

Central Service Center Administrative Services

Contact Information

Administrative Services Group

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Management Support

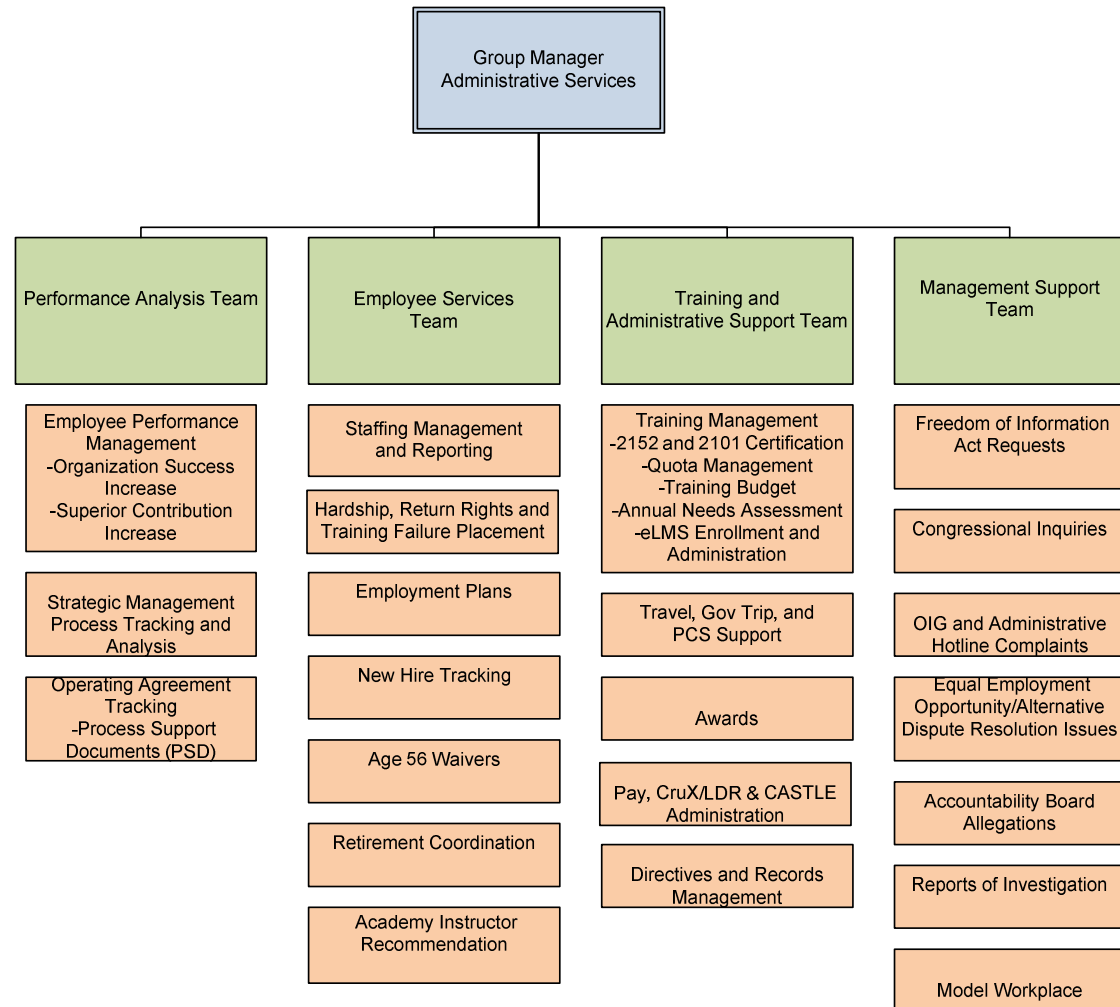
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Employee Services

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Training & Administrative Support

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For detailed functional listings, please visit our websites.

Internal: <http://servicearea.atofaa.gov>

External: http://www.faa.gov/about/office_org/headquarters_offices/ato/service_units/acquisition/sc/

Employee Services

The Employee Services team provides staff support services covering staffing management and reporting, hardship and return rights placement, age 56 waivers, retirement coordination, and new hire tracking. Employee Services Specialists provide hiring assistance, tracking and analysis, planning, guidance, administrative support, and coordination to meet the all of the staffing needs of customers in each Service Area.

Training and Administrative Support

The Training and Administrative Support team provides staff services covering training management, travel, awards, and pay administration. Training Management Specialists ensure all measures are taken to meet the operation's training needs without exceeding the budget. The Pay Administration Specialists provide guidance, quality assurance, and training on the ATO's time and attendance reporting tools such as LDR, Cru-X, and CASTLE. Specialists provide support in various administrative areas including travel, awards, ethics, directives management, records management, financial disclosures, and leave and overtime policy.

Management Support

The Management Support team coordinates, researches, and ensures accuracy in preparing responses to FOIA requests, congressional inquiries, Office of the Inspector General (OIG), and administrative hotline complaints. Management Support Specialists provide administrative support, guidance, and tracking for the Directors of Operations for Equal Employment Office (EEO)/Alternative Dispute Resolution (ADR) issues and Accountability Board allegations. The team also offers support and guidance for model workplace initiatives.

Performance Analysis

The Performance Analysis team analyzes data and processes to provide performance support. Employee Performance specialists assist customers with the implementation of the various employee performance programs and perform the OSI/SCI rollups. Strategic Management Process (SMP) specialists compile data and generate reports to assist the leadership groups in analyzing and tracking the performance of their organizations. Operating Agreement (OA) specialists compile data and generate reports to support performance measures identified in the OAs, focusing on internal Service Center performance.

Mission

We provide standardized administrative support service required to effectively manage the Service Area's administrative responsibilities. The Administrative Services Group also serves as a liaison to other ATO entities and FAA lines of business to support the Agency's Flight Plan.

Primary Services

- Staffing Management and Reporting
- Employment Plans
- New Hire Tracking
- Hardship, Return Rights and Training Failure Placement
- New Hire Tracking
- Age 56 Waivers
- Retirement Coordination
- Training Management
- Hotline Complaints
- Reports of Investigation
- Model Workplace Initiatives
- Pay Administration/Labor Distribution Reporting (LDR) Support
- Travel, Gov Trip, and PCS Support
- Congressional Inquiries
- Accountability Board (AB)
- Equal Employment Office (EEO)/Alternative Dispute Resolution (ADR) Tracking and Support
- Strategic Management Process (SMP) Tracking and Analysis
- Employee Performance Management: Organizational success Increase (OSI)/Superior Contribution Increase (SCI)
- Operating Agreement (OA) Monitoring
- Freedom of Information Act (FOIA) Requests

