



# HUMAN RESOURCES BULLETIN

---

## Implementation Update: Secretarial Functional Assessment Task Force Recommendations

November  
1999

*In April of this year we provided you a written overview of the Secretarial Functional Assessment Task Force (SEATF) Findings and Recommendations. That communiqué can be found on the Office of Human Resources (OHR) Home Page located at <http://obr.gsfc.nasa.gov>. These recommendations were embraced by the Executive Council and GSFC Associate Director, Mary Kicza, has agreed to champion the overall implementation efforts. A key element of the SEATF proposal was the establishment of five implementation teams tasked with focusing upon one of the five SEATF recommendations. Each recommendation is a vital part of a multidimensional plan that to address a number of factors simultaneously and comprehensively. In the six months that have transpired each team has worked diligently to produce effective results. This publication provides an update of accomplishments.*

### **Establish and Commit to a Core Level of Civil Servant Secretaries, Center Director Al Diaz, Champion, (Implementation POC, 112/Debra Parsons, 6-5299)**

A commitment was made to attain an average ratio of 1 secretary to 15 non-secretaries (1:15), at the Center, over a period of 3 years. This would equate to a core level of 208 civil servant secretaries. In November 1998 the Center was at a 1:18.2 ratio (170 secretaries). As of September 1999 the Center has achieved a 1:16.9 ratio (185 secretaries). This movement in the direction of the recommended core level indicates overall improvement by the Center. The Executive Council will receive periodic updates on the secretarial staffing levels.

### **Modify Office Operations, Associate Director Mary Kicza, Champion (Implementation POC, 300/Dottie Burkholder, 6-6086)**

Six sub-teams of secretaries were formed to work on the tasks of developing teamwork, reviewing telephone coverage options, facilitating automated timecard processing, creating desk guides, establishing share folders, and automating travel order processing.

- ♦ Teamwork (Lead 100/Parti Still): The Secretarial Suggestion Form (SSF) was created to provide employees a means of sharing new ideas and suggestions for improving current practices for secretarial/clerical functions. In addition the team developed a concept for and implemented a Centerwide Floating Volunteer List (CFVL).
- ♦ Telephone (Lead 150/Ginny Thompson): Meetings have been held with representatives from SIEMENS/ROLM and GSFC's Customer Engineering

## Implementation Update: Secretarial Functional Assessment Task Force Recommendations

---

Branch to assess existing and potential capabilities of the current phone system. Based on discussions during these meetings the group has recommended that GSFC upgrade the telephone system when the current contract expires in 2001.

- ◆ Timecard (Lead 100/Mitzi Roby): After surveying Center secretaries about the OMNI automated timecard system, a decision was made to implement the system Centerwide by the end of the fiscal year.
- ◆ Desk Guides (Lead 230/Tea Proctor): Desk guide templates were created and distributed electronically to all secretaries in July. Each Directorate and Division level secretary is to complete a guide to be used as an information and/or quick reference guide for a back-up support person who is familiar with the Center.
- ◆ Share Folders (Lead 500/Sandy Hare; 800/Lisa Ward): This sub-team is working with ODIN and the LAN Administrators in establishing and setting up share folders. The purpose of share folders is to provide a central location and easy accessibility to internal office information.
- ◆ Travel (Lead 740/Linda Garuffi): In order to simplify the travel order process, a policy to submit a single copy (original) of the domestic Travel Request & Authorization form (NF 372) was implemented June 15, 1999.

The Modify Office Operations team has a web page linked to the Office Automation Systems Improvement Standards (OASIS) Home Page, found at <http://oasis1.gsfc.nasa.gov/>, that contains more detailed information about these streamlining efforts.

### **Implement Professional Development and Awareness Programs, Director of Human Resources Jerry Simpson, Champion, (Implementation POC, 114/Sharon Johnson, 6-9122)**

Four types of professional development and awareness programs are being developed:

- ◆ Professional Standards Program: Plans are underway to kick-off the Professional Standards Program by January 2000, and conduct pilots through May/June 2000.
- ◆ The Business Processes Training - "Office Automation for Managers" element was created and pulls together a module of existing in-house training to include Eudora Pro, Microsoft Suite, and a Calendar package.
- ◆ Developing Sensitivity Training to Address the Issues of Value and Respect for Secretaries: Existing general in-house training courses, TNC modules, GLES modules, EEO, etc. will include sensitivity training to address the issues of value and respect for secretaries
- ◆ Revitalizing the Secretarial Feeder Program: A Secretarial Co-op Program is currently being designed as another mechanism for hiring secretaries and clericals. Successful participants from both programs will be a feeder source to staff future vacancies.

## **Implementation Update: Secretarial Functional Assessment Task Force Recommendations**

---

### **Revise FPL Structures for Secretaries, Director of Human Resources Jerry Simpson, Champion, (Implementation POC, 113/Terri Yancy, 6-6111)**

OHR modified secretarial position descriptions to address the advent of automation/technology impacts and inclusion of non-traditional functions. These are published on the OHR web page (<http://ohr.gsfc.nasa.gov>). Since implementation of the revised full performance level for secretarial positions, a total of 44 promotions have been effected.

### **Provide Guidelines for Contracting for Supplemental Office Support, Director of Management Operations, Sherry Foster, Champion, (Implementation POC, 201/Bonnie Kaiser, 6-8427)**

An implementation team was established to include 201/Bonnie Kaiser, as COTR, 212/Cindy Tart, as procurement advisor and representatives from each Directorate. Supplemental office support services available through the central contract include typing and data entry; courier services; scheduling conference rooms; mail pick-up and delivery; photocopy and facsimile; telephone answering; filing; and mail logging.

The services are procured from a GSA Basic Ordering Agreement with Fairfax Opportunities Unlimited (FOU), a “preferred provider” under the Javits-Wagner-O’Day act which gives preference to organizations providing services under the National Institute for Severely Handicapped. The GSA schedule contract will be used for 12-18 months and then the success of the program will be evaluated to determine if a contract will be awarded directly to FOU. There are currently seven employees at Greenbelt with a potential increase of 12 in the next few months. Feedback from Greenbelt offices employing FOU employees has been generally positive.

FOU cannot provide support to Wallops at present; however, we are working with the Wallops Procurement Office to identify similar GSA contracts in that region to provide these types of services.

*The SEATF Implementation Teams are pushing ahead in their work to accomplish the objectives of the SEATF recommendations. We will continue to periodically report the progress of their efforts.*

**Jerry W. Simpson**  
**Director of Human Resources**