



*MPSC is a Falls Church, Virginia-based, minority and veteran-owned firm. We provide a full spectrum of professional, administrative and support services to the federal government and private industry. Our PERFORMANCE is our #1 Priority. What makes us the best choice?—we have a passion for the business, reflected in the years of military experience our team represents as well as the scope of our contract work, coupled with our commitment to hiring the best qualified people. MPSC is an Equal Opportunity Employer.*

**Position: Family Assistance Center Specialist**

- Assist the Lead FAC in providing guidance to Family Readiness Groups (FRGs) for their FAC. Assist the FRG in gathering, collating, maintaining and disseminating information to families. This shall include:
- Maintaining schedule of events, such as FRG meetings, family days, briefings, or other events.
- Providing supported families with pertinent information, such as contact phone numbers and e-mail addresses, for their FRG.
- Contractor shall maintain and update the directory of resources, agencies and organizations available to assist military families.
- Maintain access for all regulations and guidance that are applicable to the operation of the FAC, particularly those that pertain to assisting families.
- Coordinates with the State Family Program Office in advance of any and all communications with any element of the civilian. FAC Contract Employees shall provide no statements or documents to the media unless authorized by the MA National Guard Public Affairs Office through the Family Program Office.
- Ensures travel arrangements are made in accordance with the traveler's request and at least five (5) working days in advance unless travel needed was unscheduled or mission demands dictate shorter lead times.
- Coordinate financial assistance from military, governmental and civilian (community) organizations as needed to assist military families experiencing financial hardships. This includes referral to appropriate offices, agencies and organizations.

Assistance to military families: The Contractor shall:

- Provides assistance and resource guidance to military families in their designated FAC, and in other locations as needed, on pay and financial issues, military medical benefits, legal issues, ID cards & DEERS enrollment, Employer Support to the Guard & Reserve (ESGR), the ability to research and assess military dependent benefits and services from local installations, and a wide variety of other family-related issues. This list is not all-inclusive, and all family problems and concerns of service members shall be effectively and appropriately addressed.
- Receive Family Assistance (FA) visitors and notify visitors and participants of relevant information, meetings and events.
- Respond to and effectively handling time-sensitive/emergency calls as they are received, including after hours.
- Participate in all events set forth by the State Family Program Office.
- Assist with coordinating and conducting pre-deployment briefings and reunion briefing and other briefings and workshops as determined by the SFPD.
- Completes intake sheets and maintain logs on all cases received from the FAC's. Additionally, are responsible for complete and thorough follow-up on all problems noted on all Intake Sheets at the FAC's.

- Compose routing correspondence, including e-mail; and complete correspondence in the correct format. Tracks suspense dates of projects and events.
- Maintain office files to include, daily reports, and other documents as necessary. Revise, purge, and maintain various filing systems in the office.
- In accordance with NGB guidance the contractor shall enter all pertinent information into the Guard Family Management System (GFMS) NLT 24 hours after receipt of information via telephone call, e-mail or family visit.

**Suggested Skill Set:** In order to successfully meet the performance objectives of this task order, the Contractor employee should possess the following knowledge/skills:

- Basic computer skills, familiar with Microsoft Windows and other Microsoft software applications, including MS Outlook, Word, and Excel
- Good communication (verbal/written) and interpersonal/professional skills
- Familiar with FAX machines/photocopiers; use of basic telephone communication equipment.
- Experience with the military (prior service, military family member, military volunteer)
- Capable of using the Internet
- Valid drivers license required
- Strong organizational and planning skills.
- Ability to work independently
- Ability to plan, organize, and train various personnel including but not limited to volunteers.
- Ability to make immediate decisions in accordance with the State Family Programs guidelines, applicable regulations, and directives.

Two years college desired or equivalent life experience. High school Diploma/GED required.

Regulations, guidance and computer programs that is applicable to the operation of the FAC:

- State Family Program Office guidance pertaining to the operation of the FAC Program.

**Hours of Operation:** The contractor shall perform the services required under this contract within a 40 hour a week time frame..

**Salary:** 46K per year

**Work Location:** Springfield, MA

**Additional Benefits Include:**

Bi-weekly pay-cycle and ADP direct deposit

401K Plan with a company match program (100% match up to 3% of employee's contribution)

A premium Health Plan through Care First that covers the employee/family members (MPSC pays 60%)

A premium Dental Plan through Delta Dental that covers the employee and their family members

A \$50,000 Life Insurance policy

10 Paid Government Holidays; 10 Paid Vacation Days; 10 Paid Sick Days

Maternity Leave; Bereavement and Jury Duty Leave

Tuition Reimbursement (MPSC pays up to \$1,500 for approved classes)

**Deadline for application is 14 March 2010. Send electronic resumes in Microsoft Word to: [maureen.serrecchia@us.army.mil](mailto:maureen.serrecchia@us.army.mil) and [shintz@mpscrc.com](mailto:shintz@mpscrc.com)**