



District of Columbia Air National Guard

AGR Announcement

20-384



APPLICATION MUST BE FORWARDED TO: IN ORDER TO RECEIVE CONSIDERATION NG.DC.DCANG.MBX.AIR-APPLY@MAIL.MIL	OPENING DATE: 2 April 2020	CLOSING DATE: 16 April 2020
	Position Title: Supply Customer Service Max Grade: TSgt (E6) Min Grade: SSgt (E5) Must be AFSC: 2S071 Night Shift 1400-2330	
	Appointment Status [X] Enlisted [] Officer	
Position Location: 113th Logistics Readiness Squadron Joint Base Andrews, MD	AREA OF CONSIDERATION: GROUP I Current onboard AGR	
INSTRUCTIONS FOR APPLYING: This office will NOT accept mailed applications. You must send applications electronically. Failure to submit all required documents as outlined below will result in your application not being considered for employment. AGR REQUIRED DOCUMENTS: <ol style="list-style-type: none">1.) NGB 34-1 (<i>dated Nov 2013</i>) Application for AGR Position. https://www.ngbpdc.ngb.army.mil/ngbforms/2.) Copies of last three EPRs / five OPRs.3.) Resume (<i>any format</i>).4.) 3 References on a separate sheet of paper with email address and additional point of contact number(s).5.) Report of Individual Personnel (RIP) from vMPF only (<i>must be dated within 60 days</i>). If clearance is expired you must obtain security memo from the Wing security manager.6.) Current Passing Fitness Test from AFFMS II (<i>Per AFI 36-2905 – current within 12 months</i>).7.) Letter(s) of recommendation (<i>optional</i>).8.) If missing documents, memo to board president required stating reason why documents are missing. *All documents must be consolidated into a single pdf file. DO NOT put in PDF Portfolio format. Save applications in the following format: MVA number, Rank, Last name, First name, Middle Initial. Ex: 20-300 – SSGT DOE, JOHN A Email subject will be in the same format.		
Conditions of Employment: National Guard Membership: Prior to appointment to this position, selectee must be a member of the District of Columbia Air National Guard. Electronic Funds Transfer: Selectee is required to participate in electronic funds transfer/direct deposit. If applying for an MVA at a lower rank, a voluntary demotion memorandum stating action must be submitted.		
Evaluation Process: Applicants will be evaluated solely on information supplied in application documents outlined above. Interview responses will also be considered when applicable. Incomplete applications will not be considered. It is the responsibility of the applicant to contact the POC identified on this vacancy announcement prior to the vacancy closing date to verify all documents have been received. Failure to do so may result in in disqualification. Complete and accurate data is essential to ensure fair evaluation of candidates.		
Equal Employment Opportunity: All qualified applicants will receive consideration for this announcement without regard to race, color, gender, religion, national origin, or membership/non-membership in an employee organization. Reference: NGR AR 690-600 / NGR AF 40-1614. http://www.ngbpdc.ngb.army.mil/pubs/40/ngraf40_1614v2.pdf and ANGI 36-7 http://www.ngbpdc.ngb.army.mil/publications.htm		



The District of Columbia Air National Guard



DC is an Equal Opportunity Affirmative Action Employer

This announcement must be posted on unit bulletin boards until the day following the closing date.

Announcement Number: 20-384
Position: Supply Customer Service
<p>The position is the Customer Service Representative performing Flight Service Center (FSC) duties within the Customer Support Section. The primary purpose is the point of contact for interfacing with the Global Logistics Support Center (GLSC) on behalf of the maintenance customers. Responsibilities include periodic visits to maintenance work centers; providing guidance for maintaining bench, operating, and shop stock; and assisting users in resolving any materiel management related problems; managing supply points, time-change, time compliance technical orders, Due-in From Maintenance (DIFM) management, awaiting parts, turn-around, local manufacture, command intensive management items, quality deficiency report programs, and the Air Force Repair Enhancement Program. Performs mission capability (MICAP) verification, reports and processes cannibalization actions. Establishes upgrade, downgrade, or cancels MICAP due outs. Monitors status of items. processes local manufacture (LM) MICAPs and corrects discrepancies identified by the GLSC resulting from MICAP Integrated Logistics Supply-System (ILS-S) reconciliation. Establishes requirements for customer using automated systems and notifies customer of asset availability. Researches required information to perform item record loads. Processes issues, kills, and rejects management notices, status changes and cancellations. Processes Aircraft Document Review (ADR). Processes status inquiries and reconciles aircraft orders. Manages the DIFM listing, validates/updates DIFM listing with status by processing required transaction as necessary. Performs DIFM reconciliation with both maintenance and supply customers to ensure verification of current status and asset location. Updates DIFM monitor appointment letters. Processes DIFM turn-in (TIN) and turn-around (TRN). Manages the Supply Point program. Performs coordination with the customer service support element to ensure requisition objective is adequate. Also, prepares and processes Supply Point issues requests. Conducts physical reconciliation with the Supply Point monitor to verify detail balances, reconcile out of balance conditions as well as ensures all required transactions have been processed. Conducts Supply Point inventories, researches and reconciles discrepancies. Manages the Awaiting Parts (AWP) program. Completes required AWP checklist and processes necessary transaction to confirm status. Conducts AWP validation and coordinates with customer to determine status of AWP items. Initiates follow up with item manager for improved status as well as requests for disposition instructions for end item when AWP parts are not available. Sources for AWP lateral support. Establish, maintain and delete bench stocks in coordination with supported activities. Review on-hand balance and process replenishment actions. Attends daily meetings with maintenance. Performs reject management and working management listings. Reviews Two-Level Maintenance (2LM) metrics listing and takes appropriate action to improve repair cycle time. Performs other duties as assigned.</p>
Qualifications: <ol style="list-style-type: none">1. Must be able to retain a SECRET security clearance.2. Must Be AFSC qualified.
Eligibility Requirements: <ol style="list-style-type: none">1. Applicants who have been separated for cause from active duty or a previous AGR tour are ineligible.2. Prior to entry into the AGR Program, member must be medically cleared by the 113th Medical Group.3. Must meet all eligibility requirements in accordance with ANGI 36-101.
AGR Employment Points of Contact: <p>HR Specialist: SSgt Shailah Florvil, Shailah.Florvil.mil@mail.mil /202-685-8813 (DSN 325-8813) AGR Manager: CMSgt Adrienne Wilson, Adrienne.L.Wilson.mil@mail.mil /202-685-9925 (DSN 325-9925)</p>