

Classification: Customer Advocate, NH-0301-III

Local Title:

Employing Office Location: Orlando, FL

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 Executive 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: John F. Daniele

Title: Customer Support Executive (Acting)

Signature: _____ /s/ _____ **Date:** 4/21/03

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: Sharon Hightower

Title: Chief, Human Resource Management Division

Signature: _____ /s/ _____ **Date:** 4/21/03

FLSA: Exempt **BUS Code:** 7777 **CL:** 318

Drug Test: No

Emergency Ess:

Key Position:

OPM Functions Code:

Sensitivity: NCS

Status: Competitive

Reason for Submission: New

Subject to IA: Yes

Previous PD Number: NA

Mobilization:

Envir. Diff:

Career Prg ID:

Acq Posn Category: A

CAPL Number:

Acq Career Level: 3

Acq Posn Type: 4

Acq Special Asgmt:

Acq Prog Ind:

Career Spec – Primary:

Career Spec – Sec:

Cont Job Site:

Mobility:

Financial Disclosure: [] Public Financial

[X] Confidential Financial

[] Supervisor [] Manager [X] Neither

Citation 1: USOPM PCS for GS-301, TS-34, 11/79

Citation 2: AWF, PDP, BLD, Federal Register, Volume 64, Jan 99

ACQUISITION WORKFORCE DEMO PROJECT
POSITION REQUIREMENTS DOCUMENT

I. Organization information:

Position is located in the Customer Executive Group, Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position information:

Customer Advocate, NH-0301-III

III. Duties:

The incumbent is responsible for primary interface with designated customer segments and other potential customers external to PEO STRI. Specifically:

Serves as an advocate providing a focal point within PEO STRI for customer interaction, requirements identification and requirements definition. Conducts customer interviews and customer surveys to determine and track a customer satisfaction index. Represents PEO STRI at conferences and meetings with customer representatives relative to PEO-STRI programs and projects. Maintains contact with key military, civilian and private industry officials for planning and coordinating all phases of business planning. Maintains continuous surveillance of the modeling and simulation environment within designated customer segments to ensure PEO STRI is positioned competitively.

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

Provides input to PEO STRI's strategic planning guidance based on the evolving Army mission.

Functions as an Army champion for interoperability and common products that apply to designated customer segments.

Provides critical input to the development and execution of a strategic business development plan to increase PEO STRI's market share.

Organizes, leads and serves as the customer advocate on "Red Teams" drawn from throughout the PEO STRI to prepare thorough technical responses to opportunities for new work.

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

Insures that PEO STRI is responsive to new opportunities.

Provides a proactive single point of contact for assigned customer segments.

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

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

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.

Performs other duties as assigned.

TDY may be required -20-30% of the time.

IV. Factors:

Factor: 1. - Problem Solving Level III.

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

Independently defines, directs, or leads highly challenging projects/programs. Identifies and resolves highly complex problems not susceptible to treatment by accepted methods. Develops, integrates, and implements solutions to diverse, highly complex problems across multiple areas and disciplines. Anticipates problems, develops sound solutions and action plans to ensure program/mission accomplishment. Develops plans and techniques to fit new situations to improve overall program and policies. Establishes precedents in application of problem-solving techniques to enhance existing processes.

Factor: 2. - Teamwork/Cooperation Level III.

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.

Works with others to accomplish complex projects/programs. Applies innovative approaches to resolve unusual/difficult issues significantly impacting important policies or programs. Promotes and maintains environment for cooperation and teamwork. Leads and guides others in formulating and executing team plans. Expertise is sought by peers.

Factor: 3. - Customer Relations Level III.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions enhance customer relations and actively promote rapport with customers. Flexibility, adaptability, and decisiveness are exercised appropriately.

Guides and integrates functional efforts of individuals or teams in support of customer interaction. Seeks innovative approaches to satisfy customers. Establishes customer alliances, anticipates and fulfills customer needs, and translates customer needs to program/projects. Interacts independently and proactively with customers to identify and define complex/difficult problems and to develop and implement strategies or techniques for resolving problems (e.g., determining priorities and resolving conflict among customers' requirements).

Factor: 4. - Leadership/Supervision Level III.

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

Provides guidance to individuals/teams; resolves conflicts. Considered a functional/technical expert by others in the organization; is regularly sought out by others for advice and assistance. Defines, organizes, and assigns activities to accomplish project/program goals. Guides, motivates, and oversees the activities of individuals and teams with focus on project/program issues. Fosters individual/team development by

mentoring. Pursues or creates training development programs for self and others.

Factor: 5. - Communication Level III.

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

Communicates project or program results to all levels, internally and externally. Reviews and approves, or is a major contributor to/lead author of, management reports or contractual documents for external distribution. Provides inputs to policies. Presents briefings to obtain consensus/approval.

Factor: 6. - Resource Management Level III.

Work is timely, efficient, and of acceptable quality. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately.

Plans and allocates resources to accomplish multiple project/programs. Identifies and optimizes resources to accomplish multiple project/program goals. Effectively accomplishes multiple project/program goals within established guidelines.

Security Clearance and Travel Requirements

Incumbent must be able to obtain and maintain a Secret security clearance.

May be required to travel within the U.S./overseas by commercial aircraft.

Knowledge, Skills, And Abilities (KSAs) For Qualification Purposes

Knowledge of policies, programs, organizations, functions, resources, and legislation affecting the program(s) and the organizations studied or served, and related customers, functions, resources, and users

Knowledge of current modeling and simulation principles, techniques, processes, regulations, and policies

Knowledge of acquisition, development, fielding and life cycle support of simulations, simulators, training and instrumentation systems.

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

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

Knowledge of Security Assistance policies and procedures and sequential actions to recognize, explore and advocate PEO STRI business opportunities

Ability to advise others

Ability to provide guidance to customers

Ability to communicate orally and in writing