

# FAMILY READINESS OFFICER

## Frequently Asked Questions

### ORGANIZATIONAL STRUCTURE

#### **Who do FROs report to?**

Family Readiness Officers report to the Commanding Officer (CO) of the unit. The FRO is a special staff officer to the Commander.

#### **What role does Marine Corps Community Services play?**

Marine Corps Community Services is responsible for the administrative control of FROs including administration of pay and benefits, and adherence to the provisions of MCO P12000.11A, Marine Corps Nonappropriated Fund (NAF) Personnel Manual, and other locally established installation-wide NAF employee policies and procedures.

#### **Who does a FRO report to if the Commanding Officer is absent or deployed?**

In the absence of the Unit Commander, the FRO reports to the CO's designee for either operational or administrative matters. The designee may be the Executive Officer, Senior Enlisted Member or any other government employee to whom the CO has given specific authority.

#### **What is the reporting relationship between FROs at different command levels?**

There is no hierarchy among FROs, and therefore, a FRO serving a senior Commander may not exercise authority over a FRO serving a subordinate or more junior Commander.

### RECRUITING PROCESS

#### **Where do FRO position descriptions come from?**

Standard NAF position descriptions have been established by Headquarters Marine Corps for three Command reporting levels (LtCol, Col, GO), and are utilized throughout all Family Readiness Programs within the Marine Corps. Standard position descriptions are used within the Marine Corps for the majority of NAF positions.

#### **How are FRO qualifications and knowledge, skills and abilities (KSAs) determined?**

Minimum qualification requirements and KSAs are derived from the standard position descriptions.

#### **What is the best format to use when writing a resume for a FRO position?**

Applicants should prepare their resume in the chronological resume format. This format describes work history information by dates, beginning with the current or most recent position. Responses to KSAs are highly encouraged, and provide the applicant an opportunity to list detailed and relevant experience.

### **How are FRO applicant credentials evaluated?**

Applicant experiences are evaluated and quantified based on the information provided in applications, resumes, KSA statements and supporting documents. Human Resources staffing personnel review and evaluate each applicant submission. Response to KSAs are not required, but highly recommended to allow the applicant the opportunity to provide detailed experiences relative to the primary requirements of the job. Applicants are encouraged to list both work and volunteer experiences related to the particular KSA, being careful to annotate specific positions and dates for each experience listed. Within each KSA, follow this format for each job or volunteer position held to ensure maximum credit. There is no limit to how much information you list!

*Example: Describe work or related experiences that demonstrate your ability to operate a personal computer and associated software such as Microsoft Excel, Publisher, Word and Access.*

*As a Deputy Family Readiness Officer with 3<sup>rd</sup> Battalion, 6<sup>th</sup> Marine Regiment during the period of 4/2002 to 7/2004, I created spreadsheets using Microsoft Excel to track unit recreation funds, and subsequently to prepare charts of quarterly usage to the Commanding Officer. Using Publisher, I designed a Unit newsletter which was distributed to over 400 family members each month. I regularly utilized Microsoft Word to prepare documents such as letters to spouses inviting them to volunteer, after action reports for family events, and letters of appreciation. To track and report family member contact information, I designed and implemented a Microsoft Access database.*

### **Will a current FRO be considered for higher command level FRO positions that become available?**

There are several ways for which a FRO may be considered for other FRO positions. When a FRO vacancy exists, the Command has the discretion of filling the position competitively (via job vacancy announcement) or noncompetitively (via transfer or reinstatement of an eligible employee). FROs who apply for a competitive announcement will be considered, and forwarded to the command if among the best qualified of the applicant group. The NAF Personnel Policy Manual, MCO P12000.11A, provides for the transfer or reinstatement of employees holding the same grade (in this case NF4) without competition. A FRO may be transferred or reinstated by a Command to any other FRO position.

## **PERFORMANCE FEEDBACK AND EMPLOYEE DEVELOPMENT**

### **When should a FRO receive formal performance feedback and from whom should it come?**

The annual performance period for FROs is January through December. At the beginning of each performance year, the Unit Commander and FRO should meet to establish measurable goals and objectives, and discuss individual training and development needs. FROs should receive interim feedback during May for the January through April period and during September for the January through August period. Final performance feedback and a rating of record should be given to FROs during January for the previous January through December period. The performance rating should be used as a basis for recommending merit pay increases and other awards. The minimum period of observation for a final performance rating and eligibility for merit awards is 120 days. If time observed on the job is less than 120 days, this time will be added to the following performance year.

### **Are FROs required to complete an Individual Development Plan (IDP)?**

Yes. In conjunction with the performance feedback system, the IDP must be completed by all FROs each year to comply with locally established NAF employee policies and procedures. The FRO IDP includes mandatory training for government employees, required family readiness program training, as well as locally mandated training for all NAF employees. FROs must successfully complete IDP requirements each year to be eligible for merit awards.

### **Where can the Performance Feedback Form and IDP Form be found?**

These forms can be found on the MCCS Camp Lejeune website on the Human Resources & Jobs tab, HR Forms: <http://www.mccslejeune.com/hr/hrforms.html>.

### **Why are FROs required to take MCCS core training courses?**

As NAF employees, FROs must complete the training coursework set forth for all NAF employees aboard Camp Lejeune. New Employee Orientation, World Class Customer Service and subsequently Employee Bootcamp offer training mandated by regulation or other locally established policies and procedures for NAF employees in addition to offering valuable and relevant information for any position.

### **How do FROs register for MCCS Camp Lejeune training courses?**

The training calendar is located on the MCCS Camp Lejeune website on the Human Resources & Jobs tab, Training and Career Development <http://www.mccslejeune.com/hr/hrtraining.html>. FROs should contact their training liaison, Glenn Horn [horngh@usmc-mccs.org](mailto:horngh@usmc-mccs.org) or 451-6780 for registration or questions regarding training courses.

### **Upon completion of training courses, how does the information get into the FRO's training record?**

For those classes offered by MCCS Camp Lejeune Human Resources Division, completion will be entered directly into the training record. All other completed coursework (to include coursework offered by MCFTB Branch) should be entered by the FRO on an Electronic Training Form found on the MCCS Camp Lejeune website on the Human Resources & Jobs tab, HR Forms: <http://www.mccslejeune.com/hr/hrforms.html> and emailed to the FRO training liaison Glenn Horn at [horngh@usmc-mccs.org](mailto:horngh@usmc-mccs.org).

### **If a FRO takes classes outside of the MCCS Training department (i.e. MCFTB), should they go on the IDP?**

Yes! All relevant coursework demonstrating completion of competencies should be included on the IDP.

### **Are FROs eligible for the tuition assistance offered by the MCCS Camp Lejeune Professional Development Education Program?**

Based on availability of funding from Headquarters Marine Corps, this MCCS Camp Lejeune program is not currently available to FROs.

### **Are Headquarters Marine Corps classes available to FROs?**

FROs may be allocated seats on a space available basis for Headquarters funded courses (i.e. Leadership Skills for Managers, MCCS Managers Course, Applied Financial, etc.). The schedule for these courses is included on the MCCS Camp Lejeune website <http://www.mccslejeune.com/hr/hrtraining.html>. FROs should submit a completed Headquarters Course Application found on the MCCS website at <http://www.mccslejeune.com/hr/hrforms.html> to Glenn Horn.

## PAY

### **What are the pay grade levels for FROs and how are they determined?**

The FRO pay grade levels below are established based on the rank of the reporting senior. Pay ranges are established at each command, and may vary, based on local market rates and internal pay rate structures. The following represent pay ranges for FRO positions under the administrative cognizance of Marine Corps Community Services, Camp Lejeune as of 6 January 2009, and may be subject to change.

NF-4.1 LtCol & below reporting level	\$22.34 - \$29.04 per hour
NF-4.2 Col reporting level	\$24.60 - \$31.98 per hour
NF-4.3 General Officer reporting level	\$27.03 - \$35.14 per hour

### **Do FROs earn overtime/compensatory time?**

FROs are considered to be "exempt employees" under the Fair Labor Standards Act (FLSA). The FLSA does not require compensation of "exempt employees" for working more than 40 hours in a work week; however, it does not prohibit such compensation. Thus, the Marine Corps and the Department of Defense do permit compensatory time for "exempt employees." The policy permits the accrual of up to 80 hours of authorized/approved compensatory time. Exempt employees may not be given compensatory time off for work unless the compensatory time is specifically ordered and approved, in writing, in advance by the FRO's reporting senior.

### **Do FROs receive an annual cost of living (COLA) adjustment and if so, when?**

A COLA is not guaranteed but when warranted by available funds, it will occur in January. When a COLA adjustment is approved, all active employees at the time receive it. The COLA adjustment typically mirrors that given to General Schedule employees in the locality.

### **Do FROs receive merit pay increases and cash awards?**

Pay increases are budgeted at 2% of pay and cash awards are budgeted at 1% of pay. Subject to the availability of funds, Commanders may recommend pay increases up to a maximum of 3% during a 12-month period. Cash awards will be limited to a maximum of 2% during a 12-month period. Performance awards are granted on the basis of merit and should be tied directly to the FROs performance feedback record for the performance year prior. A completed Performance Feedback Record and Individual Development Form are required to be eligible for a merit pay increase or other award.

### **Can FROs receive performance related time-off awards?**

Commanders may approve up to 40 hours of time off per individual per fiscal year (February through January). Exceptional time-off awards above 40 hours may be authorized; however, awards of this nature are highly unusual and must be substantiated by significant contributions to the Command.

### **Does a FRO have to work for some minimum period of time in order to qualify for a merit pay increase or other award?**

A FRO must have a current Performance Feedback Record (upon having completed at least 120 days of employment) in order to be eligible for a performance based pay adjustment or cash award. In a given performance year, the FRO must have been hired or transferred into their position on or before 31 August.