
Air National Guard (ANG) Military Vacancy Announcement (MVA)

*(Must be a current ANG, RegAF, or AFRC member
and be eligible for ANG membership)*

*****Two Vacancies*****

2012-280

CONTACT CENTER TECHNICIAN

PROMOTABLE TSGT - MSGT

**(Must meet this rank requirement at closeout date)*

Closeout Date: 5 Nov 2012 Close of Business (COB)

****To view the most current application procedures/requirements, refer to the ANG Careers webpage at <http://www.ang.af.mil/careers/mva/procedures.asp>. Note: Email constraints limit the size of an application to 4 MB. If you do not receive an email confirmation within 24 hours of submitting a package please contact us immediately.**

Headquarters ANG Title 10 2-4 years Statutory Tour at **NGB/A1 (Denver, CO)**. Must be Air Force Specialty Code (AFSC): **3S071** Duties and Responsibilities: Contact Center Technician, Total Force Service Center (TFSC-Denver). Applicants should possess an in-depth knowledge of Air National Guard personnel related programs, a familiarity with personnel operations, and ability to quickly grasp new information. Incumbent should have experience in coordinating with NGB Manpower, Personnel and Services Directorate (NGB/A1), JFHQ-ANG, Military Personnel Flight (MPF), and Commanders/Commander Support Staff Personnel. An ability to comprehend, implement, explain and make decisions in accordance with established procedures and practices is necessary. Excellent data entry skills required to quickly process a large amount of issues and information. Proficient computer skills and excellent oral and written communication skills are required. The ability to work independently; organize, compile and record information accurately; and establish and maintain effective working relationships with co-workers and customers is essential. At least 7 years' experience in the personnel career field is highly desirable. Incumbent should possess an in-depth knowledge of personnel career policies, practices, and procedures and be able to articulate them in verbal and written communication. Applicants should be able to analyze personnel related problems and present proposed solutions. An understanding of the relationship and structure of the TFSC-Buckley AFB, CO full time support personnel force is necessary. Qualified members have the ability to learn new processes and/or procedures in minimal time. Supervisory experience highly desired. Rotational assignments within the TFSC-Buckley AFB, CO are normal during this tour.

Mandatory criteria as indicated in the MVA must be documented on the members report on individual personnel (RIP). If it is not indicated on the RIP, it is incumbent upon the applicant to ensure that the appropriate source documentation is provided with the application.

Must meet the above stated grade/rank requirement by closeout date of advertisement.

Member must have a Secret Clearance or an open investigation to apply for statutory tour positions.

Enlisted applicants who are higher grade than the highest grade for the advertisement must provide a statement of understanding with the application stating he/she is willing to be voluntarily demoted if selected for this position, IAW ANGI 36-2503, Paragraph 3.8.

Application for this MVA signifies agreement to the following statement, "I certify that, to the best of my knowledge and belief, all of the information in and attached to this application is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for rejection or for release from statutory tour after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated."

Questions regarding this advertisement can be sent to hr.apply@ang.af.mil

