

**DEPARTMENT OF THE ARMY
MWR REFERRAL PROGRAM**

JOB KIT

*A GUIDE TO PREPARING RESUMES
FOR
MORALE, WELFARE AND RECREATION POSITIONS*



SERVING AMERICA'S ARMY

**DEPARTMENT OF THE ARMY
MWR REFERRAL PROGRAM
JOB KIT**

for Army Morale, Welfare and Recreation Positions

Privacy Act Information

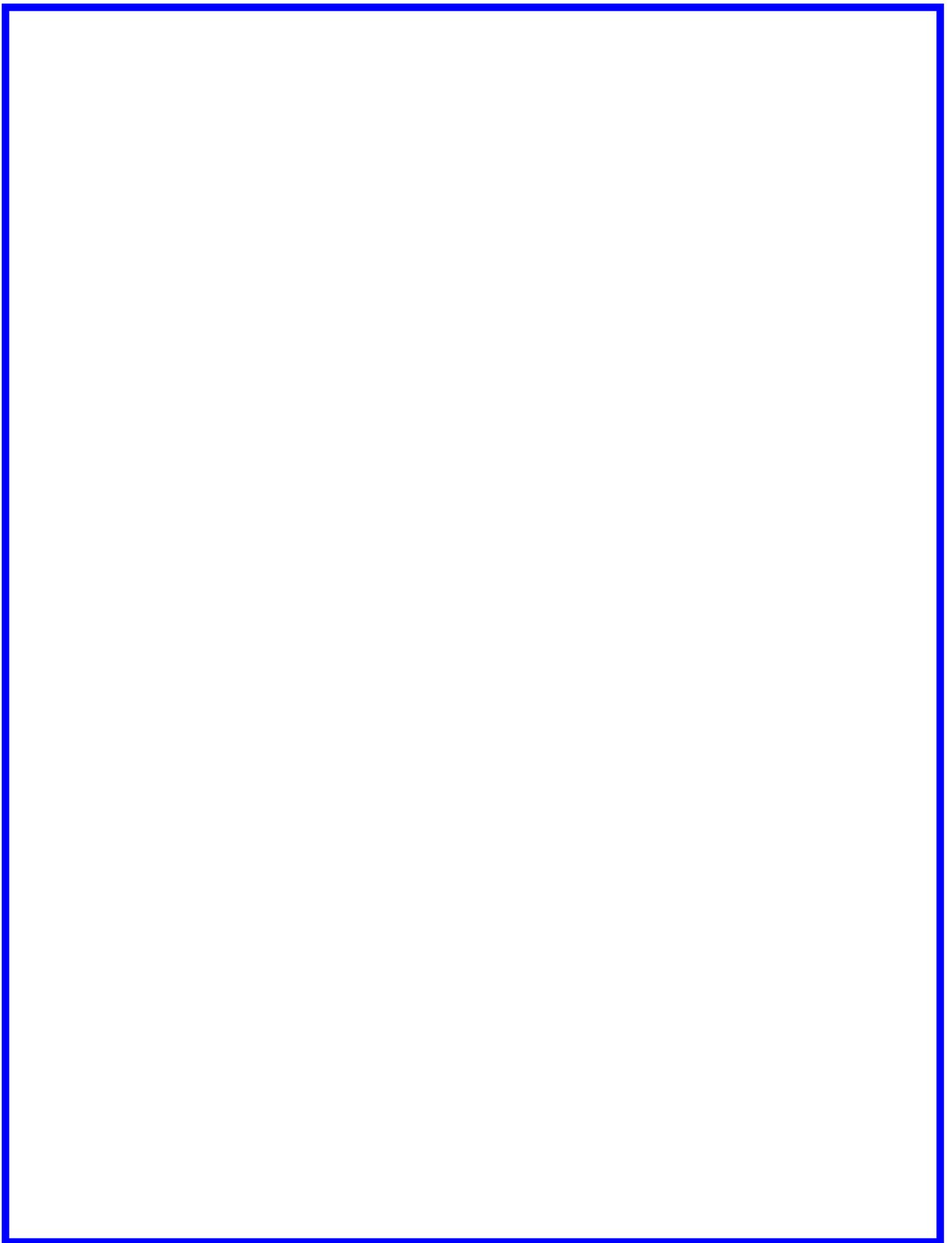
The Office of Personnel Management (OPM) is authorized to rate applicants for Federal jobs under Sections 1302, 3301, and 3304 of Title 5, U.S. Code. Section 1104, Title 5, allows OPM to authorize other Federal agencies to rate applicants for Federal jobs. Information you put on your resume and other forms is needed to see how well your education and work experience qualify you for Federal and Nonappropriated Fund jobs. We also need information such as citizenship and military service to see whether you are affected by laws we must follow in deciding who may be employed by the Federal Government. Your social security number (SSN) is required to keep your records separate from other applicants who may have the same name and date of birth. We may also use your SSN to request information about you from schools, employers, banks, and others who know you but only as allowed by law or Presidential directives. Information you provide may also be given to Federal, State, and local agencies for checking law violations or other lawful purposes. Providing this information is voluntary. However, your resume cannot be processed if you do not provide this information.

**ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR
POSITION VACANCIES WITHOUT REGARD TO POLITICAL, RELIGIOUS,
LABOR ORGANIZATION AFFILIATION OR NONAFFILIATION, MARITAL
STATUS, RACE, COLOR, SEX, NATIONAL ORIGIN, NON-DISQUALIFYING
PHYSICAL HANDICAP, OR AGE; SELECTION SHALL BE BASED SOLELY ON
JOB RELATED CRITERIA.**

THE U.S. ARMY IS AN EQUAL OPPORTUNITY EMPLOYER.

****NOTICE****

This guide was compiled based upon the best available information when published. It is subject to change based on operational experience gained in using the Resumix® System. Revised Sep 00. For the most current guidance, please visit our web site at www.mwrjobs.army.mil.



**DEPARTMENT OF THE ARMY
MWR REFERRAL PROGRAM
JOB KIT**

The Morale, Welfare and Recreation (MWR) Referral Program is using an automated referral system that simplifies and expedites the referral and selection process. The system uses advanced optical character recognition software, imaging technologies, and a skills extraction system to "read" your resume.

This job kit contains detailed information on preparing and submitting a properly formatted resume, and applying for vacant positions. Read through the instructions carefully before you start preparing your resume.

BE SURE TO FOLLOW THESE INSTRUCTIONS

OTHERWISE

YOUR RESUME MAY NOT BE ACCEPTED

Key Points

- If possible, use the automated Resume Builder at: www.mwrjobs.army.mil to prepare and send your resume.
- Complete the MWR Supplemental Data Sheet and the Geographical Location Form.
- Send only one resume even though you may be applying for more than one announcement.
- Do not use a cover letter.
- Do not use forms such as SF 171 or DA 3433 or send unsolicited attachments.
- Follow the format in this job kit.
- Do not fax your resume.

Army's MWR open-continuous vacancy announcements are posted on the Internet. You can view these announcements at www.mwrjobs.army.mil or www.cpol.army.mil (select Employment/Army Vacancy Announcements/Morale, Welfare and Recreation Vacancies).

For ideas where you might obtain Internet access, resume preparation or typing services, contact your nearest Army NAF Personnel Unit (CPU) or Civilian Personnel Advisory Center (CPAC), your state employment service, public and post libraries, colleges and universities, or look in the telephone book under Data Processing Services.

**APPLYING FOR POSITIONS
COVERED BY THE ARMY MWR REFERRAL PROGRAM**

GENERAL INFORMATION

Grade Level: Morale, Welfare and Recreation positions to be filled are in the Federal Service, GS-9 and above, or in Nonappropriated Fund Instrumentalities, NF-4 and above. Positions may be filled at any of the above grades or pay ranges.

Salary: Salary will be based on the grade level or pay band in which the position is located and as established by the requesting official.

Qualifications:

- *General schedule positions (GS).* Qualification requirements are established by the U.S. Office of Personnel Management (OPM) and are contained in *The Qualification Standards Handbook* (www.cpol.army.mil, CPOL Site Map, OPM Qualification Standards). Typically, positions to be filled require both general and specialized experience.

General experience is required at grade levels where the knowledge and skills needed to perform the duties of a specific position are not a prerequisite, but where applicants must have demonstrated the ability to acquire the particular knowledge and skills.

Specialized experience is typically required for positions above the entry level where applicants must have demonstrated that they possess the ability to successfully perform the duties of a position after a normal orientation period. Specialized experience is typically in or related to the work of the position to be filled. For GS positions covered by this program, at least one year of specialized experience is required. It must have been at a level of difficulty and responsibility equivalent to the next lower grade.

- *Nonappropriated Fund Positions (NAF).* Qualifications are determined by the activity having the vacancy. In general, they are equivalent to those established for GS positions. While there is no requirement for one year of specialized experience at the next lower grade, most NF-4 and above positions require substantive experience in the same or related line of work as the position to be filled. Normally, clerical, administrative or assistant duties are not considered to be qualifying experience.

Education Requirements: OPM has determined that certain scientific, technical, or professional positions have duties that cannot be performed by an individual who does not have the prescribed minimum education. MWR (APF and NAF) positions that have a positive education requirement include Accountants, Auditors, Engineers, Child Development Specialists, and Training and Curriculum Specialists (and related positions in the GS-1700 series). *Transcripts are required* for these positions unless the applicant is a current APF or NAF employee who is applying for a series that he/she currently holds.

Duty Stations: Positions may be at any Army installation or activity located in the continental United States (CONUS). Some positions may be located outside CONUS, although overseas commands are not required to use this program in filling their MWR positions.

Relocation: Relocation expenses may or may not be authorized when the position to be filled is outside the commuting area. The selectee will be advised at the time of the job offer if permanent change of station (PCS) costs will be authorized.

Applicant Notification: Applicants will be notified upon receipt of their resume and supplemental data.

Conditions of Employment: Applicants may be required to present additional documentation before a final job offer is made. Selections may be subject to the provisions of various programs for adversely affected employees such as the DoD Priority Placement Program.

HOW TO APPLY

There are three ways to apply for positions covered by the MWR Referral Program.

- **Using the Online Resume Builder:**

This method allows you to prepare and submit your resume online. It is the preferred method because your resume will flow directly into Resumix® exactly as you prepared it. You will receive a quick notification of receipt. Simply enter the information requested in the areas provided. Be sure to fill out all of the requested information.

To receive credit for formal education and/or other entitlements, mail a copy of your official transcripts and/or other documentation to the address below. Do not send the documents as e-mail attachments. Your documents cannot be returned.

The online resume builder is located at www.mwrjobs.army.mil.

- **E-mail:**

Prepare a standard style resume using a word processing program. Do not use a cover sheet.

Complete the Supplemental Data found on pages 11-12 of this kit. Answer each question and provide all required information.

Select the Announcement Number(s) for which you are applying. Announcement Numbers are listed on the Supplemental Data Sheet. You may list more than one announcement.

List the locations where you would accept employment (see listing of geographic locations on page 12 of this kit). If you list the name of a state or country, you will be considered for all locations within that jurisdiction. You are expected to be available for all locations that you list.

Copy and paste your resume into the body of the e-mail. Include the Supplemental Data Sheet information, the selected Announcement Number(s), and your geographical preferences as a separate page in the body of your e-mail. **Do not send this information as an attachment.** Insert the word "**MWR Resume**" in the subject line. Do not include any other information in the subject line.

To receive credit for formal education and/or other entitlements, mail a copy of your official transcripts and/or other documentation to the address above. Do not send the documents as e-mail attachments. Your documents cannot be returned.

Send your e-mail to: refermwr@cfsc.army.mil.

- **Surface Mail:**

Prepare a standard style resume using a word processor program or a typewriter. Do not use a cover sheet. See "Preparing a Scannable Resume" on page 5 of this kit.

Answer all the questions and complete the MWR Referral Program Supplemental Data Sheet, shown on pages 11 and 12 of this kit.

List the Announcement Number(s) for which you are applying. You may list more than one announcement.

List the locations where you would accept employment. If you list the name of a state or country, you will be considered for all locations within that jurisdiction. You are expected to be available for all locations that you list.

To receive credit for formal education and/or other entitlements, include a copy of your official transcripts and/or other documentation. Your documents cannot be returned.

Mail your application to: U.S. Army Community and Family Support Center
4700 King Street
ATTN: CFSC-HRC, MWR Referral Program
Alexandria, Virginia 22302-4407

RESUME CONTENT

- **Contact Information:**

Include home phone, and both DSN and commercial work phone number with country code (as applicable).

- **Work Experience:**

Include beginning and ending dates of each distinct job (i.e. 08 Jan 1999). Summarize major duties.

Show position title, pay plan, series and grade (government positions).

Account for different grade levels, and indicate months and year(s) held.

Provide employer's name, complete address, and include supervisor's name and telephone number.

- **Education:**

Show highest level of education and year of graduation.

If applicable, show type of degree, name and address of college or university, including major field of study and number of semester or quarter hours completed.

Copies of official transcripts are required only as noted in vacancy announcements. They will not be returned.

- **Training:**

List any training courses that you have completed and consider valuable and relevant to your career goals. Include dates and length of training. (DO NOT SEND COPIES OF CERTIFICATES.)

- **Awards:**

List any achievements you would like to mention that are relevant to your career goals. (Include performance awards).

- **Licenses/Certificates:**

List professional licenses, registrations, and certificates and date certified. Include the state if applicable. Include all certification levels attained.

- **Other Information:**

Optional: list any other information (e.g., language proficiencies, operator licenses, etc.).

TIPS FOR MAXIMIZING "HITS"

Describe your experience, education and professional affiliations with concrete words rather than vague descriptions. For example, it's better to use "managed a bowling center" rather than "responsible for managing, training..."

Be concise and truthful.

Use more than one page if necessary. The Resumix® system uses all the information it extracts from your resume to determine if your skills match available positions.

List the names of software you use such as Microsoft Word or Excel to describe your skills.

Use common headings such as: Objective, Experience, Employment, Work History, Positions Held, Appointments, Skills, Summary, Summary of Qualifications, Accomplishments, Professional Affiliations, Publications, Papers, Licenses, Certifications, Examinations, Honors, Personal, Additional, Miscellaneous, References.

A good resume has plenty of facts for the system to extract---the more skills and facts you provide, the more opportunities you'll have for your skills to match the available positions.

PREPARING A SCANNABLE RESUME

If you are not using our On-line Resume Builder, there is a new technology that could be very helpful to you. It is called electronic tracking and it is an important part of the new software program being used by the Army MWR Referral Program.

By using the latest in document imaging technology, your resume that was prepared on a word processor or on a typewriter, can be scanned into a computer. Here's how it works. Your resume is scanned into the computer as an image. The Resumix® software looks at the image to distinguish every letter and number. Then it "reads" the text and extracts information about you such as your name, address, phone number, work history, years of experience, education and skills.

Why is it important for you to know this? When you prepare a resume for the computer to read, it must be "scannable." A scannable resume is clean so the scanner can get a clear image and it has standard fonts and crisp, dark type such as a laser printer or a typewriter with a new ribbon would produce. It is important that the Resumix® system be able to recognize every letter.

TIPS FOR MAXIMIZING SCANNABILITY OF RESUMES PREPARED USING WORD PROCESSORS OR TYPEWRITERS

The most difficult resume for a computer to read is a poor quality copy that has unusual format such as newspaper layout, adjusted spacing, small font sizes, graphics or lines, type that is too light, or paper that is too dark.

DO

- Use **8 ½" x 11" white paper**, printed on one side only.
- Provide a **laser printer original** if possible. A typewritten original or a high quality photocopy is OK. Avoid dot matrix printers and low quality copies.
- Use a standard font types and size such as: **Arial 10 or 12 point; Courier 12 point (word processor), Courier 10 pitch (typewriter).**
- Use **one-inch margins** on all sides.
- Place **your name and social security number** at the top of the first page on separate lines.

DO (continued)

- Use standard address format below your name.
- List each phone number on its own line.

DO NOT

- Fold or staple.
- Condense spacing between letters.
- Add bullets or symbols to delineate separate duties, awards, training, etc.
- Use slash lines to separate words.
- Use italics, underline, bold, shadows, all-caps, and reverses (white letters on black background).
- Use vertical and horizontal lines, graphics and boxes.
- Use two column format or resumes that look like newspapers or newsletters.

Please proofread and spell-check your resume. Try to avoid the use of acronyms or abbreviations, other than those that have universally accepted use. Be specific when naming computer software, types of equipment etc. Do not submit any documentation not specifically requested. It will not be processed or returned. **Do not send a cover letter with your resume**; information contained in a cover letter will not be used or entered into the database.

WHEN TO SUBMIT A NEW RESUME

Submit a new resume when any of the following changes occur:

- Promotion, reassignment, or change to lower grade/payband.
- Title, series, or grade.
- Qualifications, work experience, or job skills.
- Name, address, telephone number.
- Geographic availability.
- Educational level (e.g., degree conferred, semester hours completed).

INACTIVATION OF RESUMES

Your resume will be inactivated from the inventory when you:

- Change positions or accept other employment.
- Have not updated your resume in the past 12 months.
- Provide false information.
- Fail to provide requested information.

Note: You may request to have your resume extended beyond one year by sending an e-mail to: refermwr@cfsc.army.mil or mail your request to the U.S. Army Community and Family Support Center, 4700 King Street, ATTN: CFSC-HRC, MWR Referral Program, Alexandria, VA 22302-4407. Extensions or changes to resumes cannot be made by telephone.

INQUIRIES

General inquiries may be e-mailed to staffing@cfsc.army.mil or mailed to the above address.

MWR JOB ANNOUNCEMENT LIST

This is a list of open continuous announcements. The announcements will be used to fill current and future vacancies covered by the Department of the Army Morale, Welfare and Recreation Referral Program. There are no closing dates associated with any of these announcements, so resumes may be submitted at any time. There may or may not be actual vacancies in these positions at any given time. Referral lists will be issued as vacancies occur.

You will be considered for all vacancies filled under this system, if you:

- Possess the required qualifications.
- Have expressed your availability for the geographic location of the vacancy.
- Have selected the appropriate announcement(s).
- Meet any other placement considerations, such as minimum acceptable salary.

The announcements describe work that is typical of each of the listed occupational groups, but they are not all-inclusive. Within each group are non-supervisory, supervisory, and managerial positions. Applicants should focus their resumes on their knowledge of the subject matter of the positions and on their technical skills to perform the duties of the positions. In addition, applicants for supervisory and managerial positions should include their experience or qualifications for such positions.

Click on the announcement number to view the announcements or review the announcements printed in this kit. When completing the Supplemental Data Sheet, please designate the announcement(s) for which you are applying. While you are not limited to applying for more than one announcement, you must select at least one in order for your resume to be entered into our inventory. You will be considered for all positions in the occupational group covered by the announcement(s) that you select.

Announcement #	Occupational Group
CF-00-01	CHILD AND YOUTH SERVICES
CF-00-02	RECREATION MANAGEMENT
CF-00-03	LODGING/HOSPITALITY MANAGEMENT
CF-00-04	BUSINESS OPERATIONS
CF-00-05	FINANCIAL MANAGEMENT
CF-00-06	INFORMATION MANAGEMENT
CF-00-07	INSTALLATION ACTIVITIES AND SUPPORT
CF-00-08	PROGRAM PLANNING, MANAGEMENT, AND EVALUATION
CF-00-09	ARMY COMMUNITY SERVICES
CF-	MWR ANNOUNCEMENT NUMBERS (i.e. CF-00-044)

Please note, that those applicants applying against a specific announcement number are not automatically entered into the inventory unless they are already in the inventory, select an announcement number CF-00-01 through CF-00-09). All MWR Referral Program Announcement Numbers begin with CF- and are posted on www.cpol.army.mil in this manner.

SAMPLE RESUME

SSN: 123456789

Ima A. Sample
123 Main Street
Any Town, USA 123456789

Work DSN: 879-xxxx
Comm Work: 520-555-xxxx
Home: 520-555-xxxx

e-mail address: isample@location.gov

SKILLS

Systems Analysis, Software Design, Database Administration, Database Design, Novell LAN certified, MS Office 95, Customer Service, Programming languages: COBOL, FORTRAN, C++.

WORK EXPERIENCE

04 Jan 1994 to present. 40 hours per week. Computer Specialist, GS-334-12, The Joint Staff, The Pentagon, Room 4B207, Washington, DC 20301, Colonel Mary Smith, (703) 555-6731. I analyzed system requirements, prepared work plans, conducted design reviews, performed validation testing, drafted documentation and installed software systems. I designed and directed development of a Future Year Defense Program information system and supervised the maintenance of the supporting mainframe DB2 database.

01 Sep 1989 to 09 Dec 1993. 40 hours per week. Computer Specialist, GS-334-9/11. (Promoted to GS-334-11, 13 Sep 1990), The Joint Staff, The Pentagon, Room 2C100, Washington, DC 20301, Captain Robert Jones, (703) 555-4321. I assisted with project improvement of software development procedures and design. I developed implementation procedures for Software Engineering Improvement requirements. I also maintained databases and processed output requests including files, reports, and graphics.

04 Jul 1985 to 23 Aug 1989. 40 hours per week. Computer Programmer, GS-334-7, Army Data Service Center, The Pentagon, Room IE300, Washington, DC 20301, Major Jane Doe, (703) 555-1234. Programmed in COBOL and FORTRAN to support Army budget and cost accounting functions.

EDUCATION

BS, 1985, Computer Science, GPA 3.5, George Washington University, 111 Washington Street, Anytown, USA 11111
Masters in Business Administration, 1987, GPA 4.0, George Mason University, Mason Street, Anytown, USA 22222

TRAINING

Community and Family Support (CFS) Management Course, MWR Academy, Falls Church, Virginia, 1997
Sustaining Base Leadership Course, Army Management Staff College, Ft Belvoir, Virginia, 1998

AWARDS

"President's Club" Award, Motorola Information Systems Group, Clifton, New Jersey, 1993
Meritorious Civilian Service Award, HQ, Army Materiel Command, 1996

LICENSES/CERTIFICATES

Certified Network Computer Technician, Training Directions College Inc, San Diego, California,
1991

OTHER INFORMATION

Fluent in Spanish, French, and German
Current Department of Defense (DoD) Secret Clearance

**MWR REFERRAL PROGRAM
SUPPLEMENTAL DATA SHEET**

It is the applicant's responsibility to provide all required information. Incomplete applications will not be processed.

1. Name (last, first, MI) _____ 2. SSN _____
(Do not use separators or spaces)
3. Current annual salary \$ _____ 4. Country of Citizenship _____
5. Please indicate pay system for which you are applying. If selecting APF and NAF, complete 5a. – 5d.
- a. Check if applying for APF _____ b. Lowest acceptable grade _____
c. Check if applying for NAF _____ d. Lowest acceptable salary \$ _____
(round to nearest thousand)

Applicant Employment History: (As applicable, please complete the following. This will affect the jobs for which you are considered.)

- 6a. Highest grade or pay band held _____ b. Length held: Years _____ Months _____
- c. Title, series _____
- d. Employer (i.e., agency, installation, activity) _____
7. Have you ever accepted a Voluntary Separation Incentive Payment* (VSIP)? Yes _____ No _____
- *If Yes, provide date and employer _____ / _____

Announcement(s) for which applying (you must select at least one)

Announcement #	Occupational Group
CF-00-01	CHILD AND YOUTH SERVICES
CF-00-02	RECREATION MANAGEMENT
CF-00-03	LODGING/HOSPITALITY MANAGEMENT
CF-00-04	BUSINESS OPERATIONS
CF-00-05	FINANCIAL MANAGEMENT
CF-00-06	INFORMATION MANAGEMENT
CF-00-07	INSTALLATION ACTIVITIES AND SUPPORT
CF-00-08	PROGRAM PLANNING, MANAGEMENT, AND EVALUATION
CF-00-09	ARMY COMMUNITY SERVICES
CF-	MWR ANNOUNCEMENT NUMBER (i.e. CF-00-944)

Additional Information: Submit as applicable

Transcript , if applying for a position that has a minimum education requirement.
SF 50 or DA 3434 , if eligible to transfer under the DoD/OPM Interchange Agreement.*
DA 5433-R , if a former overseas employee eligible for appointment under EO 12721.*
DD 214 , if eligible for a Veteran's Employment Opportunities Act (VEOA) appointment.*
SF 50 , if eligible for APF reinstatement or transfer from another agency.*
SF 50 or DA 3434 , if on leave-without-pay (LWOP)
SF 50 , if a Separation Allowance has been accepted.
* Click here for information about eligibility requirements or see enclosed section entitled "Special Appointing Authorities"

See next page for listing of geographical location

ARMY MWR LOCATIONS

Place an "X" beside any location where you wish to be considered. If you select the name of a state, you will be considered for every location within that state. Please be realistic and do not select a location unless you would accept employment there. You are expected to be available for all locations selected.

	Alabama		Hawaii	Ft Dix		Virginia
	Anniston Army Depot		Hale Koa Hotel	Ft Monmouth		HQ AMC
	Ft McClellan			Picatinny Arsenal		CFSC
	Ft Rucker					Ft Belvoir
	Redstone Arsenal		Illinois	New Mexico		Ft Eustis
	Alaska		Rock Island Arsenal	White Sands Missile Range		Ft Lee
	Arkansas					Ft Monroe
			Indiana	New York		Ft Myer
	Arizona		Ft Benjamin Harrison	Ft Drum		Ft Pickett
	Ft Huachuca			Ft Hamilton		HQ MTMC
	Yuma Proving Ground		Kansas	West Point		The Pentagon
			Ft Leavenworth			
	California		Ft Riley	North Carolina		Washington
	Ft Irwin			Ft Bragg		Ft Lewis
	Oakland Army Base		Kentucky			
	Presidio of Monterey		Ft Campbell	Oklahoma		Wisconsin
	Sierra Army Depot		Ft Knox	Ft Sill		Ft McCoy
			Bluegrass Army Depot			
	Colorado			Pennsylvania		Germany
	Ft Carson		Louisiana	Carlisle Barracks		
	Fitzsimons AMC		Ft Polk	Ft Indiantown Gap		Italy
				Tobyhanna Army Depot		
	District of Columbia		Maryland			Japan
	Military District of Washington		Aberdeen Proving Ground	South Carolina		Okinawa
	Ft McNair		Ft Detrick	Ft Jackson		
	Walter Reed AMC		Ft Meade			Korea
				Texas		Dragon Hill Lodge
	Florida		Michigan	Ft Bliss		
	AFRC Orlando		USA Tank Auto (Selfridge)	Ft Hood		Puerto Rico
				Ft Sam Houston		Saudi Arabia
	Georgia		Missouri	Red River Army Depot		England
	Ft Benning		Ft Leonard Wood			Belgium
	Ft Gordon			Utah		The Netherlands
	Ft McPherson		New Jersey	Dugway Proving Ground		
	Ft Stewart		Bayonne Army Depot	Tooele Army Depot		

SPECIAL APPOINTING AUTHORITIES

- **DoD/OPM Interchange Agreement**

On September 20, 1991, the Department of Defense (DoD) and the Office of Personnel Management (OPM) signed the DoD/OPM Interchange Agreement. This agreement allows the movement of personnel between the Federal Civil Service system and Nonappropriated Fund (NAF) Instrumentalities.

Previously, a NAF employee who desired to become a Federal employee had to apply through OPM. If required, the applicant tested for the position, was rated and placed on a register. Federal agencies used the register as a source for hiring people into the Federal service. The Interchange Agreement allows NAF employees to apply for positions in the Federal service without going through OPM or using registers.

The employee still must meet the qualification standards and requirements for the position. NAF employees are appointed in accordance with OPM established regulations for transfer of employees within the competitive service. They must have served continuously for at least one year in a NAF position before they may be appointed to positions in the competitive service under this agreement. NAF employees who are appointed in the competitive service will receive competitive service status. Also such employees will be entitled to benefits and privileges provided by Civil Service rules and regulations for persons having competitive status.

Civil Service employees must meet the regular standards and requirements established by DoD for appointment to NAF positions. They must have completed the one year probationary period required in connection with their career or career conditional appointment in the competitive service system before they may be appointed to a NAF position, otherwise they will be required to serve a trial period under this agreement. Employees appointed under this agreement who have previously completed a probationary period will not be required to serve a new probationary period.

- **EO 12721**

Former overseas employees meeting certain eligibility requirements can apply for non-competitive appointments in the United States. Employees must:

- ◆ Have been appointed to an overseas position(s) under local hire procedures.
- ◆ Have accumulated 52 weeks of creditable (e.g., permanent, term, or temporary) overseas service in an appropriated fund position.
- ◆ Have received a satisfactory or better performance rating for the period or periods of creditable overseas service.
- ◆ Have been a family member of an appropriate sponsor (a Federal civilian employee, a nonappropriated fund employee, or a member of the uniformed service) while serving in an overseas area.
- ◆ Have accompanied the sponsor on official assignment to an overseas post of duty while serving in the overseas area.
- ◆ Be a citizen of the United States or owe permanent allegiance to the United States.
- ◆ Meet the qualifications requirement for the position for which applying.
- ◆ Be appointed within three years following the date of return to the United States from overseas to resume residency or until March 31, 1998, whichever date is later.

- **Reinstatement in the Federal Service**

Reinstatement is the reemployment of a former Federal employee, including spouses hired under overseas local dependent hire authority who have reinstatement rights upon return to the United States. Excluding spouses who obtain eligibility through overseas service, a reinstatement eligible is an applicant who previously held a career or career-conditional appointment with a Federal Agency, but is not now a Federal employee. There is no time limit on the reinstatement of a veterans preference eligible or a person who has completed the service requirement for career tenure. Non-preference eligibles who have not attained career tenure normally can only be reinstated within three years of the date of their earlier separation. Individuals with reinstatement rights can be noncompetitively placed in positions at grades equal to or lower than the grade they previously held.

Reinstatement eligibles can also compete along with merit promotion candidates for positions at higher grades than they previously held as long as they meet the same requirements as inservice placement candidates. If selected, the applicant would be reinstated to the Federal Service.

- **Veterans' Employment Opportunities Act (VEOA)**

The Veterans Employment Opportunities Act of 1998 (VEOA) allows veterans who are preference eligibles, or who have been separated from the armed forces under honorable conditions after three or more years of continuous service, to apply for jobs if an agency is seeking candidates from outside their own agency through a merit promotion announcement or through an open competitive announcement. Veterans must meet OPM's qualification requirements. A veteran may not be appointed to a position in DoD, including a nonappropriated fund instrumentality, within 180 days of retirement (5 U.S.C. 3326).

If a veteran is eligible under any other authority (such as reinstatement, VRA, Executive Order) he or she may not use this excepted appointing authority. This is an external appointing authority only.

If selected, veterans may be required to provide:

- ◆ Last DD Form 214, Certificate of Release or Discharge from Active Duty, or other proof of eligibility.
- ◆ OF-612, Optional Application for Federal Employment or a resume that includes all the information requested on the OF-612.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-01

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Child and Youth Services (CYS)

Occupation Description: *Child and Youth Services* includes the management of Child Development Services (CDS), School-Age Services (SAS), Supplemental Programs and Services (SPS) and Youth Services (YS) Programs, impacting on the growth and development of children and youth. Programs encompass regularly scheduled child care options as well as programs / services for children not requiring care on a regular basis (occasional users). Delivery includes center based, home based and outreach opportunities. Programs include full day, part-day and hourly care options.

MWR Child and Youth Services include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Child and Youth Services Coordinator
- Child Development Center Director
- Family Child Care Director/Coordinator
- Supplemental Program and Services Director
- School Age Services Director
- Youth Services Director
- Training and Curriculum Specialist
- Training and Programming Specialist
- Program Specialist/Analyst

Child and Youth Services Coordinators provide management and direction including planning, organizing, coordinating and oversight of the long/short range and day-to-day operations of the installation Child and Youth Services Programs. Establishes and implements local operational and administrative policies and procedures including a wide variety of developmental, recreational and educational activities that support the physical, social, emotional and intellectual growth and development of a wide range of child/youth age groups enrolled in CYS programs. Defines and monitors implementation of staffing requirements, fee collection and program registration/enrollment procedures. Coordinates management of funds and resources to include developing and executing the annual budget for appropriated and nonappropriated funds personnel, equipment, supplies, travel, training and contract services. Prepares reports, surveys, and briefings for command and installation on matters pertaining to CYS.

Child Development Center Directors supervise, directly or indirectly, a staff composed of full-time, part-time and intermittent care-giving personnel, teachers, program directors, assistant directors, administrative personnel and food service workers. Establishes work schedules, and determines age group/program assignments for care-giving staff and children, considering recommendations offered by subordinate program directors. Implements policies and develops operational procedures as required for the efficient operation and management of the facilities. Assures center facilities comply with health, fire, security, safety, and environmental standards and regulatory requirements, and assures deficiencies are corrected. Prepares and submits requests and justification for all routine facility construction, repair and maintenance. Monitors and coordinates actions through completion. Takes action to obtain/retain accreditation from the National Association for the Education of Young Children (NAEYC).

Education Requirements: CYS positions require a bachelor's degree, or higher, which included, or was supplemented by a major study in education with 24-semester hours in child development, early childhood education, home economics (early childhood emphasis), elementary education, special education, recreation, or in a subject field appropriate to the work of the position; OR a combination of education and experience - courses equivalent to a major in education in a subject-matter field appropriate to the position, plus appropriate experience or additional course work that provided knowledge comparable to that normally acquired through the

successful completion of the four-year course of study described above. One year of professional experience in the appropriate subject-matter field at the next lower grade or equivalent is required. College transcripts must be submitted with application/resume.

Successful performers in this occupational group typically have one or more of the following knowledge, skills or abilities gained through experience and/or education:

- Knowledge of professional child/youth development principles, methods, practices and techniques.
- Knowledge of the principles, norms, behaviors, growth patterns and procedures to develop a meaningful training program which promotes the physical, social, emotional and cognitive growth and development of children/youth.
- Ability to plan, develop and implement training for Child and Youth Program Assistants (CYPA).
- Ability to plan, develop, implement and manage Child and Youth Services Programs, including Youth Centers, Family Child Care homes, etc.
- Ability to work with individuals and groups to solve complex problems related to the care and education of children/youth.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-02

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Recreation Management

Occupational Description: *Recreation Management* positions provide soldiers and families with MWR leisure programs. These include outdoor recreational activities, indoor/outdoor sports events, fitness programs, competitive sports tournaments, and arts and crafts programs (painting, drawing, pottery, sculpture, calligraphy, picture framing, woodworking, and photography).

MWR Recreation positions may include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Community Recreation Director/Officer
- Outdoor Recreation Chief/Specialist
- Community Recreation Specialist
- Sports Specialist
- Arts and Crafts Specialist
- Automotive Crafts Manager/Specialist
- Entertainment Director/Theatre Specialist/Music Specialist
- Leisure Travel Manager
- Special Events Coordinator

Community Recreation Division Chiefs have program responsibility for a wide spectrum of social, fitness and indoor/outdoor recreational facilities and services.

Outdoor Recreation Chief/Specialists execute a full range of programmed opportunities, services and equipment rentals designed to take advantage of the type of outdoor adventures possible in their particular geographical area. Outdoor recreation programming may include mountain climbing, deep sea fishing, camping, down hill and cross country skiing, and marinas.

Community Recreation Center Managers execute a wide range of indoor programming, services and equipment. Army Recreation Centers may conduct dances and dance classes, host board and table game tournaments (or individual play opportunities), provide audio/video entertainment, serve as a home base for private organizations, plan/execute special events, etc.

Sports Director/Specialists plan and execute the full scope of sport and fitness programming, services and equipment. Army Sports programming may range from intramural team play and tournaments to competitive events that could lead to a place on the All-Army Team and a chance to be selected for participation in the Olympics. Facilities could include Nautilus Fitness Centers to Gymnasiums to Aquatics Centers complete with individual and team training services.

Arts and Crafts Manager/Specialists execute a range of arts and crafts programming, training, services and equipment. Arts and Crafts Centers may range from painting, drawing, pottery, sculpture, and calligraphy to picture framing, woodworking, and photography. The facilities may include the wide array of supplies and equipment necessary to support their programming and services as well as appropriate soldier and family member training opportunities, as needs merit.

Automotive Crafts Manager/Specialists plan and execute a broad range of automotive skills programming, training, services and equipment. Army Auto Craft Shops generally provide the space, tools and on-hand expertise necessary for soldiers and family members to perform anything from routine to complex maintenance on their vehicles. Most shops also offer services such as state safety inspections and basic auto parts.

Entertainment Director/Theatre Specialist/Music Specialists plan and execute a well-rounded mix of entertainment programming, facilities, instruction and services for their installation. The program generally focuses on two major areas, music and theatre, but all other types of performance art are also included. Instruction and training are provided for soldiers and family members to develop their own performance talents. Works in conjunction with other social and recreational facilities to provide many other performance opportunities.

Leisure Travel Managers plan and execute programmed opportunities and services designed around the leisure tour, travel, entertainment and recreational needs of their patron base. The Leisure Travel Office researches and secures the best bargains possible for its clients both on and off base, individually or in groups.

Special Events Coordinators plan and execute a broad range of special events for the Community Recreation Division. Events may range from large-scale outdoor events for the installation and surrounding civilian communities (such as Fourth of July celebrations, haunted houses, concerts, and Oktoberfests) to small events for specific military companies (such as unit picnics and sporting events).

Successful performers in the occupational group typically have one or more of the following knowledge, skills, or abilities gained through experience and/or education:

- Knowledge of DoD/DA MWR policies, regulations, procedures, and program standards.
- Ability to organize analyze, interpret, and evaluate programs and project results based on analysis and evaluation.
- Knowledge of APF and NAF budget execution phases (e.g., planning, budget formulation, obligations, commitments, disbursements, unobligated balances, outlays.)
- Knowledge of procurement practices, policies and procedures.
- Knowledge of accepted customer relations/service practices, techniques, and progress. Incumbent should have a strong and diverse background in budget management, financial analysis, procurement as well as a broad range of recreation programming experience. Position also requires extensive executive-level communication and coordination skills and experience.
- Ability to plan, develop, implement and manage recreational programs.
- Ability to analyze, evaluate, and develop the types of programming best suited to a particular environment.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-03

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Lodging/Hospitality Management

Occupational Description. *Lodging/Hospitality Management* positions manage hospitality operations at one of the four Armed Forces Recreation Centers (AFRCs). These resort hotels are primarily operated for the benefit of active duty and retired military personnel and their family members and guests who meet eligibility requirements. The AFRC's are: The Armed Forces Recreation Center-Europe located in Garmisch and Chiemsee, Germany; the Dragon Hill Lodge, located in Seoul, Korea; the Hale Koa Hotel, located in Honolulu, HI; and the Shades of Green, located in Orlando, FL. These facilities have 300-800 rooms.

MWR Lodging/Hospitality Management positions may include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Armed Forces Recreation Center General Manager
- Hotel General Manager
- Housing Management Specialist
- Executive Chef
- Caterer
- Food and Beverage Manager/Specialist

AFRC General Managers are responsible for all aspects of a comprehensive destination resort hotel. They develop plans and procedures for facility administration, operations, quality assurance, and force protection/security/contingency plans, and are responsible for development and execution of operating and capital expenditure budgets.

Hotel General Managers are responsible for lodging properties having up to 600 continuously operating guestrooms, or a guestroom facility with food and beverage services. Incumbents of these positions ensure overall success of the hotel by meeting or exceeding planned objectives and by executing planning functions to meet or exceed guest expectations through high-quality product standards. Incumbents must manage all departments in accordance with Army Lodging Standards and other regulatory guidance to include those regarding internal controls. They develop overall plans and procedures for facility administration, operations, quality assurance, and force protection/security/contingency plans. In addition, they evaluate management, maintenance, and operating costs to determine the most efficient and economical service possible. They establish operating policies and effect changes in policies and procedures, and provide guidance, direction, and control of hotel operations to achieve program objectives.

Assistant Hotel General Manager/Night Managers have responsibility for a lodging property continuously operating 250 to 600+ guestrooms and possibly including food and beverage services. Assistant Hotel General Managers assist the hotel General Manager with the overall success of the hotel by meeting or exceeding planned objectives for revenue and by executing planning functions to meet or exceed guest expectations through high-quality product standards. Manage all areas in accordance with Army Lodging Standards and other regulatory guidance to include those regarding internal controls. They have direct responsibility for multiple departmental operations such as force protection/security/contingency and/or food and beverage operations and assist with the management of maintenance and operating costs to determine the most efficient and economical service possible. They establish operational policy in all areas of the facility, and effect changes in policies and procedures, and provides guidance, direction, and control of hotel operations to achieve program objectives. They assist with development and execution of the 5-year capital expenditure budget, and annual operating budget as a function of requirements balanced against available cash flows.

Housing Managers manage transient housing/guest facilities. They develop overall installation plans and procedures for transient administration and operation; effect change in policies and operating procedures,

provide guidance, direction, and control of transient facilities operations to achieve program objectives; develop resource requirements (APF and NAF) 5-year capital expenditure and annual operating budgets.

Executive Chefs plan, develop and manage all phases of food service programs in a hotel, club or restaurant where formal dining and catering are a regular and substantial basis of total food operations. They create special menus and oversee the preparation of meals which involve complex or new cooking methods. They balance the nutritional values of menus prepared and ensure the quality of the total food service programs.

Caterers manage a hotel or restaurant catering operation. They conduct surveys, review usage/sales data and make recommendations concerning services, promotions, revenue improvements and products. They evaluates programs in terms of profitability, customer satisfaction and community desires.

Food and Beverage (F&B) Managers manage the kitchen, bar, dining, banquet facilities and official party functions for clubs and bowling centers. Functions include food and beverage operations, service, menu planning, catering, inventory controls, formal banquets, private parties, receptions and promotional activities.

Successful performers in this occupational group typically have one or more of the following knowledge, skills, or abilities gained through education or experience:

- Knowledge of DoD and Army peculiarities (e.g., acronyms, MWR activity categories, traditions, military rank structure.)
- Knowledge of the APF and NAF budget formulation and associated documents (e.g., schedules, exhibits, program budget guidance, APF/NAF Major Construction, NAF Capital Purchases and Minor Construction, APF/NAF Synchronization Budget, 5-Year Plan) knowledge of budget execution phases (e.g., obligations, commitments, disbursements, unobligated balances, and outlays).
- Knowledge of budget analysis techniques used to evaluate APF and NAF financial statements (e.g. validation and identification of trends, resource requirements, acid test, financial management analysis, breakeven analysis, average inventory turnover, cost-of-goods sold).
- Knowledge of all aspects of a comprehensive destination resort hotel including directing all operating departments and the overhead functions that support those departments.
- Knowledge of F&B operations, catering, and entertainment trends. Knowledge of DoD/DA/CFSC food and beverage programs and general facility sanitation and health policies, procedures, and regulations.
- Knowledge of developing and implementing marketing and sales plans, conducting guest satisfaction surveys.
- Ability to develop and manage of the 5-year capital expenditure budget and operating budgets as a function of requirements balanced against available cash flow.
- Ability to develop plans and procedures for facility administration, operations, quality assurance.
- Ability to apply fundamental principles, techniques, and methodology related to scheduling, budgeting/financial analysis, coordination, operation, and efficient utilization of government assets.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-04

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Business Programs

Occupational Description: *MWR Business Programs* provide active duty military, family members, and other eligible patrons with world class Golf Programs, Food and Beverage Facilities including clubs with fine dining as well as casual dining (officer, NCO, and community clubs), and Themed Restaurants, and Bowling Programs. These activities generate revenue which is returned to soldiers and their families through enhanced programs and activities within the MWR community.

MWR Business Programs may include but are not limited to the following positions. There may or may not be vacancies in these positions:

- Community Operations Chief/Manager
- Golf Manager
- Golf Course Superintendent
- Bowling Manager
- Club Manager
- Business Manager
- Business Consultant

Community Operations Chief/Manager duties include overall management and direction of a Community Operations Division to include the food and beverage facilities. Employees in these positions are also responsible for compliance with Army MWR policies and guidance to ensure attainment of established objectives for division. They direct, develop, and administer plans and procedures that ensure aggressive community operations programs which meet the needs and interests of the military community. Employees filling these positions also develop an IMWRF 5-Year Plan covering projected programs of personnel, funds, and facilities and further develops and/or recommends methods, operations or programs to increase locally generated income.

Golf Managers are responsible for planning, scheduling, budgeting and coordinating a wide variety of golf related activities associated with the effective management of a Golf Course. Responsible for compliance with Army MWR policies and guidance to ensure attainment of established objectives. Prepares annual operating budget, reviews monthly financial reports, provides variance reports and insures community profitability goals established for the golf course is met.

Golf Course Superintendents are responsible for the maintenance, repair and condition of the entire playing area of the golf course. The duties include directing and supervising subordinate employees in phases of course maintenance to include mowing, fertilizing and maintaining tees, fairways, greens, and roughs. Supervises the maintenance and general repair of all structures directly affecting golf play to include the completion of general landscaping projects.

Bowling Manager duties include overall management and direction of an Army Bowling Center such as directing and supervising subordinate employees in bowling management, casual food and beverage operations, equipment maintenance and repair. They direct, develop, and administer plans and procedures that ensure aggressive community operations programs which meet the needs and interests of the military community, develop an IMWRF 5-Year Plan covering projected program of personnel, funds, and facilities and marketing of programs to increase locally generated income.

Business Manager – Food and Beverage manages a large food and beverage facility business activity such as an Officers, NCO or Community Club or theme restaurant. Formulates instructions/directives necessary to operate a fluid, profit-generating business activity with fluctuating customer base. Other duties include

conducting review of patron surveys to identify problems, initiate corrective action, evaluate success of program in terms of profitability, customer satisfaction and mission accomplishment, reviewing financial reports, estimating projected costs, and developing activity financial plan.

Business Consultant duties may consist of serving as a MACOM/HQDA program business consultant providing guidance, assistance and advice to installation managers in operating revenue-generating activities. Incumbent will conduct on-site assistance visits and regulatory compliance audits, develop program guidance materials and statements of policy. Coordinates with MACOM and HQDA staff in the accomplishment of assigned programs.

Successful performers in this occupational group have one or more of the following knowledge, skills, or abilities:

- Knowledge of DoD/DA/CFSC/MACOM/installation policies, regulations, procedures as they relate to MWR programs and activities.
- Knowledge of Army bowling and/or golf and/or Army food and beverage programs and activities.
 - Knowledge of bowling lane standards, equipment maintenance, purchase procedures, and regulations and policies relating to Army bowling activities. Knowledge of system maintenance, resale operations, marketing and educational and tournament programs. Knowledge of Army MWR casual food service programs and innovative marketing programs to attract a varied customer base and sustain a revenue generating-activity.
 - Knowledge of Army Golf Programs, regulations and policies governing the financial objectives of Army golf programs. Knowledge of golf maintenance (watering, seeding, cutting, fertilizing, pest control, marketing) and other elements associated with successful, revenue-producing golf courses). Knowledge of resale operations (pro shops), marketing and educational and tournament programs. Knowledge of MWR casual food service programs and innovative marketing programs to attract a varied customer base and sustain a revenue-generating activity.
 - Knowledge of Army Food and Beverage Operations, Army MWR food service and beverage programs from a small casual operation to a fine dining activity (marketing, food quality, service, costing, pricing, plating, food production, and beverage management). Knowledge of kitchen operations (preparation, presentation, storage, portion control, inventory, service, pricing, table setting, bar layout, catering activities and “special” programs (themed programs as well as “bingo” operations). Knowledge of the Army themed restaurant program.
- Knowledge of relevant business and administrative practices associated with the operation of managing revenue-producing activities in government and private sector.
- Knowledge of APF and NAF accounting structure and systems and MWR budget formulation and execution procedures. Knowledge of how to develop and execute a 5-Year Plan, and APF/NAF synchronization budgeting.
- Knowledge of quality control and audit procedures, and MWR programs sufficient to conduct site visits and program audits.
- Knowledge of current management innovations and trends and external events and attitudes that influence customer decisions.
- Knowledge of program administration/management procedures and processes, and regulations relating to private organizations on DA installations.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-05

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Financial Management

Occupational Description: *Financial Management* positions include all classes of MWR financial positions the duties of which are to advise, administer, supervise, or perform professional, technical, administrative accounting, auditing, budget administration, financial management; program analysis work, or other types of a similar nature.

MWR Financial Management positions may include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Accountant
- Auditor
- Banking Specialist
- Investment Specialist
- Budget Analyst
- Financial Analyst
- Financial Manager/Program Analyst (Financial)
- Resource Manager/Financial Specialist

Accounting positions include duties of advising or administering, supervising, or performing professional accounting work relating to financial activities of government Nonappropriated Fund Instrumentalities (NAFI). The work includes design, development operation, or inspection of accounting systems; prescription of accounting standards (such as Financial Accounting Standards Board [FASB] pronouncements); policies and requirements; design, development and maintenance of internal control systems to ensure proper stewardship of operations; design, development, and maintenance of reporting systems to properly reflect the status and results of operations; examination, analysis and interpretation of accounting data, records, or reports; or the provision of accounting or financial management advice and assistance to management.

Auditing positions include advising on, supervising, or performing work consisting of a systematic examination and appraisal of financial activities of governmental NAFI. The work includes the design, development operation, or inspection of accounting systems; the prescription of accounting standards, policies and requirements; the examination, analysis, and interpretation of accounting data, records, or reports; or the provision of accounting or financial management advice and assistance to management.

Bank Specialist duties include managing relationships with financial institutions, designing and managing cash management systems, providing banking interface services to fund managers, providing technical expertise as needed in matters relating to banking and cash management, developing and providing reports and account statements as periodically required.

Investment Specialist duties include monitoring financial markets, investing NAF funds (in accordance with Army, Department of Defense, and Department of Treasury guidance), analysis of portfolio characteristics, development of reports and other materials needed for adequate oversight of invested funds, purchase of foreign currency and options, and development and communication of investment strategy.

Budget Analyst positions include performing, advising on, or supervising work in any of the phases of budget administration in use in the MWR and Federal System, when such work also primarily requires knowledge and skill in the application of related laws, regulations, policies, precedence, methods and techniques of budgeting.

Financial Analyst positions include performing, advising on, or supervising or directing or analytical and evaluative work requiring a comprehensive knowledge of (1) the theory and principles of finance applicable to the

full range of financial operations and transactions involved in the general activities of the various types of business corporate organizations; (2) the financial and management organization, operations, and practices of such corporate organizations; (3) pertinent statutory or regulatory provisions; and (4) related basic economic, accounting, and legal principles.

Financial Manager positions include performing, advising on, or supervising work in managing MWR's financial resources of an organization including accounting, budgeting, management-financial report, auditing and supplying financial management advice required to make management decisions, establish organizational goals and objectives, and in all respects to manage the organization.

Management and/or Program Analyst (Financial) positions include performing, advising on, or supervising work in analyzing and advising management on the effectiveness and efficiency with which organizations carry out their assigned missions. The primary purpose of the work is to provide managers with objectively based information for making decisions on the administrative and programmatic aspects of operations and management.

Resource Manager/Financial Specialist positions include performing, advising on, or supervising work involving accounting and budgeting work when no other title mentioned above is appropriate.

Education Requirements: Professional accounting and auditing positions require an accounting degree or a degree in a related field such as business administration, finance, or public administration that included or was supplemented by 24 semester hours in accounting; or a combination of education and experience that provided professional accounting knowledge.

Successful performers in this occupational group typically have one or more of the following knowledge skills or abilities gained through experience and/or education.

- Knowledge of generally accepted accounting principles, concepts, and theories and the ability to apply them to theoretical and actual financial problems with versatility and judgment.
- Ability to organize, analyze interpret, and evaluate financial and management data in the solution of management, accounting problems and the projection of results based on the alternatives selected.
- Knowledge and ability to understand financial markets, fixed income financial instruments, portfolio management theory. (Banking)
- Knowledge of current practices in commercial financial institutions; understanding of cash management products. (Banking)
- Investment specialists are required to have at least one year of portfolio management experience. (Investment Specialist).
- Knowledge of the APF and the NAF accounting structure and systems.
- Knowledge of APF and AF budget formulation and associated documents (e.g. schedules, exhibits, program budget guidance, APF/NAF Major Construction, NAF Capital Purchase and Minor Construction, APF/NAF Synchronization Budget, 5-Year Plan, etc).
- Knowledge of budget execution phases (obligations, commitments, disbursements, unobligated balances, outlays).
- Knowledge of DoD/DA/CFSC policies regulations, procedures and program standards pertaining to the execution of financial management (AR-215-5, AR 215-5, NAF/APF budget, RIMP, financial analysis, variance analysis, cash control).
- Knowledge of relevant business and administration practices associated with revenue producing activities in MWR and private sector (snack bar, campground, retail sales inventory control).

- Knowledge of program analysis and evaluation including program issues and analytical techniques to measure progress toward objectives and to identify actual or potential problems, trends, and accomplishments. (Management and/or Program Analyst [Financial])
- Knowledge of program administration/management procedures and processes (planning study, data collection techniques, data analysis, report preparation and presentation). (Management and/or Program Analyst [Financial])
- Skill in selecting the principles, theories, techniques and procedures of auditing best suited to the audit assignment. (Auditor)
- Knowledge of accounting and auditing necessary to conduct very broad audit assignments requiring and integrated analysis of a number of different Army-wide operational programs and accounting systems in order to develop areas of coverage and plans. Coordinates and disseminates expert guidance to staff and field auditors on audit approach, techniques and reports. (Auditor)
- Knowledge of Army MWR systems and programs and skill to apply new developments in audit concepts and techniques in order to improve and strengthen internal controls and operations. Includes interpretation and application of U.S. Government/Commercial Accounting/Auditing standards and DOD policy. (Auditor)
- Knowledge and skill to serve as technical expert for commercial audits of MWR programs. Serves as the focal point and monitors all actions related to the audits, surveys, and reviews performed by external commercial accounting firms. (Auditor)
- Knowledge and skill to provide staff supervision over the execution of the audit program objectives and over the effectiveness of overall operations. (Auditor)

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-06

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Information Management

Occupational Description: *Information Management Programs* provide and support information systems throughout Army MWR including occasional travel and possible assignment overseas. Major duties will include but not be limited to supporting CFSC, MACOMs and installations, including end user training, help-desk services, consultation services, database management, wide area and local area network management, installation, configuration, and maintenance of servers, bridges, routers, switches, and gateways, and other information infrastructure.

Information Management Programs include but are not limited to the following positions. Many positions have senior and junior level experience requirements and there may or may not be actual vacancies in these positions:

- Senior Staff Analyst
- Systems Analyst
- Network Engineer
- Information Systems Program Manager
- Information Services Officer
- Systems Administrator
- E-mail Administrator
- Information Assurance Officer
- Computer Specialist
- Programmer

Senior Staff Analysts are responsible for the continual improvement and technical development of management information and telecommunication systems for a headquarters element. Analyses current functionalities and identifies improvements in hardware, software, maintenance, security and user application. In conjunction with organizational needs, supervisory assignments and technological advances, determines design strategies, alternative solutions, time tables, controls, and funding estimates for presentation to management for systems enhancements.

Systems Analysts are responsible for conducting requirements analysis, system design, feasibility studies, cost/benefit analysis, specification development, systems documentation and developing test and implementation plans for Morale, Welfare and Recreation (MWR) Management Information Systems (MIS). Uses a wide range of concepts, practices, and comprehensive practical knowledge to perform analysis. Using knowledge of prevailing practices and standards evaluates current and proposed systems. Performs consultation services with senior managers. Provides customer support in the MIS applications: FMBS, SMIRF, TLMS, SNACS, CDSAMS, INFORM, RECTRAC, GOLFTRAC, FOODTRACK, and CATERMATE. Develops user documentation. Performs on-site surveys and assistance.

Network Engineers are responsible for providing effective, secure, and reliable network communications for a distributed headquarters network. They oversee and manage the overall wide area and local area network topology, to include installation, configuration, and maintenance of designated servers, bridges, routers, switches, and gateways. They provide technical advice, assistance and consultation to managers and customers on network enhancements, system improvements, and acquisitions, technical and programmatic issues, architectural requirements and specifications including network design, upgrade, organization, tuning and security.

Information Systems Program Managers are responsible for development of system specific implementation plans for MWR Management Information Systems (MIS). Supports MIS applications: FBMS, SMIRF, TLMS,

SNACS, CDSAMS, INFORM, RECTRAC, GOLFTRAC, FOODTRACK, and CATERMATE. Perform on-site surveys and assistance.

Information Services Officers serve as systems administrators responsible for comprehensive network operations for a group of select, mission critical systems. Perform hardware and software upgrades and data archiving. They provide technical advice, assistance, training and consultation to managers and users regarding use, enhancements, acquisitions, architectural requirements, specifications, security, and user application; resolve system problems through troubleshooting and diagnostics.

Systems Administrators are responsible for providing effective, secure, and reliable network operations for a distributed headquarters network. Oversee and manage the overall network to include installation, configuration, and maintenance of servers. Provide technical advice, assistance, improvements, acquisitions, technical and programmatic issues, architectural requirements and specifications including network design, upgrade, organization, tuning, and security. Ensure reliability and efficiency of headquarters network management software and hardware components, upgrades and data archiving as required.

E-Mail Administrators serve as the electronic mail administrator for a geographically dispersed headquarters element providing reliable and robust electronic mail services to approximately 750 personnel. Maintain and monitor Microsoft Exchange mail and NT servers at multiple locations. Maintain X.400 connections to parent organization. Responsible for remote e-mail access. Responsible for integrating the Defense Messaging System into the corporate mail system. Responsible for integrating e-mail transport and notification services for other center-wide applications when available such as Defense Travel System, SNACS, etc. Responsible for installing and maintaining deployed electronic mail services in support of major conferences. Provide technical advice, assistance, training, and consultation to managers and users on system use, enhancements and acquisitions, architectural requirements and specifications, security, and user application. Resolve system problems through troubleshooting and diagnostics.

Information Assurance Officers are responsible for providing effective network security to a geographically dispersed headquarters element. Responsible for establishing and maintaining security systems that monitor and detect unauthorized penetration and use of network resources. Responsible for the proper configuration of the hardware and software components of the network infrastructure to ensure reliable and secure operations. Use approved tools to periodically review network security. Provide technical advice, assistance, training and consultation to managers and users on system use, enhancements and acquisitions, architectural requirements and specifications, security, and user application. Resolve system problems through troubleshooting and diagnostics.

Computer Technicians are responsible for maintaining central computer operations for the organization. Responsible for tracking departmental correspondence and providing data entry support. They maintain and track Information Systems Department (ISD) documentation; provide support and training to technical systems users both locally and remotely; provide training for users of hardware and related software for PC's, AS/400, Data Collectors, Modems, Network Equipment.

Computer Specialists:

(MIS) - are responsible for the installation, training, help-desk, and customer support for the MWR Management Information Systems (MIS). Provide resolution to customer support issues; in the MIS applications: FMBS, SMIRF, TLMS, SNACS, CDSAMS, INFORM, RECTRAC, GOLFTRAC, FOODTRACK, and CATERMATE; perform on-site surveys and assistance.

(CFSC) - are responsible for setting up and installing desktop computers and software, installing network interface cards, making and testing patch cables, setting up hubs, installing drivers, setting up print servers, print queues and printers, adding components and expansion features to PCs, diagnosing PC and network problems and providing preventative maintenance.

Programmers are responsible for the support and development of software solutions for various applications including the ability to program in Oracle, Visual Basic, Access, C++, SQL, Developer 2000, Java and HTML. Maintain and document all work.

Successful performers in this occupational group typically have one or more of the following knowledge, skills, or abilities gained through experience and/or education:

- Working knowledge of the mission of MWR programs.
- Working knowledge of MIS software applications and environments throughout the MWR community.
- Knowledge of computer systems analysis and design, telecommunications, LAN/WAN and various operating and database management systems including Novell 4/5.X, Oracle7 or higher, Windows95/98/NT, SQL DBMS, Oracle Discovery, WEB Developmental tools, and remote user installation, configuration, operation, and administration.
- Experience with system administration in client/server operations in Novell, Windows NT, Unix/Linux operating systems.
- Knowledge of configuration, upgrade and maintenance of multi-server and multi-site networks.
- Knowledge of PC hardware/software components.
- Experience with two or more of the following: AS/400, CL, REXX, dBase related language, DOS batch files, NetWare, Communications Software, RPG/400, Windows, ODBC, UNIX, Oracle.
- Ability to interact with internal/external customers on related hardware and software use and application.
- Ability to communicate both orally and in writing.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-07

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Installation Activities and Support Services

Occupational Description: *Installation Activities and Support Services* include positions that provide services and support to MWR Programs. Typically, these positions include functions such as: marketing, contracting, training, supply, maintenance, recycling and personnel administration.

MWR Installation Activities and Support Services positions include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Director for Community and Family Activities (DCA)
- Support Services Manager
- Marketing Specialist
- Contract Specialist/Procurement Specialists
- Instructor
- Supply Specialist
- Maintenance Manager
- Recycling Manager
- Human Resources Officer/Specialist

Director for Community and Family Activities (DCA) serves as the DCA and Single Fund Manager of the Installation Morale, Welfare and Recreation Fund (IMWRF) activities. Plans, develops and implements MWR/CFA programs.

Support Services Managers provide program planning and overall direction of support services to MWR activities. Incumbents are responsible for overall management of MWR programs, and, typically have an understanding of MWR marketing programs, procurement of goods and services, training, supply, maintenance, recycling facility operations, information systems, the Risk Insurance Management Program, and NAF construction. Supervise and direct providers of services to protect the safety and security of activity personnel, facilities and property.

Marketing Specialists provide a comprehensive marketing program to strategic business units of MWR programs, services, facilities and activities. Recommend and implement promotional strategies to achieve business objectives of the MWR program. The Commercial Sponsorship Program may be part of the Marketing Specialist's responsibility.

Contract Specialists procure goods and services on behalf of NAF government activities and provide guidance and assistance in the preparation and execution of documents leading to contract award.

Instructors deliver or arrange for MWR-specific training to employees and activities. Instructors at the MWR Academy deliver job specific, managerial, non-managerial and executive training.

Supply Specialists manage government-owned property, document its issuance and turn-in and may serve as the MWR property book officer.

Maintenance Managers are responsible for the upkeep and repair of installation MWR vehicles, buildings and facilities, and for small construction projects.

Recycling Managers are responsible for operating an installation's recycling program as a business that is profitable to the MWR Fund.

Human Resources Officers and Specialists develop and administer NAF civilian personnel activities. The NAF operating civilian personnel program typically includes placement and recruitment, employee relations, benefits and incentives, performance management, and employee development, together with personnel records management and reporting and program evaluation. These positions are normally located at the installation level. Staff HR positions are located at MACOM headquarters and at the U.S. Army Community and Family Support Center.

Successful performers in this group typically have one or more of the following knowledges, skills or abilities gained through experience and/or education:

- Knowledge of Army mission, goals, organizations, and functions.
- Knowledge of MWR Commercial Sponsorship Program and marketing practices: environmental analysis, needs assessment, vision development, strategy development, written plan, implementation, and evaluation.
- Knowledge of DoD/DA/CFSC policies, regulations, procedures, and program standards pertaining to the execution of MWR Marketing and Advertising programs and operations.
- Knowledge of contracting procedures and rules (APF and NAF) applicable to advertising and marketing, and contracting with commercial and government sources. Knowledge of principles and criteria used to determine the most appropriate method of procurement.
- Knowledge of DoD/DA policies, regulations, procedures, and program standards pertaining to execution of MWR civilian (APF and NAF) training programs.
- Knowledge of conducting a needs assessment (training survey) and task analysis to determine desired learning objectives. Knowledge of available training sources to include the installation, local schools, colleges, universities, and the MWR Academy.
- Knowledge of APF and NAF accounting, and budget formulation, structure and systems, APF/NAF major construction, and NAF capital purchase and minor construction.
- Knowledge of recycling operations as they relate to the environmental impact and the revenue-generating potential of an MWR activity.
- Knowledge of MWR policies as they relate to maintenance services and operation of MWR facilities, vehicles, property requisitioning, management, and accountability.
- Knowledge of NAF Risk Management Program (RIMP).
- Knowledge of DoD, DA MACOM/installation NAF personnel policies and regulations as well as other pertinent personnel guidelines and procedures.
- Knowledge of information management systems (computers, software, equipment, support services) and the ability to manage and oversee an integrated Information Management Systems Program.
- Knowledge of business management principles, practices and techniques in MWR/CFA programs.
- Ability to identify, analyze, audit and make decisions in such areas as financial management, business operations, marketing, procurement and contracting.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-08

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Program Planning, Management, and Evaluation

Occupational Description: *Program Planning, Management, and Evaluation* positions are typically found in MACOM Headquarters and in the U.S. Army Community and Family Support Center. The incumbents of these positions support the accomplishment of the programs of the employing activity or the overall mission of the agency. They serve as staff analysts, evaluators and advisors to management.

MWR Program Planning and Management Analysis positions may include, but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Program Analyst
- Management Analyst/Program Analyst
- Administrative Officer
- Support Services Officer
- Program Evaluation Analyst

Program Managers manage or assist in managing or directing one or more programs including appropriate supporting service organizations. The paramount qualification requirement of the positions is management and executive knowledge and ability. The positions do not require competence in a specialized subject-matter or functional area.

Administrative Officers provide or obtain a variety of management services essential to the direction and operation of an organization. The paramount qualifications required are extensive knowledge and understanding of management principles, practices, methods and techniques, and skill in integrating management services with the general management of an organization.

Support Services Administrators supervise, direct, or plan and coordinate a variety of service functions that are principally work-supporting, i.e., those functions without which the operations of an organization or services to the public would be impaired, curtailed, or stopped. Such service functions include (but are not limited to) communications, procurement of administrative supplies and equipment, printing, reproduction, property management, space management, records management, and service, facilities and equipment maintenance, and transportation.

Management Analysts, Program Analysts, and Program Evaluation/Planning Analysts serve as analysts and advisors to management on the evaluation of the effectiveness of government programs and operations or the productivity and efficiency of the management of Federal agencies or both. The qualifications for these positions require knowledge of: the substantive nature of agency programs and activities; agency missions, policies, and objectives; management principles and processes; and the analytical and evaluative methods and techniques for assessing program development or execution and improving organizational effectiveness and efficiency. Some positions also require an understanding of basic budgetary and financial management principles and techniques as they relate to long range planning of programs and objectives. The work requires skill in: application of factfinding and investigative techniques; oral and written communications; and development of presentations and reports.

Successful performers in this occupational group typically have one or more of the following knowledge, skills, or abilities gained through experience and/or education:

- Knowledge of DoD/DA MWR policies, regulations, procedures, and program standards.

- Knowledge of programs and relevant business and administration practices associated with revenue producing activities in government and private sector sufficient to relate practices to MWR programs.
- Knowledge of program administrative/management procedures and processes (planning study, data collection techniques, data analysis, report preparation and presentation).
- Knowledge of APF and NAF accounting structure and system, budget formulation and execution, five-year planning.
- Ability to organize, analyze, interpret, and evaluate programs and project results based on analysis and evaluation.

MWR REFERRAL PROGRAM

Job Opportunity Announcement: CF-00-09

Opening Date: August 2000

Closing Date: Open until filled

Occupational Group: Army Community Service

Occupational Description: *Army Community Service (ACS)* positions include those that support the management of the installation programs designed to facilitate the commander's ability to provide comprehensive, coordinated and responsive services that support readiness of soldiers, civilian employees, and their families. Employees in these positions maximize technology and resources, adapt to unique installation requirements, eliminate duplication in service delivery, and measure service effectiveness.

MWR Army Community Service positions include but are not limited to the following positions. There may or may not be actual vacancies in these positions:

- Army Community Service Director
- Exceptional Family Member Program Manager
- Financial Assistance/Planning Program Manager
- Information, Referral and Follow-up Program Manager
- Installation Volunteer Coordinator
- Army Family Action Plan Program Manager
- Army Family Team Building Program Manager
- Outreach Program Manager
- Relocation Assistance Readiness Manager
- Social Worker/Social Services Representative
- Employment Readiness Program Manager
- Family Advocacy Program Manager
- Mobilization/Deployment Program Manager

Army Community Service Officer directs and implements installation ACS center operations. Conducts specialized needs assessment using a variety of methods. Develops and updates annually a five-year plan for ACS services and resources. Organizes and coordinates an internal review and evaluation for all installation ACS operations to substantiate compliance with Army standards. Reports community needs and ACS center resource requirements to the installation/garrison commander. Plans for and effectively uses resources allocated to the installation ACS center. Prepares a comprehensive family assistance plan to address all levels and phases of deployment or mobilization and stability and support operations. Implements an ACS marketing plan. Implements a training program for paid and volunteer staff. Coordinates services with national and local governmental, civilian, and non-profit organizations, as appropriate, to ensure that identified needs are met, to maximize available services, and avoid duplication. Serves as advisor on family matters to commanding officers and installation commanders.

Exceptional Family Member Program Manager coordinates and manages the installation EFMP, a program that works in concert with other military and civilian agencies to provide comprehensive, coordinated community support, educational, housing, medical, and personnel services to families with special needs. Chairs the installation EFMP committee, a multi-agency committee addressing EFMP issues. Establishes the Special Needs Resource Team (SNRT) as a subcommittee of the installation EFMP committee. Chairs or appoints a chairperson for the SNRT. Establishes and maintains contact with local, state, and national organizations and agencies to ensure maximum availability and services for exceptional families. Develops and provides an installation program of command information and education. Develops and updates a comprehensive listing of military and civilian EFMP resources for ACS information and referral resource file.

Interviews exceptional families to assess special needs, advise on the availability of community services and resources, and make referrals. Organizes and facilitates meetings of EFMP support groups. Recruits, screens,

trains, and certifies respite caregivers. Coordinates recreational and cultural programs for exceptional family members.

Financial Assistance Planning/Program Manager coordinates and manages the installation CAFAP. Provides comprehensive financial counseling to Army personnel and their families. Handles serious and complex financial cases, and issues requiring intensive coordination with appropriate civilian and military agencies. Negotiates with business and financial institutions to obtain reduced or deferred payments, rescheduled payments plans and refinanced loans. Conducts mandatory personal and financial readiness throughout the command.

Information, Referral, and Follow-up Manager coordinates and manages ACS centralized intake providing an integrated system of service delivery which links clients with available and appropriate resources at the lowest cost and without duplication of effort. Establishes and maintains an extensive and current file of information on local public, private, and voluntary service agencies and organizations in coordination with other ACS managers. Conducts intake evaluations with clients in need of social service assistance that is not readily identifiable with other established functional areas in the ACS center. Maintains formal and informal cooperative relationships with other human services in the community. Provides information to individuals and families regarding military and civilian resources available to address a wide range of client requests. Provides client referral and advocacy services. Contacts referral agencies when the problem requires immediate attention, is complex in nature, or the client's limited ability requires such involvement. Provides crisis intervention services to establish emotional support and to elicit disclosure of information necessary to provide appropriate assistance.

Installation Volunteer Coordinator/Army Family Action Plan/Army Family Team Building Program Manager serves as the program manager responsible for the establishment and maintenance of the Installation Volunteer Program, the installation Army Family Action Plan, and the Army Family Team Building programs. Advises the commander on volunteer, AFAP and AFTB issues.

Installation Volunteer Coordinator develops, conducts, and plans training for volunteer managers as well as coordinating educational programs for soldiers and spouses. The work requires interviewing and analyzing skills to assess proper placement of volunteers, as well as coordinating skills to plan and execute large public recognition ceremonies and symposiums. Develops, coordinates, and administers Volunteer Program designed to promote volunteerism and agency/volunteer placement satisfaction at the installation. Assesses both the needs of user agencies and volunteers through survey, interview, and research of similar programs in the civilian sector. Analyzes the results and develops program goals.

Army Family Action Plan (AFAP) Program Manager implements and manages the AFAP program, ensuring compliance with regulatory material, program standards and operational procedures as established by HQDA, the major Army command, and local Standing Operating Procedures (SOPs), as applicable. Executes key program components (issue solicitation, demographic representation, conference planning and implementation to include AFAP process and issue development training, issue management, issue review and approval steering committee process, informational feedback to the community, and marketing). Plans, programs, justifies and manages resources necessary to support program components. Maintains resource library and historic records and provides reports and information to higher headquarters as requested. Requires ability to plan, manage, analyze, organize, coordinate, and interact effectively with the public.

Army Family Team Building (AFTB) Program Manager coordinates and manages the communities' AFTB program, ensuring compliance with regulatory material, program standards and operational procedures as established by HQDA, the major Army command, and local Standing Operating Procedures (SOPs), as applicable. Plans, programs, justifies, and manages resources necessary to support program components. Executes key components: establishes an AFTB Advisory Council; develops a comprehensive AFTB Action Plan outlining program goals and objectives; establishes a quarterly/annual training calendar to meet the training needs of the community and orders and maintains training supplies to meet training needs; establishes and maintains contact with installation and community agency personnel to serve as subject matter experts in local family member training; recruits and trains volunteers to serve as Master Trainers, Instructors, and AFTB program support staff; manages the nomination process for DA-sponsored training; advocates on behalf of the volunteers and ensures volunteers represent community demographics and volunteer involvement at all levels. AFTB Program Managers will be certified by DA as AFTB Master Trainers.

Outreach Manager supplements ACS center based services with outreach to families who have the greatest need but are least likely to seek out and take advantage of services until they have reached a state of crisis. Delivers services to the following populations: geographically or socially isolated families identified as needing specific outreach services, first-term soldiers and families, geographically separated families, newly arrived soldiers and families in the community, single parent families, and other soldiers and families identified by a needs assessment. Selects service delivery method based on which one is most cost effective for the installation and the particular service being provided.

Relocation Assistance Readiness Manager administers the congressionally mandated services offered through Relocation Assistance Readiness. Establishes the installation's program goals and objectives to support and implement the operation of the Relocation Readiness cell. Establishes contacts and cooperates with installation functional elements, federal, state and civilian agencies that play a role in the relocation process. Ensures the viability of the installation's Relocation Assistance Coordinating Committee. The committee assesses community needs, training required for all functional elements' representatives involved in the relocation process, and evaluates services rendered. Provides a full range of relocation services from assessing family needs to developing personal relocation assistance plans; develops procedures for comprehensive in- and out-processing of military members and their families; provides individual and group counseling and follow-up services; develops and implements special workshops, support groups, and training for specific populations; administers the lending closet. Establishes, maintains and updates the installation's automated relocation information file. Develops and implements an on-going evaluation of services rendered. Analyzes data to develop community profile, identify trends and significant statistical data that impacts program direction. Designs effective marketing strategies and public relations initiatives to ensure target population is informed of relocation services available to them. Manages the Office of the Secretary of Defense funds authorized for relocation assistance services.

Social Worker/Social Services Representative/Family Advocacy Program Manager provides social work services to individual military members, spouses, and adult groups, applying professional knowledge of the principles and practices of social work. Provides a full range of prevention, community education, direct services, and liaison with other installation services and state and local services. Assures that direct services such as temporary shelter, short-term crisis intervention, medical treatment and follow-up services, 24-hour hotlines, and support groups are available and accessible. Evaluates clients and determines the type of treatment required. Provides individual, marital, and adult group counseling. Functions as a team member in overall planning and provision of social work interventions.

Employment Readiness Program Manager manages the military spouse and family member employment program within the local community and overseas. Provides comprehensive employment assistance for Department of Defense personnel. Interviews, counsels and advises on career, occupational, volunteer and educational issues. Uses assessment tools and techniques (e.g., surveys, questionnaires and needs assessments, interviews, etc) to compile work and experience profiles on clients. Uses appropriate career inventories and aptitude tests to help clients focus their interest and identify goals. Develops a long-range plan that recognizes the individual's personal and vocational needs and assists the client in outlining milestones to achieve those goals.

Mobilization/Deployment Program Manager serves as the mobilization and deployment action officer for the Army Community Service. Responsible for family assistance mobilization planning, to include the set up and operation of the Family Assistance Center (FAC) and/or Family Readiness Center. Responsible for coordination and training of the FAC team, which is comprised of installation proponents (AG, DPS, DOL, SJA, MEDDAC, DPW, Chaplain, Red Cross, etc.). Responsible for developing, coordinating, and distributing guidelines for formalizing and structuring installation Family Readiness Groups (FRG) at all levels, to include company, battalion, and brigade levels. Coordinates and provides briefings to on-post and off-post family members. Serves as the Coordinator for FRG Training, Rear Detachment Commander Training, Pre-Deployment Training, etc.

Successful performers in this occupational group typically have one or more of the following knowledge, skills or abilities gained through experience and/or education:

- Knowledge of the social and cultural characteristic of clients served, and the professional skills to assess needs and provide a full range of service designed to meet them.

- Ability to apply personnel and management techniques in providing career counseling, developing job opportunities, and training programs designed to assist a broad client base.
- Ability to use appropriate resources to analyze career inventories and aptitude test to assist clients in identifying interest and goals.
- Professional knowledge of social work, counseling services, psychosocial principles and theories, and group dynamics of family and individual systems.
- Practical knowledge of community resources and services, crisis intervention, and how individuals in distress may quickly obtain the types of assistance they need.
- Knowledge of laws pertaining to family relationships and protection of children and adults, and individuals with disabilities.
- Ability to establish working relationships and coordinate with public and private civilian agencies and military organizations.
- Knowledge of medical care programs and regulations.
- Ability to develop, plan and conduct a variety of training programs, workshops, briefings, and individual instructions on topics related to ACS, mobilization, deployment and FRGs.
- Skill in keeping statistical information and preparing and analyzing reports and surveys.
- Knowledge of disabling conditions and related special education, medical, and recreational needs, the developmental needs of the disabled, and the emotional and behavioral impact of caring for exceptional family members.
- Knowledge of mobilization and deployment and the effects of such on family members.
- Working knowledge of group dynamics.

REMINDER:



For Job Kit, MWR Program Information, MWR Job Vacancy Announcements, and to Use Our Internet Resume Builder to Prepare and Submit Your Resume: www.mwrjobs.army.mil.



To Submit Resumes, Requests for Extensions, and Other Documentation via Electronic Mail: refermwr@cfsc.army.mil.



To Mail Hard Copy Resumes, Transcripts, and Other Supporting Documentation:

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