FEDERAL JOB OPPORTUNITY BULLETIN
RAMSTEIN AB CIVILIAN PERSONNEL OFFICE

POSITION: Family Support Program Technician (OA), GS-0102-05, Term NTE: 31 December 2005	**ANNOUNCEMENT NUMBER:** BM-04SEP019137
AGENCY: Department Of The Air Force	**OPENING DATE:** 14 September 2004
ORGANIZATION: 469 ABG/DPF	**CLOSING DATE:** Open Until Filled. Cutoff Every Thursday By COB.
DUTY LOCATION: Rhein-Main AB, Germany	**RECRUITMENT CATEGORIES:** 1, 2, 3A, 3B, 3D, 4
AREA OF CONSIDERATION: Federal Wide Commuting Area	**SALARY:** $24,075 PA (Step 1)-$31,302 PA (Step 10)

DESCRIPTION OF DUTIES: The primary purpose of this position is to perform clerical, administrative and reception support and administer a comprehensive publicity program for the Family Support Center. Receives visitors, walk-in clients and telephone calls to determine and assess the nature of their concerns/needs. Operates the Family Reference Library – maintaining agency referral information and keeping abreast of Family Support Center Programs. Coordinates Family Support Center programs, such as ordering program materials, compiling attendance reports, etc. Receives and reviews incoming correspondence, statistical reports and case files, screening material for necessary action. Sets up and maintains a complete file plan insuring that all regulatory requirements are met. Personally responds to routine correspondence pertaining to administrative matters. Maintains a variety of regulations, manuals, and publications with responsibility for updating and posting changes thereto. Establishes, requisitions and maintains required stock levels of forms and supplies utilized by the office. Contacts repair and printing service. Types a variety of materials from voice recordings, rough draft, plain copy or oral instructions into final form. Manages the publicity of FSC programs, services and activities. Working with the Family Action Information Board (FAIB), researches, organizes, designs and disseminates a base resource directory.

KNOWLEDGE, SKILLS AND ABILITIES (KSA'S):

(1) Knowledge of the organizational functions and procedures of the work unit to perform such duties as distribute and control mail, refer phone calls and visitors, and provide general, nontechnical information.
(2) Knowledge of correspondence procedures sufficient to screen material prior to distribution for suspense dates, and to establish controls to ensure that deadlines are met.
(3) Knowledge of correspondence requirements to check for proper grammar, spelling and punctuation, and to review documents for conformance with formats and procedural requirements.
(4) Knowledge of the office procedures, filing system and various references and handbooks commonly used by the staff in order to classify, search for, and dispose of materials.
(5) Skill of a qualified typist is required. A minimum of 40 WPM proficiency is required.

OTHER SIGNIFICANT FACTS: N/A

QUALIFICATION REQUIREMENTS: Applicants are evaluated based upon qualification requirements published by the Office of Personnel Management (OPM) Qualification Standard for General Schedule. One (1) year of specialized experience equivalent to the GS-4 level.

EDUCATION SUBSTITUTION: Four (4) years above High School.

COMBINING EDUCATION AND EXPERIENCE: Office of Personnel Management Qualification standards provides for combination of successfully completed education and experience to meet total qualification requirements for this position.

Individuals hired locally will not normally be authorized Living Quarters Allowance (LQA). On positions identified as Hard-to-Fill or ones usually filled by recruitment from the US, a determination will be made by the Allowances Section of the Civilian Personnel Office at time of tentative selection whether a local hire selectee meets personal eligibility requirements for LQA IAW Department of State Standardized Regulations and USAFE Policy.

HOW REQUIRED APPLICATION FORMS: Please refer to the Ramstein Application Packet provided in the Civilian Personnel Office room 125 or to the web site at www.ramstein.af.mil/435mss/cpo

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED!

TO APPLY: Applications must be turned in to the Ramstein CPO, Bldg 2120, Room 123 Between 0800 and 1600, Monday-Friday by the closing date of the announcement OR mailed to 435 MSS/ DPCS, UNIT 3220 BOX 365, APO AE 09094-0365 and RECEIVED by the closing date of the announcement.

POINT OF CONTACT: Customer Service Counter, DSN 480-7092 or commercial 06371-47-7092.

PLEASE SEE REVERSE