

# MS 124 OFFICE OF MANAGEMENT: ORGANIZATION, MISSION, AND FUNCTIONS

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Responsible Office: Office of Management

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## 1.0 AUTHORITY

Peace Corps Act, 22 U.S.C. 2501, et seq.

## 2.0 PURPOSE

The purpose of this manual section is to describe the organization, mission, and functions of the Office of Management.

## 3.0 ORGANIZATION

The Office of Management is headed by the Associate Director for Management (AD/M). The AD/M reports directly to the Chief of Staff/Chief of Operations. The Office of Management includes five sub-units: the Office of Human Resource Management; the Office of Administrative Services; the Office of Overseas Building Operations; the Office of Executive Selection and Support; and the Freedom of Information/Privacy Office. Each office is headed by a Chief or Officer who reports to the AD/M. The Office of Executive Selection and Support reports to both the AD/M and the Chief of Staff/Chief of Operations.

## **4.0 OFFICE MISSIONS**

### **4.1. Office of Management**

It is the mission of the Associate Director for Management to provide administrative operational and managerial support to the Peace Corps' domestic and overseas activities and organizations.

### **4.2 Office of Administrative Services**

It is the mission of the Office of Administrative Services (M/AS) to provide administrative services in the areas of Occupational Safety and Health Administration, facilities, mail and distribution, travel and transportation, supplies, and records management.

### **4.3 Office of Human Resources**

It is the mission of the Office of Human Resource Management (M/HRM) to establish and manage the Agency's personnel policies and practices, including, for example, the maintenance and administration of the Agency's personnel recruitment program, recordkeeping system, payroll, management-employee and labor relations program, training program, employees benefits program, and the Workers Compensation program.

### **4.4 Office of FOIA/Privacy**

It is the mission of the Freedom of Information/Privacy Office to manage the Agency's responsibilities under the Freedom of Information Act and the Privacy Act (Acts). This office responds to requests for information under both Acts, provides guidance internally on the restrictions on the use of privacy information, and trains employees on their responsibilities and rights under the Acts. The office is also responsible for preparing and submitting the Agency's annual FOIA/Privacy Act report to Congress.

### **4.5 Overseas Building Operations**

It is the mission of Office of Overseas Building Operations to support the Agency's real estate and asset management program overseas. The scope of support includes providing expertise on investment equipment, acquisitions, portfolio management, assets valuation, lease development assistance, as well as advice and support in all associated real estate and fixed asset management related initiatives.

### **4.6 Office of Overseas Executive Selection and Support**

It is the mission of the Office of Overseas Executive Selection and Support (OESS) to manage the Country Director selection process for the Director of the Peace Corps. The office recruits, evaluates, and interviews applicants, checks applicants' references, and coordinates with the Office of Safety and Security and M/HRM on applicants' security and medical clearances.

## **5.0 OFFICE FUNCTIONS**

### **5.1 Associate Director for Management**

#### **The Associate Director for Management:**

- (a) Advises the Director and Senior Staff on matters related to the Agency's domestic and overseas management operations;
- (b) Develops and implements Agency administrative policies, procedures, goals and objectives;
- (c) Sets Agency-wide administrative management priorities;

- (d) Develops and maintains the Agency's internal management controls;
- (e) Oversees the Offices of Human Resource Management, Administrative Services, Overseas Building Operations, Executive Selection and Support, and FOIA/Privacy;
- (f) Provides technical assistance and guidance for administrative matters affecting overseas posts;
- (g) Directs the preparation of mandatory reports and Agency responses to directives, circulars, etc., received from oversight agencies, including the Office of Management and Budget, Government Accountability Office, and the General Services Administration; and
- (h) Serves as the Agency protocol officer for visiting dignitaries and official functions.

## **5.2 Office of Administrative Services**

### **The Administrative Services Division:**

- (a) Performs as the Agency liaison to building management for all domestic leased and owned property;
- (b) Manages the Agency's transit subsidy program and the Peace Corps parking program;
- (c) Manages Peace Corps' existing domestic facilities, supplies, travel and transportation services, emergency and medical supply acquisition programs, and headquarters support services;
- (d) Provides administrative service policy guidance and support to Peace Corps headquarters and domestic field offices;
- (e) Develops and provides oversight for the Agency's Occupational Safety and Health program;
- (f) Directs the Peace Corps' worldwide transportation management program and operations;
- (g) Purchases pharmaceuticals, prescription eyewear, medical supplies and equipment, and controlled substances;
- (h) Manages the Agency's domestic vehicle fleet program, and the procurement, inventory and disposal of overseas vehicles, in accordance with standardized procedures;
- (i) Provides input to the property management program for the annual General Services Administration property inventory report and the annual financial audit;
- (j) Manages contracts for overseas shipping and warehouse management and provides oversight of commercially expedited shipping contracts;
- (k) Manages the Agency's mail program in accordance with U.S. Postal Service and International Mail requirements and provides all domestic and international mail services for the Agency, including Diplomatic Pouch, Army Post Office, messenger service, inter-office mail and overseas domestic express courier service;
- (l) Maintains the Agency's electronic inventory of forms, provides guidance to offices creating or revising Agency forms, and provides clearance for new or revised forms; and
- (m) Manages the Agency's records management program.

### **5.3 Office of Human Resource Management**

#### **The Office of Human Resource Management:**

- (a) Manages the Agency's personnel programs and benefits consistent with applicable law and Agency policies;
- (b) Manages Peace Corps' automated personnel management information system, and serves as liaison with the U.S. Office of Personnel Management on data submitted for the Government-wide Central Personnel Data File (CPDF);
- (c) Provides career transition assistance for staff, including career counseling services, pre-retirement and retirement services;
- (d) Provides payroll and benefits services;
- (e) Disseminates information to Peace Corps staff on training opportunities, coordinates and/or conducts group training activities and training of supervisors, conducts orientation for new employees, and promotes leadership development within Peace Corps;
- (f) Oversees performance management and incentive awards program;
- (g) Provides expert and consultant services to Peace Corps officials on position management, staffing, recruitment and classification for domestic positions;
- (h) Provides advice and guidance on pay and compensation issues, such as locality pay, pay setting, and overseas compensation plans;
- (i) Manages and operates staff recruitment and hiring, administers the Disabled Veterans Affirmative Action Program (DVAAP), and monitors recruitment, selection and placement activities to promote equal employment opportunity;
- (j) Administers the Agency's internal placement needs through details; reassignments and promotions;
- (k) Processes and monitors termination actions for all domestic and overseas staff;
- (l) Develops and operates the Agency's position management and classification systems, including position design and structure, determination of bargaining unit eligibility and staffing analysis, and the review and rendering of final decisions on classification appeals within the Agency;
- (m) Administers special employment programs such as the Student Career Experience Program, the Student Temporary Employment Program, Summer Intern Employment Program Special Emphasis Program, the Part-Time/Job Sharing Program and the Stay-in-School Program;
- (n) Processes personnel action documents;
- (o) Advises management officials on disciplinary/adverse employee actions, counsels employees regarding performance and conduct issues; oversees the Agency's employee grievance system; and administers the drug testing, telework, and incentive awards programs;
- (p) Serves as the official point of contact with the Peace Corps Union; consults and negotiates with the Peace Corps labor organization, provides technical assistance to the Agency on labor relations matters, and advises and assists managers and supervisors in the uniform administration of the negotiated labor-management agreement; and

- (q) Maintains an employee assistance program; processes health insurance, life insurance and retirement programs, long term care, and flexible spending accounts; and counsels and assists employees with retirement applications.

#### **5.4 Office of Freedom of Information/Privacy**

##### **The Office of Freedom of Information/Privacy:**

- (a) Manages the Agency's response to requests for public information under the Freedom of Information and Privacy Acts;
- (b) Assists the Agency in developing FOIA and Privacy statements for Agency reports and forms;
- (c) Maintains files and records of requests for information under the FOIA and the responses to those requests;
- (d) Compiles, formulates and submits the Agency's annual FOIA/Privacy Act report to Congress; and
- (e) Coordinates with the records management officer to ensure that privacy guidelines are followed for the Agency's systems of records, and conducts training and provides consultation for Agency offices that maintain systems of records.

#### **5.5 Overseas Building Operations**

##### **The Overseas Building Operations:**

- (a) Develops plans and programs to maintain Peace Corps occupied space outside the Continental United States (CONUS);
- (b) Consults on physical construction projects for leasehold and tenant improvements outside of CONUS;
- (c) Act as liaison with General Services Administration on overseas property issues and plans and programs for the purchase and installation of overseas investment equipment;
- (d) Develops Basic Facilities Requirements (BFR) for non-domestic Agency facilities;
- (e) Consults with the Regional Directors on the development of budgets and forecasts for physical space needs outside of CONUS considering market factors, facilities requirements, and future staffing projections;
- (f) Responsible for the database management of the overseas fleet of vehicles held as assets by the Agency and coordinates the budgeting and replacement programs for the fleet with the Admin Services division;
- (g) Is the central point of contact for all real property management leasing and purchases outside of CONUS;
- (h) Maintains a record and database of all existing and expired leases;
- (i) Seeks out property to meet the needs of the Agency;
- (j) Acts as liaison with the General Services Administration in the acquisition and capital management of property;
- (k) Manages tenant improvement accounts, special project financing, construction accounts, and capital equipment;

- (l) Acts as liaison with the Department of State regarding space acquisition and requirements;
- (m) Develops basic overseas facility requirements in response to Agency needs; and
- (n) Assists Agency leadership in the development of overseas facility standards.

## **5.6 Office of Overseas Executive Selection and Support**

### **The Office of Overseas Executive Selection and Support:**

- (a) Consults with the Office of the Director and the Regions on Country Director (CD) openings and special candidate qualifications;
- (b) Prepares applications, advertising copy, and announcements for CD positions;
- (c) Conducts the advertising/recruiting in a manner to meet all needed candidate qualifications;
- (d) Manages a database of CD candidates and applications;
- (e) Scores and assesses which applicants will move through the process;
- (f) Coordinates various stages of interviews for candidates;
- (g) Continuously works to improve the effectiveness and user friendliness of the process;
- (h) Conducts language testing and reference checks and coordinates with the Office of Safety and Security and the Office of Human Resource Management on security and medical clearances; and
- (i) Advises the Office of the Director on unique candidate qualifications and disqualifications for specific countries.

## **6.0 EFFECTIVE DATE**

The effective date is the date of issuance.