

WORKFORCE SUPPORT SERVICES

Administration and Workforce Support Services is responsible for coordinating all FSA personnel activity and record keeping; providing an internal emphasis on program skills development; maintaining building and facilities, safety and security processes. To accomplish this mission, Office of Administration and Workforce Support Services performs the following functions:

- Facilities Management
- FSA Human Resources Group
- Staff Development and Training Group

Facilities Management is a functional area in the immediate office of the Director and is responsible for ensuring that FSA employees have the resources required to perform their jobs and achieve results. To accomplish this mission they are responsible for:

- Working with FSA leadership to identify facility needs and implement those needs into a working solution through the Department and GSA.
- Coordinating facility and security issues with the Department and GSA.
- Providing program administration and oversight of the FSA records management system.
- Coordinating parking and transit issues with FSA employees and the Department.

FSA HUMAN RESOURCES GROUP

FSA Human Resources Group is responsible for providing leadership for human resource programs for FSA Headquarters and Regional personnel in partnership with ED/Human Resource Services (HRS). These services are concentrated around human resource administration activities, recruiting and placement, FSA Intern Program, and employee and labor relations. To accomplish this goal, the FSA Human Resources Group will perform the following functions:

- Human Resource Administration
- Recruiting & Placement
- Employee and Labor Relations
- Intern Program

Human Resources Administration

Human Resources Administration is responsible for working with ED/HRS to administer general HR services. To accomplish this goal, Human Resources Administration will, in partnership with HRS, perform the following functions:

- Manage and oversee principal office level system administration for time reporting and attendance.
- Provide advice and counsel on position management and classification to FSA managers and supervisors.
- Tracks & Manages FTE Usage for FSA.
- Communicates and disseminates HR personnel and administrative policies and procedures developed and interpreted by HRS and Administrative Communications System (ACS) staff.
- Administer FSA employee incentive and retention programs.
- Oversee principal office security function of background checks for security badges and computer access.
- Ensure compliance with the employee performance appraisal program (EDPAS).
- Manage FSA wide competency model.
- Provide support for FSA organizational design and monitors FSA delegations of authority.

Recruiting & Placement

Recruiting & Placement works to attract and retain FSA personnel. Recruiting & Placement is responsible for expanding the advertisement of job openings, generating FSA-specific candidate pools, and supporting FSA business units in selection of staff. Recruiting and Placement also administers the appropriate process for employee assignments/ reassignments. To accomplish this goal, Recruiting & Placement will, in partnership with HRS, perform the following functions:

- Partner with FSA business units to identify long term human capital needs and conduct workforce planning to meet those needs.
- Facilitate the development of candidate evaluation criteria through KSA documents.

- Generate interest in FSA employment through advertising job openings, through recruiting campaigns, events and/or schools programs, etc.
- Support FSA business units with selection of staff from certificates of eligible applicants.
- Conduct PBO-related Excepted Service recruitment.
- Administer the process to assign or reassign employees to FSA job opportunities.
- Function as a liaison to HRS in activities related to principal office level administration of EDHires.

Employee and Labor Relations

Employee and Labor Relations is responsible for providing consultation and advice to FSA supervisors and managers regarding policies and procedures and for facilitating resolution of employee issues with Union representatives. To accomplish this goal, Employee and Labor Relations will, in partnership with HRS, perform the following functions:

- Provide advice and counsel to FSA supervisors and managers on employee relation's policies and procedures.
- Provide consultation and advice to FSA managers on adverse actions (performance and conduct). FSA will consult with OM and OGC on any proposed adverse action of 14 days or more and proposed performance-based actions.
- Facilitate resolution of employee issues and conflicts through collaborative relationships with union representatives and in consultation with OM.
- Provide labor relations advice and counsel to FSA managers on the applicable human resource and labor relations law in the federal sector to maximize the opportunities for creative problem solving using the available flexibilities in the law.
- Support the EEO office with the processing of EEO complaints.
- Identify and respond to stakeholder needs, issues and concerns.

FSA Intern Program

FSA Intern Program is responsible for providing gifted and highly motivated young Americans with some first-hand experience in the process of working at FSA, while potentially attracting these candidates future employment. To accomplish this, they will partner with post-secondary institutions to recruit and select interns and manage intern activities.

STAFF DEVELOPMENT AND TRAINING GROUP

Staff Development and Training Group has primary responsibility for improving performance in FSA by developing learning materials and programs and locating vendor/contractor programs for staff and partners that align with FSA business objectives. To accomplish this mission, Staff Development and Training Group performs the following functions:

- Communications
- Finance
- Learning Consultants
- FSA Development Division
- Support Services Division

Communications

Communications is a functional area within the Immediate Office of Staff Development and Training Group. It is responsible for creating awareness and brand identity of all learning products/services of Staff Development and Training Group. To accomplish this mission, they:

- Implement overall strategy as it relates to communications such as promoting products/services, and educating FSA on corporate university concepts.
- Manage the web page.
- Develop announcements of training offerings.
- Design and develop promotional materials to distribute to customers.
- Manage the image and ensures consistency in key messages.
- Develop and implement quality control procedures for all training materials.

- Interface with Communications Management Services to align messages regarding products/services and learning event availability to ensure a consistent look/feel.

Finance

Finance is a functional area within the Immediate Office of Staff Development and Training Group and is responsible for coordinating all financial activities as pertain to enterprise funding. To accomplish this mission, they:

- Implement overall strategy as it relates to enterprise finance such as unit costs.
- Prepare all financial statements, including ad hoc statistics reports and position papers.
- Administer and collect accounts receivable.
- Administer and pay accounts payable.
- Reconcile general ledger accounts.
- Monitor program budgets.
- Align financial plans with strategies and business objectives.
- Interface with CFO to ensure adherence to all FSA financial policies.

Learning Consultants

Learning Consulting is a function within the immediate office of the Staff Development and Training Group and is responsible for developing relationships with FSA business owners to determine learning needs and delivering targeted solutions to meet those needs. To accomplish this mission, they:

- Partner with FSA business units through sharing experiences and information.
- Possess customer insight by gathering knowledge about the customer and understanding business objectives.
- Possess FSA business environment knowledge to understand into what and how the organizational unit can evolve.
- Recommend learning approaches/solutions and mobilizes an appropriate team to address learning requirements.

- Coordinate with other staff to develop solutions or obtain vendors/contractors to meet the learning needs of staff.
- Gather feedback on program quality and satisfaction and communicates this to the appropriate Staff Development & Training Group manager.

FSA DEVELOPMENT DIVISION

FSA Development Division is responsible for coordinating the design, development, and delivery of high quality learning products to FSA. It will also focus on individual employee development. To accomplish this mission, they:

- Work with the Directors and Management Council to identify FSA-wide learning needs and goals.
- Define and develop the learning curriculum for FSA staff related to organization-wide products.
- Deliver or coordinate the delivery of FSA-wide learning products.
- Develop and coordinate learning opportunities for managers.
- Develop products and services to meet needs identified by Learning Consultants.
- Research the best-in-business to create transformational learning programs.
- Work with Learning Suppliers Branch to obtain vendor/contractor assistance as needed.
- Work with subject matter experts, as necessary, from FSA, ED, and other places to determine the appropriate content for FSA learning products.
- Ensure that organization-wide learning products developed meet FSA's quality and document standards.
- Submit learning products to Knowledge Management Branch.
- Coordinate "train-the-trainer" sessions to prepare facilitators for training.
- Obtain feedback from FSA regarding program performance.
- Coordinate the Learning Benefits program.

SUPPORT SERVICES DIVISION

Support Services Division is responsible for providing support through best practice research, knowledge warehousing, vendor/contractor selection, and registration/logistics. They perform the following functions.

- Best Practices
- Knowledge Management Branch
- Registration and Logistics Branch

The Immediate Office of the Director is the point of contact for vendor solicitation and is also responsible for developing and maintaining a network of best-in-business vendors/contractors to provide quality learning solutions for FSA.

Best Practices

Best Practices is a functional area within Support Services Division and is responsible for providing research on new technologies, learning trends and standards to all development groups within Staff Development and Training Group. To accomplish this mission, they:

- Act as subject-matter expert on learning trends, theory and technology improvements (e.g., new technology for distance learning and virtual classrooms).
- Research new technologies and learning frameworks to use in learning products.
- Communicate research to FSA Development Division to evaluate which learning intervention is the most appropriate to achieve the customer's desired results.
- Participate as needed in curriculum development.

Knowledge Management Branch

Knowledge Management Branch is responsible for providing the architecture to maintain all Staff Development and Training Group learning products and for communicating the learning products and services available to FSA staff through a course catalog. To accomplish this mission, they:

- Maintain the central repository of all learning materials developed by FSA.
- Collect updated versions of learning materials.

- Compile a listing of all available (already developed) course materials or referrals for training programs from vendors (e.g., TDC, USDA, IRS, etc.)
- Post the course catalog of available learning offerings.
- Share information received regarding available courses with Registration and Logistics Branch.
- Develop assessment instruments to evaluate learning offerings for all FSA offerings.
- Develop a variety of tools for continual customer feedback.
- Collect and evaluate training evaluations to understand what programs are successful and providing value.
- Benchmark learning products/services against best-in-business.

Registration and Logistics Branch

Registration and Logistics Branch is responsible for providing support and coordination to all FSA Services. To accomplish this mission, they:

- Coordinate registration of FSA staff for learning events.
- Maintain the on-line registration system.
- Work closely with Knowledge Management Branch regarding the course catalog.
- Manage FSA's Learning Center and other space as needed.
- Communicate confirmation of registration to staff.
- Communicate with Internal FSA Services Division learning consultants and learning coordinators in the scheduling of all learning services.
- Coordinate the logistics of learning services including reserving rooms for training, copying learning materials, and reserving equipment.
- Coordinate the printing and mailing of learning materials.