs
- Strong financial strength and supports
- Existing partnerships and teaming agreements
- Multiple Certifications and Contract Vehicles
- Access/Ability to attend statewide events
- Fully-functional suite of offices, meeting space and warehousing ability
- Rural rates, local access, international reach

NAICS/Industry Codes

541611 – Administrative Management Services
541612 – Human Resources Consulting Services
561421 – Telephone Answering Services
561431 – Private Mail Center
561110 – Office Administrative Services
561210 – Facilities Support Services
561430 – Business Service Centers
561499 – Other Business Support Services

Core Competencies

- Employee Relations
- Customer Support Services
- 24/7 Hotline Services
- Logistics Management
- Document Management
- Mailing Services
- Translation Services
- Contact Center Operations
- Staff Augmentation
- Facilities Management
- On-Demand Support Staff
- Compliance Services
- Surveys & Data Collection
- Office & Janitorial Supplies
- FBI-Channeled Backgrounds

Valley Administrative Services, LLC. 21 N. Broad St. Suite E Luray VA 22835

Phone: (540) 551-4565 www.valleyadmins.com

Point of Contact: Sonya Wilkins e-mail: sonya@valleyadmins.com

The Valley Administrative Services HUBZone OmniChannel Contact Center operates seamlessly to provide anytime support to your customers, clients, partners and employees. Our secure, cloud-based solution gives you access to conversations and communications when and where you need them.

Complete, Compliant Customer Service



Valley Administrative Services HUBZone OmniChannel means low-cost, high-quality service to provide the consumer experience and support your program needs:

- 24/7/365
- Online Webform
- Live Agents
- SMS Texting
- Secure Email
- Virtual Fax
- Social Media
- Direct Mail

**Improve and
Expand your
Customer Service**

**Comprehensive,
On-Demand
Reporting**

**Live, US-based
agents. No
offshoring calls**



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Technical Assistance Services

Valley Administrative Services collaborates with clients to enhance internal operations, ensure financial soundness, and create organizational processes that serve all parties involved. Our cadre of skilled accounting experts delivers a comprehensive suite of technical assistance services and solutions, such as:

- Financial Policies and Procedures
- Indirect Cost Proposals
- Compensation Strategies
- Grants Management
- Internal Controls and Accounting Procedures
- Subrecipient Monitoring and Management
- Budget Development and Forecasting
- Financial Reporting and Analysis
- Federal and State Compliance Consulting
- Post-Award Grant Closeout Support
- Pre-Audit Planning and Preparation

Training and Development Programs

Valley Administrative Services offers specialized training programs, crafted by our expert accounting professionals, to impart essential knowledge to client management and front-line personnel. We customize the content for every client to guarantee that our programs align with their particular learning goals and regional staff development requirements.

- Single Audit Act Compliance
- Internal Controls and Fraud Prevention
- Financial Statement Preparation and GAAP
- Grant Management and Reporting
- Resolving Prior Audit Findings
- Data-Driven Decision Making for Leaders
- Program Management/Performance Measurement
- IT Security and Data Governance Basics
- Digital Transformation of Government Functions

To enable our clients access to full range of services, Valley Administrative Services also provide the tools, teams and services to offer the supporting tasks including:

- Records Management
- Product Warehousing and Storage
- Document Management
- Material Development and Production
- Travel & Meeting Management
- Mail and Shipping Services

Technical Assistance Services

Valley Administrative Services partners with our clients to help improve their internal performance, maximize employee engagement, and develop organizational processes that benefit all stakeholders. Our team of HR professionals provides a full range of technical assistance services and solutions including:

- Outreach and Recruitment Support
- Compensation Studies
- Employee Development Programs
- Organizational Assessments
- Backgrounds and Adjudication
- Benefits Administration and Support
- Employee Onboarding
- Human Resource Audit
- Succession Planning
- On-Line Employee Surveys
- Exit Interviews
- Performance Management Systems

Training Programs

Valley Administrative Services provides learning opportunities to assist our clients in transferring knowledge to the managers and front-line staff of their organizations. Our team of HR professionals develops unique content for each client to ensure programs meet their specific learning objectives. Our nationally-dispersed staff has programs available to meet compliance, ethics and regional staff development needs. Training Programs offered by Valley Administrative Services:

- Cultural Competency and Diversity
- Identifying and Stopping Harassment in the Workplace
- Eliminating Gender Pay Gaps
- Understanding Lateral Violence
- The Basis of Unconscious Bias
- Intercultural Communication
- Modern Gender Identities
- Understanding the Multi-Generational Workplace

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- Mail and Shipping Services



Valley Administrative Services (VAS) extends its commitment to innovative administrative support solutions by incorporating specialized logistics and digital business identity management through its Private Mail Center operations. This offering is a critical component of VAS's core competencies.

Operating as a specialized Commercial Mail Receiving Agency from its Luray, VA location, this service leverages VAS's documented expertise in Facilities Support Services and its Technology-forward processes. The center operates under the USPS Domestic Mail Manual (DMM), enabling VAS to provide clients with a commercial street address and full multi-carrier integration, including FedEx, UPS, and DHL. This system ensures the secure receipt, signing, and storage of restricted-delivery items and high-value freight that requires strict chain-of-custody documentation, aligning with the company's differentiator of a Background Checked Staff and HIPAA Certified Agents. The key services offered through the Private Mail Center include:

- **Virtual Mailroom Digitization:** Converts physical mail to searchable, cloud-accessible PDFs using high-speed scanning and OCR, allowing remote management of digital forwarding, archival, or secure shredding.
- **Multi-Carrier Logistics Integration:** Centralizes inbound parcel management and outbound fulfillment using sophisticated software for real-time rate shopping and label generation across major global carriers.
- **Registered Agent & Compliance Services:** Provides a permanent physical presence to fulfill statutory requirements for "Service of Process" and business registration, offering privacy and legal compliance.
- **Commercial Street Address Provision:** Provides clients with a commercial street address through its status as a Commercial Mail Receiving Agency (CMRA) operating under the USPS Domestic Mail Manual (DMM).
- **Secure Receipt and Storage:** Ensures the secure receipt, signing, and storage of restricted-delivery items and high-value freight that requires strict chain-of-custody documentation.



At Valley Administrative Services, we have a diverse balance of customers, clients, agencies we serve. This mixture allows our team to be involved in the delivery of creative new products and services. The following are examples of current and recent opportunities we are proud to have worked on:



Department of State

Consular Affairs Contact Center

For multiple US Embassies and Consulate Mission of the United States, Valley Administrative Services provides call reception, consular notifications and citizen support for the consular offices. Our live, US-based agents serve as the first point of contact with the Embassy for U.S. citizen callers.

- Embassy Switzerland, Bern
- Embassy London, United Kingdom
- Embassy Rome, Italy
- Embassy of Lisbon, Portugal
- Embassy Istanbul, Turkey
- Embassy Brussels, Belgium
- Embassy of Dominican Republic, Santo Domingo
- Embassy Beijing, China
- Embassy, Luxembourg
- Embassy Bucharest, Romania
- Embassy of Russia, Moscow
- Embassy of Korea, Seoul



Department of Agriculture

Call-in/Call-out service

Valley Administrative Services provides Call-in/Call-out service for the USDA Team RMRS. The solution provides 24/7/365 safety, location verification, and a direct line of contact between field-based employees and their frontline supervisors.

- Rocky Mountain Research Station



Department of Transportation

After Hours Answering Services (2000-2025)

Valley Administrative Services delivers critical After Hours Answering Service for the Maritime Administration. The security process requires Patrolmen and Security Guards to follow a check-in schedule during after-hours, weekends, and holidays to report their status.

- Beaumont Reserve Fleet