

Classification: Customer Support Executive, NH-0301-4
Local Title: Customer Support Executive
Employing Office Location: Orlando, Florida
Duty Station: Orlando, FL

Org Info: Agency: Assistant Secretary of the Army (Acquisition, Logistics and Technology) ASA(ALT)
 1st Div: Program Executive Office, Simulation, Training and Instrumentation (PEO STRI)
 2nd Div: Customer Support Group
 3rd Div:
 4th Div:

Supervisor's Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Immediate Supervisor: Jerry L. Stahl

Title: Deputy Program Executive Officer (Acting)

Signature: _____ /s/ _____ **Date:** 3/21/03

Higher Supervisor or Manager: _____

Title: _____

Signature: _____ **Date:** _____

Classification/Job Grading Certification: I certify that this position has been classified IAW Acquisition Workforce Personnel Demonstration Project broadbanding criteria.

Classification Official: James L. Laughlin, COL

Title: Chief of Staff

Signature: _____ /s/ _____ **Date:** 3/21/03

| | | | |
|--|---|--|----------------------------------|
| FLSA: | <u>Exempt</u> | BUS Code: 8888 | CL: 420 |
| Drug Test: | <u>No</u> | Emergency Ess: Yes | |
| Key Position: | <u>Yes</u> | OPM Functions Code: NA | |
| Sensitivity: | <u>NCS</u> | Status: Competitive | |
| Reason for Submission: | <u>New</u> | Subject to IA: No | |
| Previous PD Number: | <u>NA</u> | Mobilization: A (not required) | |
| Envir. Diff: | <u>NA</u> | Career Prg ID: <u>NA</u> | |
| Acq Posn Category: | <u>A</u> | CAPL Number: _____ | |
| Acq Career Level: | <u>3</u> | Acq Posn Type: <u>2</u> | |
| Acq Special Asgmt: | <u>NA</u> | Acq Prog Ind: <u>NA</u> | |
| Career Spec – Primary: | <u>NA</u> | Career Spec – Sec: <u>NA</u> | |
| Cont Job Site: | <u>NA</u> | Mobility: No | |
| Financial Disclosure: | <input type="checkbox"/> Public Financial | <input checked="" type="checkbox"/> Confidential Financial | |
| | <input type="checkbox"/> Supervisor | <input checked="" type="checkbox"/> Manager | <input type="checkbox"/> Neither |
| Citation 1: OPM PCS MISC ADMIN & PROGRAM SERIES, GS-301, JAN 79 | | | |
| Citation 2: AWF, PDP, BLD, FEDERAL REGISTER, VOLUME 64, JAN 99 | | | |

ACQUISITION WORKFORCE DEMO PROJECT
POSITION REQUIREMENTS DOCUMENT

I. Organization information:

Incumbent manages the Customer Support Executive Group and serves as the Customer Support Executive (CSE) in the Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position information:

Customer Support Executive, NH-0301-IV

III. Organizational goals: PEO STRI provides life cycle management of interoperable training, testing and simulation solutions for soldier readiness and the defense community by putting the power of simulation in the hands of the warfighter.

IV. Duties:

The CSE reports directly to the Deputy Program Executive Officer and is responsible for primary interface with customers and potential customers external to PEO STRI. Specifically:

Serves as a single entry point into the Command for all outside customers and stakeholders who otherwise do not know who to contact within the Command. Represents STRICOM at high level conferences and meetings with representatives of AMC, DA, DOD, Congress, other services and federal agencies, foreign countries, academia and private industry relative to STRICOM programs and projects. Maintains high level contacts with key military, civilian and private industry officials for planning and coordinating all phases of business planning. Maintains continuous surveillance of modeling and simulation efforts to ensure the Command is positioned competitively.

Identifies and expands new business opportunities for PEO STRI to insure that the PEO is fulfilling its mission to the Army.

Provides the PEO with strategic guidance based on the evolving Army mission.

Functions as an Army champion for interoperability and common products.

Develops and executes a strategic Business Development and Marketing plan to increase the PEO's market share.

Creates and manages "Red Teams" drawn from throughout the PEO organization to respond to opportunities for new work.

Assists PMs with achieving growth goals, customer satisfaction and insight into future Army direction.

Insures that PEO is responsive to new opportunities.

Provides a proactive single point of contact for new customers.

Develops, collects, disseminates and coordinates potential new business opportunity information across the PEO.

Manages and stimulates growth of FMS and STOC pass-throughs to support direct and overhead costs.

Functions as a Customer Advocate to insure satisfied customers.

Provides the single interface with external organizations such as the Association of the United States Army, and National Defense Industrial Association, and other Defense and Training related organizations.

Develops and executes Customer Executive operations against a PEO approved budget.

Establishes measurable performance & financial metrics for all elements of the Customer Executive organization.

Provides Briefings: Briefs General Officers, senior level management of the Joint staff, OSD and DA level Major Automated Information System Review Councils on the assigned programs and the status of individual acquisitions and priorities. Conducts In-process Reviews for assigned projects.

Supervisory Responsibilities:

Serves as the Customer Support Executive with responsibility for leading, assigning and coordinating activities among the Customer Representatives and Customer Solutions Integration Group. Prioritizes PEO resources with the DPEO and Project Support Executive. Acts as Command Ombudsman and Technical Industrial Liaison (TILO). Serves as the PEO interface with Industry. Through the Customer Solutions Integration Group,

assists all Customer Representatives by conceptualizing solutions to meet customer needs. Maintains expertise in in PEO's capabilities. Responsible for high-level solution design and proposal creation. Honest-broker of solutions. In dealing with Customer Representatives, is responsible for identifying and cultivating potential customers and total customer satisfaction across multiple product life cycles by: connecting people with people; bringing the voice of the customer into the organization; and taking a consistent, integrated view of PEO to the outside.

Personnel Management: Supervises a large and varied government and contracted workforce through functional leads in each functional area to accomplish assigned responsibilities.

Performs the full range of administrative and technical supervisory duties. Supports an understanding of the Command's Affirmative Action/EEO Program. Ensures EEO principles are reflected in all aspects of personnel management. Assigns work and establishes priorities; evaluates performance of subordinates; gives advice, counsel, and/or instruction to subordinates on both work and administrative matters; interviews and recommends selections of candidates for positions, promotions, and reassignments; and hears and resolves complaints from subordinates. Exercises full authority as a member of the pay pool management in assessing contribution and preparing statements of duties and experience for Demonstration employees. Develops performance standards. Makes decisions on nonroutine costly, or controversial training needs and training requests related to employees of the unit and stimulates self-improvement. Encourages and acts upon employee suggestions for work improvement. Approves leave. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building or improve business practices. . Is responsible for ensuring the timely performance of a satisfactory amount and quality of work.

Performs other duties as assigned.

TDY may be required 30 - 50% of the time.

Critical Acquisition Position:

"This is a Critical Acquisition Position. Unless specifically waived by the appropriate Army official, (i.e., the Director of Acquisition Career Management, the Army Acquisition Executive, or the Secretary of the Army) or if the employee is

"grandfathered" under 10 U.S.C. 1736(c)(1), the following are statutorily mandated requirements (Reference: 10 U.S.C. 1733 and 1737):

(1) Selectee must be a member of the Army Acquisition Corps at the time of appointment to the position.

(2) Selectee must execute, as a condition of appointment, a written service agreement to remain in Federal service in this position for at least three years. In signing such agreement, the employee does not forfeit any employment rights, nor does such agreement alter any other terms or conditions of employment."

IV. Factors:

Factor: 1. - Problem Solving Level IV.

Work is timely, efficient, and of acceptable quality. Completed work meets project/program objectives. Flexibility, adaptability, and decisiveness are exercised appropriately.

Defines, establishes, and directs organizational focus (on challenging and highly complex project/programs). Identifies and resolves highly complex problems that cross organizational boundaries and promulgates solutions. Resolution of problems requires mastery of the field to develop new hypotheses or fundamental new concepts. Assesses and provides strategic direction for resolution of mission critical problems, policies, and procedures. Works at senior level to define, integrate, and implement strategic direction for vital programs with long-term impact on large numbers of people. Initiates actions to resolve major organizational issues. Promulgates innovative solutions and methodologies. Works with senior management to establish new fundamental concepts and criteria and stimulate the development of new policies, methodologies, and techniques. Converts strategic goals into programs or policies.

Factor: 2. - Teamwork/Cooperation Level IV.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions exhibit and foster cooperation and teamwork. Flexibility, adaptability, and decisiveness are exercised appropriately. Leads/guides/mentors workforce in dealing with complex problems. Solves broad organizational issues. Implements strategic plans within and across organizational components. Ensures a cooperative teamwork

environment. Leads/guides workforce in achieving organizational goals. Participates on high-level teams. Is sought out for consultation.

Factor: 3. - Customer Relations Level IV.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions exhibit and foster cooperation and teamwork, enhance customer relations and actively promote rapport with customers. Flexibility, adaptability, and decisiveness are exercised appropriately. Leads and manages the organizational interactions with customers from a strategic standpoint. Works to assess and promulgate political, fiscal, and other factors affecting customer and program/project needs. Works with customer at management levels to resolve problems affecting program/projects (e.g., problems that involve determining priorities and resolving conflicts among customers' requirements). Works at senior level to stimulate customer alliances for program/project support. Stimulates, organizes, and leads overall customer interactions.

Factor: 4. - Leadership/Supervision Level IV.

Work is timely, efficient, and of acceptable quality. Leadership and/or supervision effectively promote commitment to mission accomplishment. Flexibility, adaptability, and decisiveness are exercised appropriately.

Establishes and/or leads teams to carry out complex projects or programs. Resolves conflicts. Creates climate where empowerment and creativity thrive. Recognized as a technical/functional authority on specific issues. Leads, defines, manages, and integrates efforts of several groups or teams. Ensures organizational mission and program success. Fosters the development of other team members by providing guidance or sharing expertise. Directs assignments to encourage employee development and cross-functional growth to meet organizational needs. Pursues personal professional development.

Factor: 5. - Communication Level IV.

Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at appropriate level. Flexibility, adaptability, and decisiveness are exercised appropriately.

Ability to establish and maintain relationships with key individuals/ groups outside immediate work unit including senior executives and General Officers at DA HQ and elsewhere

Ability to represent and serve as spokesperson for the organization with senior executives and General Officers at DA HQ and elsewhere

Ability to meet and deal with customers using a high degree of tact and diplomacy

The ability to manage diverse organizations and resolve conflicts

Ability to organize and lead special (study/project) teams and task forces with members from different organizations and commands

Ability to stratify resources against approved programs; to plan, present, and execute budgets; to analyze impacts on programs; and to forecast long term funding requirements

Knowledge of Security Assistance policies and procedures and sequential actions to effectively manage oversight of an FMS program

Ability to advise others

Ability to negotiate

Ability to provide guidance to customers

Ability to communicate orally and in writing

Ability to give oral presentations