

Western Service Center Administrative Services Group

For the most current information go to <http://servicearea.ato.faa.gov>

Contact Information

Administrative Services Group

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Performance Analysis

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Management Support

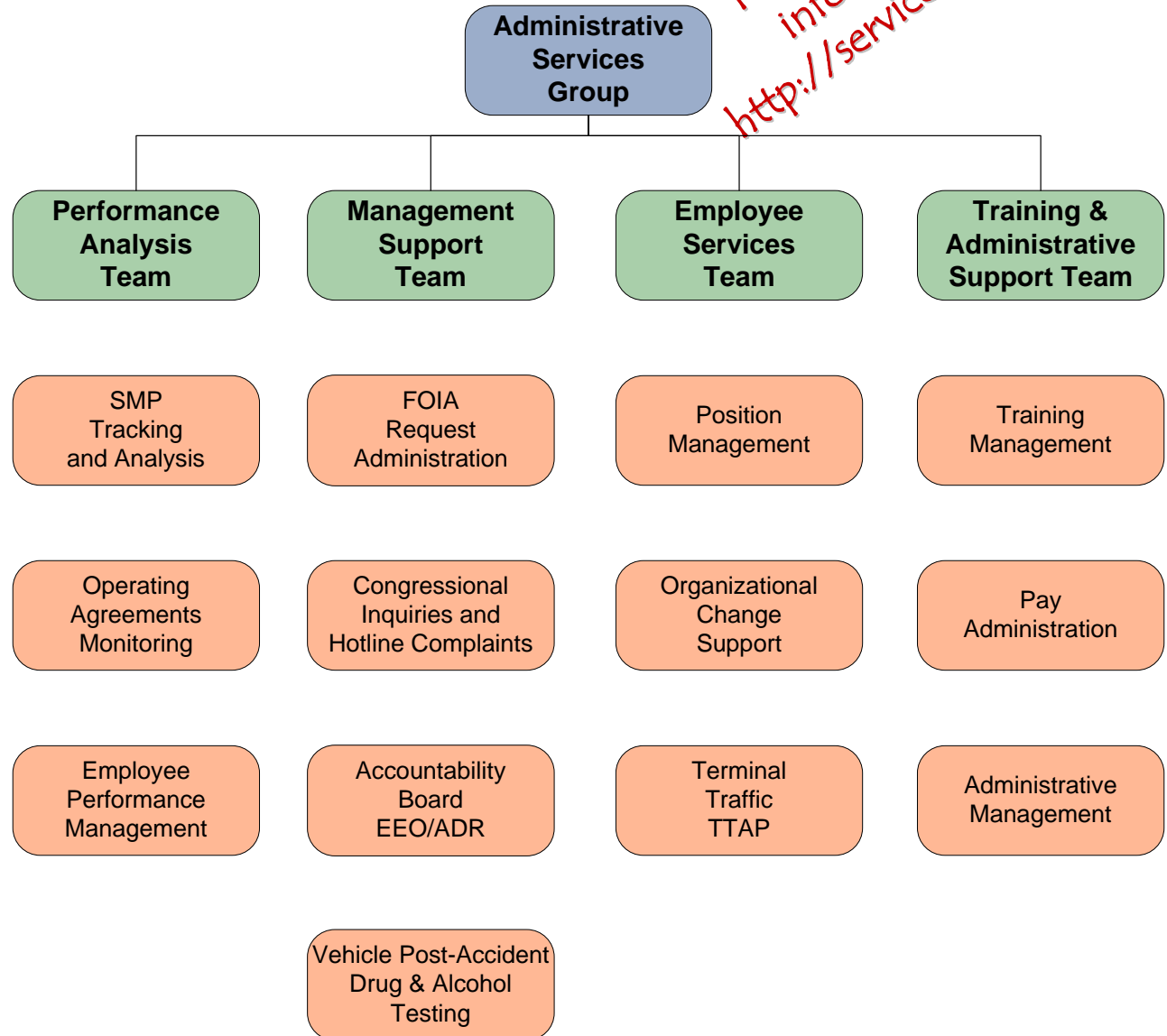
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Employee Services

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Training & Administrative Support

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Employee Services

The team provides staff support services covering staffing management and reporting, hardship and return rights placement, age 56 waivers, retirement coordination, and new hire tracking. Position Management Specialists provide hiring assistance, tracking and analysis, planning, guidance, administrative support, and coordination to meet the staffing needs of customers. Specialists assist in the management of traffic count information (TTAP) and provide support for organizational change.

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. 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.

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 Agreements (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 program 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
- Age 56 Waivers
- Retirement Coordination
- Training Management
- Pay Administration/Labor Distribution Reporting (LDR) Support/Cru-X/CASTLE
- Travel, GovTrip, and PCS Support
- Congressional Inquiries
- Hotline Complaints Administration
- Accountability Board (AB)
- Equal Employment Office (EEO)/Alternative Dispute Resolution (ADR) Tracking and Support
- Vehicle Post-Accident Drug & Alcohol Testing
- Freedom of Information Act (FOIA) Request Administration
- Report of Investigation (ROI) Tracking and Support
- Strategic Management Process (SMP) Tracking and Analysis
- Employee Performance Management: Organizational Success Increase (OSI)/Superior Contribution Increase (SCI) Administration
- Operating Agreements (OA) Monitoring
- Process Support Documents (PSD)

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FAA
Air Traffic Organization

Administrative Services Group

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