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

(Must be a current ANG member only)

**13 positions available*

2011-258

CONTACT CENTER TEAM NCO

PROMOTABLE SSGT - TSGT

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

Closeout Date: Open until filled

To view the most current application procedures/requirements, refer to the ANG Careers webpage at <http://www.ang.af.mil/careers/mva/procedures.asp>

Headquarters ANG Title 10 4 year Statutory Tour at **ARPC/DPT (Denver, CO)**. Must be Air Force Specialty Code (AFSC) **ANY**. **If member is not a 3S0X1 must provide statement of willing to cross train into the 3S0X1 Career field. Must have ASVAB Administrative score of 41. Must provide a current AF Form 422 reflecting a PULHES of 3, 3, 3, 2, 3, 3 or better.** Duties and Responsibilities: Customer Service Counselors/Technicians, Total Force Service Center (TFSC-Denver). This position is open to any AFSC. General knowledge of the Air National Guard personnel related programs, operations and have the ability to quickly grasp new information. Ability to comprehend, implement, explain and make decisions in accordance with established procedures and practices, excellent data entry skills while generating a large amount of issues. Proficient computer skills. Excellent oral and written communication skills. The ability to work independently; ability to organize, compile and record information accurately; ability to establish and maintain effective working relationships with co-workers, and customers. Should be able to analyze personnel related problems and present proposed solutions. Should also understand the relationship and structure of the TFSC-Denver full time support personnel force. Should have the ability to learn new processes and/or procedures in minimal time. Rotational assignments within the ANG 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 36-25-03, Paragraph 3.4.3.

Officers applying for a statutory tour position must have a minimum of a Bachelors degree prior to applying.

Any MVA to an overseas location will require additional screening for the selectee and family prior to orders publication.

Application for this MVA signifies agreement to the following statement, in accordance with (IAW) Title 18 USC 1001: “I certify that, to the best of my knowledge and belief, all of the information on an 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
