



# District of Columbia Air National Guard

## AGR Announcement

### 21-379



<p><b>APPLICATION MUST BE FORWARDED TO:</b></p> <p><b>IN ORDER TO RECEIVE CONSIDERATION</b>  <a href="mailto:NG.DC.DCANG.MBX.AIR-APPLY@MAIL.MIL">NG.DC.DCANG.MBX.AIR-APPLY@MAIL.MIL</a></p>	<p><b>OPENING DATE:</b> 7 SEP 2021</p>	<p><b>CLOSING DATE:</b> 11 OCT 2021</p>
<p><b>Position Location:</b> 113th Logistics Readiness Squadron Joint Base Andrews, MD</p>	<p><b>Position Title:</b> CUSTOMER SUPPORT SECTION CHIEF  <b>Max Grade:</b> SMSgt (E8) <b>Pending Control Grade</b>  <b>Min Grade:</b> MSgt (E7)  <b>Must be AFSC:</b> 2S071  <b>START DATE: 1 FEB 2022</b></p> <p><b>Appointment Status</b>  <input checked="" type="checkbox"/> Enlisted    <input type="checkbox"/> Officer</p>	
<p><b>INSTRUCTIONS FOR APPLYING:</b></p>		
<p>This office will <b>NOT</b> accept mailed applications. <b>You must send applications electronically.</b> <b>Failure to submit all required documents as outlined below will result in your application not being considered for employment.</b></p>		
<p style="text-align: center;"><b>AGR REQUIRED DOCUMENTS:</b></p>		
<ol style="list-style-type: none"> <li>1.) NGB 34-1 (<i>dated Nov 2013</i>) Application for AGR Position. <a href="https://www.ngbpmc.ng.mil/Forms/NGB-Form/">https://www.ngbpmc.ng.mil/Forms/NGB-Form/</a></li> <li>2.) Copies of last three EPRs / five OPRs.</li> <li>3.) Resume (<i>any format</i>).</li> <li>4.) 3 References on a separate sheet of paper with email address and additional point of contact number(s).</li> <li>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.</li> <li>6.) Current Passing Fitness Test from AFFMS II (<i>Per AFI 36-2905 – current within 12 months</i>).</li> <li>7.) Letter(s) of recommendation (<i>optional</i>).</li> <li>8.) If missing documents, memo to board president required stating reason why documents are missing.</li> </ol>		
<p><b>*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</b>  <b>Email subject will be in the same format.</b></p>		
<p><b>Conditions of Employment:</b>  <b>National Guard Membership:</b> Prior to appointment to this position, selectee must be a member of the District of Columbia Air National Guard.  <b>Electronic Funds Transfer:</b> 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.</p>		
<p><b>Evaluation Process:</b> Applicants will be evaluated solely on information supplied in application documents outlined above. Interview responses will also be considered when applicable. <b>Incomplete applications will not be considered.</b> 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.</p>		
<p><b>Equal Employment Opportunity:</b> 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. <a href="http://www.ngbpdc.ngb.army.mil/pubs/40/ngraf40_1614v2.pdf">http://www.ngbpdc.ngb.army.mil/pubs/40/ngraf40_1614v2.pdf</a> and ANGI 36-7 <a href="http://www.ngbpdc.ngb.army.mil/publications.htm">http://www.ngbpdc.ngb.army.mil/publications.htm</a></p>		



# 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:** 21-379

**Position:** CUSTOMER SUPPORT SECTION CHIEF

**Position Description:** This position is located in the Customer Support Section of the Materiel Management Flight, Logistics Readiness Squadron, Mission Support Group, ANG Aviation Wing. The primary purpose is to serve as a first level supervisor for the Flight Service Center, Equipment Accountability Element, and Customer Support Liaisons, providing planning, directing, organizing and exercising control over non supervisory employees assigned to the Customer Support Section. Plans and organizes the work performed in the sections to provide optimum service, efficiency, and productivity. Develops and establishes performance standards and rates the performance of subordinates. Selects or participates in the selection of new employees. Conducts and documents corrective interviews with subordinates. Approves sick and annual leave and establishes leave schedules. Determines training needs of subordinates and ensures training is provided. Prepares, approves, and assigns official job descriptions and performance appraisals. Prepares, justifies, and recommends performance awards. Keeps employees informed of various personnel programs. Advises employees on work and administrative matters. Serves as the technical expert in resolving work related problems, which cannot be resolved by subordinates. Implements, promotes, and effectively supports equal opportunity for all personnel. Follows provisions of local labor agreements and applicable directives on personnel management. . Performs other duties as assigned. Interprets, plans, establishes, and prioritizes work requirements for affected elements and personnel. Provides technical advice and supervises the Customer Support Section. Determines effectiveness of support and recommends changes to both maintenance and supply activities. Reviews materiel management changes, determines operational restraints and implements procedures as required. Determines section operational effectiveness by analyzing historical and current data, preparing comparison graphics and utilizes same for purpose of setting goals. Prepares guidance to subordinates in helping to achieve set goals. Regularly converses with the Global Logistics Support Center (GLSC) in resolving logistical problems. Manages the Career Field Education and Training Plan (CFETP) for the Customer Support Section. Ensures a Master Training Plan is developed and OJT is planned, developed, and conducted for all personnel assigned to the sections to ensure tasking's are met. Prepares replies for Internal Surveillance program and ensures self-inspection program is conducted for sections. Performs other duties as assigned.

**Qualifications:**

1. Must be able to retain a SECRET security clearance.
2. Must Be AFSC qualified.

**Eligibility Requirements:**

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:**

HR Specialist: SSgt Shailah Florvil, [Shailah.Florvil.mil@mail.mil](mailto:Shailah.Florvil.mil@mail.mil) /202-685-8813 (DSN 325-8813)

AGR Manager: CMSgt Adrienne Wilson, [Adrienne.L.Wilson.mil@mail.mil](mailto:Adrienne.L.Wilson.mil@mail.mil) /202-685-9925 (DSN 325-9925)