

Department of Commerce  
Property Official Certification  
Program Manual (Revised Edition)  
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## **Section 1 - Overview**

### 1.1 Introduction

Outlined in this chapter is a competency-based Property Official development and certification program that identifies the technical property management training curriculum. This Department of Commerce (DOC) Property Official Certification Program will yield a qualified Property Official with the requisite knowledge, skills, tools and techniques to perform delegated property management duties, thereby meeting program, business and mission goals, and objectives.

### 1.2 Purpose

Pursuant to the Deputy Secretary's memorandum, Safeguarding Personal Property and Sensitive Information, October 3, 2006, the DOC has established this Property Official Certification Program to outline a comprehensive curriculum to systematically develop skill at performing delegated property management duties; define competency based training standards to ensure that property officials are provided with appropriate training; and to prescribe the procedures for Property Official certification, appointment, and cancellation of Property Official delegations. The purpose of this Property Official Certification Program is to create a results oriented property official workforce focused on partnering, performance, quality, and accountability that ensures entrusted resources are used and managed wisely throughout all phases of the property life cycle.

### 1.3 Policy

It is the policy of DOC to consider the candidate's experience, training, education, judgment, character, and reputation when certifying and appointing Property Officials. At a minimum, the Property Official candidate shall meet minimum training and performance evaluation requirements, as evidenced by a Certificate of Eligibility issued by the Department Property Management Officer (DPMO).

### 1.4 Applicability.

The requirements set forth in this chapter apply to all individuals nominated for assignment as Property Officials, individuals currently serving as Property Officials, alternate and assistant Property Officials, and any individual delegated property management responsibilities for DOC programs. Property Official authority may not be redelegated.

## **Section 2 - Program Roles and Responsibilities**

2.1 Property Officials may serve in a full-time or part-time capacity.

### 2.2 Principal Role

The principal role of the Property Official is to provide for the overall management, oversight, and technical direction for property management jointly with the head of each operating unit, office, division, or branch. The Property Official furnishes technical direction, monitors the acquisition, maintenance, and disposal of property. Property Officials carry out their role by performing the property management duties assigned to them by their organization in a written Property Official delegation and appointment memorandum for a particular organization.

2.3 Property Officials may be designated as follows:

#### 2.3.1 Property Management Officer (PMO).

The head of each Operating Unit will formally appoint a PMO with the responsibility and authority to account for the effective control, acquisition, use, and disposal of personal property. The PMO is responsible for:

- a. Providing direction, leadership, and general supervision in the implementation and maintenance of the property management program throughout the Operating Unit;
- b. Establishing and maintaining Operating Unit's regulations and procedures satisfying the requirements of the Department's Personal Property Management Manual (PPMM) and the various laws and regulations referenced therein;
- c. Defining the areas of accountability within the Operating Unit;
- d. Establishing and training the Operating Unit's property management network comprised of Property Accountability Officers, Property Custodians, and Property Boards of Review;
- e. Developing and implementing inventory schedules for their Operating Unit, monitoring inventory progress, and reconciling property records with the financial accounting system;
- f. Ensuring that required reports are provided;
- g. Assigning, in writing, one or more PAOs to account for and control all the Operating Unit's personal property within their jurisdiction;
- h. Implementing procedures for the repair and rehabilitation of property within their Operating Unit;
- i. Providing PAOs with disposition instructions in accordance with the Federal Management Regulation (FMR), 41 CFR 102;
- j. Ensuring that excess property is deleted from the Personal Property Management System (PPMS) after final disposition of property; and
- k. Ensuring that lost, stolen, or damaged property is investigated in accordance with Section 4.900 of the DOC Personal Property Management Manual.

2.3.2 Property Accountability Officer (PAO). The PAOs are responsible for:

- a. Maintaining personal inventory control and accountability records of property assigned to their accountability area;
- b. Defining custodial areas within their accountability area including storage, handling, and maintenance; and appointing Property Custodians;
- c. Ensuring that Property Custodians have current records for assigned accountable property;
- d. Ensuring that physical inventories are taken, records are reconciled and discrepancies are investigated and resolved;
- e. Ensuring that CD-52s, "Report of Review of Property", for lost, damaged, or destroyed personal property are promptly prepared and processed;
- f. Ensuring that all property is fully utilized, safeguarded from misuse or theft, and that unneeded personal property is promptly reported for reutilization, redistribution, or disposal;
- g. Coordinating actions required by Property Boards of Review;
- h. Coordinating with the PMO criteria for replacing or upgrading over-aged equipment;
- i. Ensuring that bar code labels are affixed on accountable property;
- j. Ensuring that additions, transfers and deletions are entered into the PPMS in a timely manner; and
- k. Ensuring that survey reports for lost, damaged, or destroyed personal property are promptly prepared and processed.

2.3.3 Property Custodian (PC). The PC for a respective PAO is responsible for the immediate physical custody of all personal property under his or her control. The appointment of a PC may or may not correspond to the individual's official job title. The PC is responsible for:

- a. Maintaining current custodial records for all accountable personal property within his or her assigned custodial area;
- b. Initiating or processing, in accordance with Operating Unit's procedures, documents affecting the accountability or custody of personal property;
- c. Ensuring that personal property has proper maintenance;
- d. Identifying and reporting to the PAO any property excess of the custodial area;

- e. Promptly submitting survey reports for lost, damaged, or destroyed property;
- f. Affixing bar code labels on accountable property;
- g. Assisting, when necessary, with conducting physical inventories and reconciliation of inventories in accordance with the FMR;
- h. Assisting with exit clearance procedures to ensure that all assigned property is accounted for; and
- i. Ensuring that additions, transfers, and deletions are entered into the PPMS in a timely manner.

### **Section 3 – Property Official Competencies**

Each level of Property Official must complete initial training and annual refresher training to ensure that they are competent to complete the duties of a Property Official. Annual training is meant as a refresher for a fully trained Property Official. The competencies for DOC Property Official are:

#### **3.1 Logistics Management**

- a. Familiar with applicable policies and regulations relating to property disposition;
- b. Understands inventory management concepts, principles, and practices;
- c. Applies effective distribution processes in regard to reuse, transfer, disposal, and sales with consideration for environmental and demilitarization issues, as appropriate; and
- d. Can operate the Sunflower Personal Property Management System to conduct personal property management for assigned area.

#### **3.2 Business Skills**

- a. Understands basic business terms, economic concepts and principles.
- b. Understands and applies project and financial management, and managerial accounting concepts, principles, and practices.

#### **3.3 Analytical Skills**

- a. Uses basic analysis methods to collect, compile, and analyze information.
- b. Applies problem-solving methods to analyze organizational, process, or policy problems and assesses the impact of options or conclusions reached on processes.

#### **3.4 Information Technology**

- a. Effectively uses a personal computer to access software applications for sending e-mail, searching for information, performing E-business transactions, and managing files, data, and information;
- b. Knows the uses the architecture of federal government websites, and how they are used by customers; and
- c. Uses applicable information systems for property accountability and disposition to perform job responsibilities.

### 3.5 Interpersonal Skills

- a. Performs effectively in a team environment through respect of other team members, work ethic, cultural diversity, personal integrity, and the effective application of conflict resolution techniques when necessary.

### 3.6 Communications Skills

- a. Practices typical communication techniques, including active listening, effective writing, negotiation, and clear transmission of thoughts.
- b. Communicates clearly when speaking in meetings, during face to face discussions, when delivering formal presentations, and when promoting ideas, concepts, and services to internal and external customers.

### 3.7 Customer Service

- a. Understands customer's working environment, values, and service expectations and interacts to accurately assess and define requirements and decisively resolve issues; and
- b. Develops creative, tailored solutions to meet specific customer requirements and follows up to ensure services provided meet expectations.

### 3.8 Contracting

- a. Understands fundamental contracting concepts, principles, and practices sufficiently to develop complete and accurate functional requirements, Statements of Work, and Performance of Work statements; and
- b. Understands Contracting Officer's Representative responsibilities and authorities.

### 3.9 Leadership

Demonstrates commitment to ethics, professionalism, flexibility, self-motivation, and technical competence.

## Section 4 - Training Requirements

4.1 Minimum Training. The supervisors of Property Officials are required to nominate individuals that have sufficient knowledge in appropriate fields related to property management. Supervisors should nominate individuals that, in their opinion, meet the competency areas described in section 3 through either formal training or on-the-job experience. Additional training for Property Official competencies is prescribed by this Section.

4.2 Minimum General Management Knowledge and Performance Training. Property Official supervisors are required to nominate individuals that, in their opinion, have sufficient problem solving, teambuilding, conflict resolution and communication skills to manage the business partner relationship with the contractor and the Contracting Officer. Specific training for these Property Official competencies is prescribed by this Chapter.

### 4.3 Required Training

Training Course	Property Management Officer	Property Accountability Officer	Property Custodian
Government Ethics – Department of Commerce Learning Management System at <a href="http://e-learning.doc.gov/">http://e-learning.doc.gov/</a>  NOTE: Any Federal Agency Ethics Training is acceptable. Bureau PMOs are encouraged to coordinate with their bureau Office of General Counsel for training tailored to personal property.	Required	Required	Required
PAO may take the NOAA Online PAO Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a> in lieu of GSA sponsored Training	N/A	Make take in lieu of GSA training	N/A
PC may take the NOAA Online PC Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>	N/A	N/A	Make take in lieu of GSA training
USDA Graduate School (GS) Property Management Courses: Applications in Personal Property Accountability (PROP7110D) <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	Required	Required	N/A
USDA Graduate School (GS) Property Management for Custodial Officers (PROP7103D) <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	N/A	N/A	Required
Management Concepts Course # 1017 Basics of Personal Property Management <a href="http://www.managementconcepts.com/scripts/mcibrowse.asp?Catalog=AL">http://www.managementconcepts.com/scripts/mcibrowse.asp?Catalog=AL</a>	Make take in lieu of USDA training course	Make take in lieu of USDA training course	Make take in lieu of USDA training course
Sunflower PMO and PAO User Training, 40 hours, CFO/ASA, Office of Administrative Operations  NOTE: Does not apply to Census, NIST, and USPTO	Required	Required	N/A
Sunflower PC Training 8 hours, Office of Administrative Operations *  NOTE: Does not apply to Census, NIST, and USPTO	N/A	N/A	Required
Any other Federal Personal Property Management Course offered by a Federal Agency equaling 40 contact hours or more and completed in the last three years.	Make take in lieu of USDA training course	Make take in lieu of USDA training course	Make take in lieu of USDA training course
Bureau specific training on the bureau personal property system.  NOTE: Only applies for Census, NIST, and USPTO.	Required initially	Required initially	Required initially



#### 4.4 Continuation of Certification Training.

The Property Official Certification is good for as long as the employee is performing the duties. The initial certification is good for two years. Annually thereafter each certified Property Official must attend refresher training each year for eight classroom hours or a learning equivalent in Continuing Education Units or Continuing Learning Credits.

Continuation of Certification Training Courses	Property Management Officer	Property Accountability Officer	Property Custodian
Travel, Transportation and Personal Property Workshops	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
Ethics Training at <a href="http://e-learning.doc.gov/">http://e-learning.doc.gov/</a>	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
GSA Sponsored distance learning site <a href="http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm">http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm</a>	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
NOAA Online PAO Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a> in lieu of GSA sponsored Training.	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
NOAA Online PC Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
Management Concepts Course # 1017 Basics of Personal Property Management <a href="http://www.managementconcepts.com/scripts/mcibrowse.asp?Catalog=AL">http://www.managementconcepts.com/scripts/mcibrowse.asp?Catalog=AL</a>	40 Continuous Learning Credits	40 Continuous Learning Credits	40 Continuous Learning Credits
Property Management for Custodial Officers, PROP7103D, USDA Graduate School (GS) , <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	16 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
Property Accountability: The Life Cycle, PROP7102D, USDA Graduate School (GS), <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	16 Continuous Learning Credits	16 Continuous Learning Credits	16 Continuous Learning Credits
Warehousing, Operations and Disposal, PROP7001D, USDA Graduate School (GS), <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	32 Continuous Learning Credits	32 Continuous Learning Credits	32 Continuous Learning Credits
Applications in Personal Property Accountability, PROP7110D, USDA Graduate School (GS) , <a href="http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302">http://www.grad.usda.gov/index.php?option=com_content&amp;task=view&amp;id=242&amp;Itemid=302</a>	40 Continuous Learning Credits	40 Continuous Learning Credits	40 Continuous Learning Credits
Any other Federal Personal Property Management Course offered by a Federal Agency	Continuous Learning Credits based on hours of classroom contact.	Continuous Learning Credits based on hours of classroom contact.	Continuous Learning Credits based on hours of classroom contact.

#### 4.4 Exceptions to Training

- a. In cases of urgent need the Head of an Operating Unit can issue a delegation and appointment memorandum to a Property Official even though they have not completed all required training on a temporary basis not to exceed 60 days. The individual must complete the required training within the 60 day period or be replaced. No exception shall be granted for ethics training, which must be completed prior to appointment. Beginning in 1993, all federal employees have been required to receive a one-hour block of initial ethics training within 90 days of beginning federal employment. This initial ethics training satisfies this requirement for procurement integrity/ethics training. Furthermore, the DOC Office of General Counsel (OGC) provides required annual ethics training for “covered employees,” i.e. federal employees required to complete financial disclosure forms. This OGC-provided training also satisfies the requirement for procurement integrity/ethics training for this Property Official certification program.
- b. Additional ethics training can be found online from other federal agencies and through commercial vendors. Any government sponsored ethics training is acceptable for this certification program.

#### 4.7 Waivers for Training

Waivers of training requirements for specific topics may be granted only by the Department Property Management Officer at 1401 Constitution Ave, NW, Room 6316, Washington, DC 20230. Waiver requests shall be submitted by the Head of an Operating Unit setting forth the rationale for the request, the specific training is to be waived, and evidence that all other required training has been completed. Ethics training may not be waived.

### **Section 5 – Property Official Performance Evaluation**

- 5.1 Supervisors of Property Officials shall include property management in performance plans for new and existing Property Officials performing property management duties.
- 5.2 Supervisors are encouraged to consider input from the DPMO when preparing the performance rating of an employee with Property Official responsibilities described in this section. The DPMO will offer input to Property Official supervisors upon request.

### **Section 6 - Eligibility, Nomination, Appointment & Cancellation Procedures**

#### 6.1 Eligibility

- a. Upon the conclusion by the Head of the Operating Unit that the Property Official has satisfied the training and performance element requirements, the Head of the Operating Unit may request that the individual be certified in accordance with this manual.
- b. Upon the conclusion of the PMO that the PAO has satisfied the training and performance element requirements, the PMO may request that the individual be certified in accordance with this manual.

c. Upon the conclusion of the PAO that the PC has satisfied the training and performance element requirements, the PMO may request that the individual be certified in accordance with this manual.

## 6.2 Nomination

The Head of an Operating Unit will nominate competent PMOs and PMOs will nominate competent PAOs, and PAOs will nominate PC candidates to the DPMO for certification. This nomination will include evidence that (1) property management is included in the nominee's performance plan and (2) the nominee successfully completed training as outlined in Section 4.3 - Required Training section. Training taken within the past three years may be counted toward these training requirements, if the DPMO is satisfied that the course content satisfies the subject matter.

6.3 Appointment. The Property Officials appointment must be officially recorded with a memorandum. In addition:

a. Once the DPMO has certified a Property Official as eligible, the appointment is formalized by issuing a Certificate of Eligibility; and

b. The Property Official shall maintain a copy of their appointment memorandum, certificate of eligibility, and training completion certificates on-hand.

## 6.4 Cancellation

a. DPMO has the authority to cancel Property Officials' certificate of eligibility for individuals who are not, in the judgment of the DPMO, fulfilling their property management duties satisfactorily or staying within the limits of their Property Official authority. Cancellation actions shall be undertaken only in serious circumstances and only after the DPMO has attempted to have the Property Officials' correct the problem and enlist the assistance of the Property Officials supervisor, if necessary.

b. The DPMO shall take this action only after consideration of the impact on the individual concerned, in balance with the DPMO's obligation to manage DOC property in a manner that safeguards the interest of the Department and the taxpayer. The DPMO shall document the basis for the decision and notify the Property Officials in writing of the cancellation, providing 5 work days for appeal to the DPMO. The appeal official shall render a decision within 5 work days of the appeal. The appeal decision is final.

c. The DPMO may waive the 5-day appeal period and issue an earlier decision in urgent situations. The appeal official also may extend the appeal period if requested and justified by the Property Officials. The Property Officials shall be notified of the appeal period at the time a cancellation memorandum is issued by the DPMO.

## **Section 7 - Certification of Property Officials**

Property career management information shall be maintained for every Property Official issued a Certificate of Eligibility. The Office of Administrative Operations will develop and maintain the following data for all Property Officials:

- a. Name of Property Official candidate;
- b. Series;
- c. Bureau;
- d. E-mail address;
- e. Business Address;
- f. Supervisor's name and e-mail address;
- g. Title: Property Management Officer, Property Accountability Officer, Property Custodian;
- h. Date certificate issued;
- i. Training completion by course title, date completed and the topic requirement(s) each course satisfies;
- j. Any exceptions granted;
- k. Any waivers granted;
- l. Information on cancellation of any Property Official appointment, if such action is taken; and
- m. Date certificate cancelled, if such action is taken.

## **Section 8 – Questions or Concerns**

- a. This handbook is developed and implemented by the DPMO.
- b. Questions should be mailed to the Department Property Management Officer, 1401 Constitution Avenue, NW, Room 6316, Washington, DC 20230.
- c. Questions may also be asked of the DPMO by telephone at (202) 482-1200 or in writing, faxing them to (202) 219-8890.