



Position Title: Army National Guard (ARNG) Family Assistance Center (FAC) Specialist

Location: St Thomas, VI
Salary: \$36,600 - \$38,800 Annual

Availability: Now
Deadline for Application: Oct 29, 2012

Military Personnel Services Corporation (MPSC) is seeking qualified individuals to serve as Family Assistance Center (FAC) Specialists for the National Guard throughout the Virgin Islands. The FAC will provide family assistance for deployed service members and their families. The FAC will serve as the liaison between the chain of command and the chain of concern, providing assistance to families in preparing for and coping with all aspects of mobilization. FACs assigned to the Commands will be formally supervised by the contract company, but will receive technical guidance and direction from the Commander or their representative

Major responsibilities include (not all inclusive)

- FAC Specialists shall provide information, assistance, referral, and follow-up services to Servicemembers, Families and Survivors from all branches of service and components regarding pay/financial issues, military medical benefits, legal issues, ID Cards/DEERS enrollment, and a wide variety of other Family related issues. Assistance shall be available 24 hours a day, 7 days a week and follow-up shall occur within 72 hours of initial contact. All cases shall be documented in the Guard Family Management System (GFMS).
- FAC Specialists shall coordinate financial assistance from military, governmental and civilian organizations as needed to assist Service Members, Family members and Survivors experiencing financial hardships. This includes referral to appropriate offices, agencies and organizations.
- FAC Specialists shall develop and maintain a directory of resources, agencies and organizations that are available to assist Service Members, military Families and Survivors. Additionally Family Assistance Specialists shall keep abreast of research and policy/legislative changes impacting Service Members, Family members and Survivors.
- FAC Specialists shall provide advice and guidance to Family Readiness Groups (FRG's) as required by the SFPD. They shall assist the FRG in gathering, collating, maintaining and disseminating information and resources to Families.

Qualifications –

- Family Assistance Specialists shall have broad based knowledge, experience, and skills in the areas of military personnel, human resources, and Family programs as well as an understanding of the ARNG. The contract employee must demonstrate a working knowledge of military well-being programs, Family programs, and the deployment support cycle requirements.
- Contractor must be a self-starter and require minimum oversight.
- Contractors must be computer literate and proficient in preparing Microsoft Word, Excel, and PowerPoint documents. Contractors must have the ability to gather information, make recommendations for program improvement, synthesize information, and provide communication (orally and written) to disseminate information throughout the organization. Contractors must have the ability to develop PowerPoint briefings as directed.
- Must have a current and valid driver's license.
- Must have ability to pass required background investigations, with a minimum NACI clearance.

MPSC offers a competitive benefits program which includes: 10 paid vacation/sick days, 10 paid holidays, 401K (w/3% company match), \$50k Life Insurance Policy, and a comprehensive Health and Dental Plan.

Application Instructions: Interested parties should submit a cover letter, a current resume in an email attachments to bkrynicky@mpscrc.com **NLT 5:00 PM EST on Oct 29, 2012. Email subject lines must read "VI – St Thomas FAC Specialist"**. Any resumes submitted after the deadline, and that do not follow the instructions above will not be accepted.