

Human Resources Management  
COMMISSARY CAREER PROGRAM

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BY ORDER OF THE DIRECTOR



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**AUTHORITY:** DOD Directive 5105.55, Defense Commissary Agency (DeCA), November 9, 1990, authorizes the establishment and administration of a civilian career management program to include referral services and development program for commissary management personnel.

**MANAGEMENT CONTROLS:** This directive does not contain Internal Management Control provisions that are subject to evaluation, testing and other requirements of DeCAD 70-2 and as specified by the Federal Manager's Financial Integrity Act.

**HOW TO SUPPLEMENT:** This directive may not be further supplemented. Lower echelon units may issue region-specific instructions for certain procedural aspects of the Commissary Career Program, but not in the form of a supplement to this directive. No new forms are authorized.

**HOW TO ORDER COPIES:** This directive will be available on DeCA's Intranet.

**SUMMARY:** This directive establishes policy and procedures governing the management and administration of the Commissary Career Program (CCP).

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**SUPERSEDES:** DeCA Directive 50-3, DeCA Civilian Mobility Program, January 31, 1994; DeCA Policy Letter 50-11, Commissary Management (GS-1144) Priority Placement Program, January 11, 1995; DeCA Policy Letter 50-20, DeCA Commissary Intern Program, January 11, 1995; DeCA Policy Letter 50-35, DeCA Commissary Career Program Training and Career Development Program, January 11, 1995; DeCA Policy Letter 50-48, Pay Retention Upon Acceptance of Commissary Career Program Positions, April 17, 1997.

**OFFICE OF PRIMARY RESPONSIBILITY (OPR):** HQ DeCA/DPC

**COORDINATORS:** Regions/HQ Directors & Office Chiefs, HRBU/Personnel Service Providers.

**DISTRIBUTION:** E and HRBU/Personnel Service Providers

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## Chapter 1

### INTRODUCTION

**1-1. PURPOSE.** This directive establishes policies and procedures governing DeCA's Commissary Career Program (CCP). The CCP is DeCA's career management program for the GS-1144 Commissary Management career field. The purpose of the CCP is to recruit, develop, advance and retain a cadre of well-qualified, highly skilled individuals to fill positions at all levels in the agency. This directive addresses succession planning, career development and training, and candidate evaluation, referral and selection procedures. This directive also establishes formal development programs at all levels within the career field.

**1-2. REFERENCES.**

- a. DOD 1400.25-M, DOD-Wide Civilian Career Programs
- b. DOD 1400.24, Civilian Mobility Program
- c. DOD Priority Placement Program Operations Manual
- d. DOD 1402.3-H, Senior Executive Service Handbook
- e. US Office of Personnel Management (OPM) Operating Manual for Qualifications Standards for General Schedule Positions
- f. Title 5, Code of Federal Regulations, Part 335, Promotion and Internal Placement
- g. Title 5, Code of Federal Regulations, Part 300, Subpart F, Time-in-Grade Restrictions
- h. Title 5, Code of Federal Regulations, 526, Grade and Pay Retention
- i. DeCA Directive 50-17, Overseas Employment Program
- j. DeCA Directive 50-7, Performance Management System
- k. DeCA Directive 50-20, Training Policies and Procedures
- l. DeCA Handbook 50-60, Training Handbook

**1-3. DEFINITIONS.** See Appendix A.

**1-4. RESPONSIBILITIES:**

- a. The DeCA Director will:
  - (1) Strongly promote the CCP and its associated formal development programs as DeCA's mechanisms to provide for the long-range recruitment and retention needs of the agency;
  - (2) Ensure adequate funding and personnel resources are allocated to provide for program planning, development, and administration;

(3) Ensure adequate funding and billets are allocated to satisfy training and development requirements for the career field, including dedicated billets for career intern and upward mobility programs; and

(4) Ensure that all facets of the CCP and its associated formal development programs support DeCA's mission, strategic plan, and Equal Employment Opportunity/Affirmative Action goals and objectives.

b. The Chief Executive Officer (CEO) will chair the Commissary Career Program Policy Board (CCPPB). In that capacity, the CEO will:

- (1) Provide broad direction to the CCPPB on short and long term recruitment goals,
- (2) Approve all selections for permanent, temporary, or developmental assignments to all GS-1144 positions at grades GS 13-15,
- (3) Establish parameters of DeCA mobility requirements as they apply to GS-1144 positions,
- (4) Recommend senior managers for inclusion in long-term executive training,
- (5) Determine inclusion or exclusion of GS-1144 positions in outside executive development programs, and
- (6) Approve all policies applicable to the CCP.

c. The Commissary Career Program Policy Board (CCPPB) formulates policy that is articulated in a comprehensive career management plan for the commissary management career field. The CCPPB is a permanent body that provides guidance for program design, development, implementation, and evaluation. The CCPPB will establish program goals, define objectives, and task committees and special working groups as appropriate.

(1) Board Membership. The CCPPB will be chaired by the Chief Executive Officer (CEO), DeCA, and will include the following members:

Chief Executive Officer (CEO)  
Region Directors  
Director, Plans and Policy  
Principal Deputy for Operations  
Director, Human Resources Management  
EEO Officer  
Deputy Region Directors/Area Vice Presidents  
Manager, Marketing Business Unit  
HQ DeCA Representative (Commissary Management Specialist)  
Field Operating Activity (FOA) Representative (Commissary Management Specialist)  
Regional Representatives (Zone Manager or Commissary Officer)  
Eastern Region - 2 representatives  
European Region - 1 representative  
Midwest Region - 2 representatives  
Western-Pacific Region - 3 representatives

(2) The CCPPB will meet at least annually. Meetings will be called by the CCPPB Chairman. Members of the CCPPB are expected to attend all meetings unless their absence is approved by the CCPPB Chairman.

(3) The CCPPB will execute its responsibilities through the following subordinate standing board and committees:

(a) The Succession Planning Board (SPB) guides and coordinates the activities of the three standing committees. The SPB is responsible for long-range planning, integration of CCP program goals and action plans with DeCA's Strategic Plan, and ensuring that adequate programs and mechanisms are in place to provide for the future recruitment and retention needs of the agency. SPB membership will include the following:

Co-Chairpersons: (Voting)  
Principal Deputy for Operations  
Deputy Director, European Region

Members At Large: (Voting)  
Deputy Director, Midwest Region  
Vice President, Southern Area, Eastern Region  
Vice President, Northern Area, Eastern Region  
Manager, Marketing Business Unit (MBU)  
Director, Plans and Policy  
Deputy Director CONUS Operations, Western Pacific Region  
Deputy Director OCONUS Operations, Western Pacific Region

Member (Advisors):  
Executive Assistant to the Executive Director for Operations  
Chief, Staffing and Career Management Division, DP  
Chief, Personnel and Training, Midwest Region  
Chief, Personnel and Training, Eastern Region  
DeCA Equal Employment Opportunity Officer

(b) The SPB will be supported by three standing committees. Committee responsibilities and membership are addressed in the appropriate chapters of this directive. CCP standing committees are:

Training and Development Committee  
Career Intern Committee  
Candidate Evaluation and Referral Committee

(4) Deliberations of the CCPPB and the SPB may, on occasion, involve strategic planning guidance or assumptions that are confidential in nature. On such occasions, the Chairs of either board may exercise the discretion to determine these deliberations to be pre-decisional and advisory, not recorded in meetings, excluded from disclosure, and confidential. Members may be required to sign statements acknowledging their understanding and agreement to comply with confidentiality requirements. Unless meetings are specifically so identified, the general practice will be to record meeting deliberations and decisions in minutes for the record. Meetings held for the purpose of selecting candidates for admission to formal development programs will be documented in memorandums for record in such a manner as to fully comply with requirements of 5 CFR 335 and the Uniform Guidelines on Employee Selection Procedures.

d. The Director, Human Resources Management, is responsible for general program oversight and will serve as proponent for CCP guidance governing the administration of the program.

Director, Human Resources Management is the proponent for interpretation of civilian personnel law, Federal regulations, and DoD directives as they may apply to CCP issues and program policies and operations.

(1) The Staffing and Career Management Division:

(a) Administers the CCP candidate evaluation and referral system,

(b) Administers or oversees execution of formal development programs established under the provisions of this directive,

(c) Manages funds allocated to support formal development programs and supervisory, managerial, and executive training, and

(d) Formulates and recommends policies as appropriate.

(2) The Civilian Personnel Policy Division is responsible for the classification of GS-1144 Commissary Officer (Store Director) positions and all GS-1144 positions at grades GS-13 and above.

e. The DeCA Equal Employment Opportunity Officer will provide advice to the CCPPB and to CCP managers and supervisors on Equal Employment Opportunity and Affirmative Action goals and requirements as they relate to CCP referral operations, formal development programs, or other related matters. The EEO Officer will work with the Staffing and Career Management Division to identify barriers to advancement and recommend strategies and solutions to correct work force imbalances.

f. Managers and supervisors will support the CCP and carry out all program responsibilities established by this directive. Detailed responsibilities are addressed in the appropriate chapters of this directive.

g. DeCA employees will identify and pursue available opportunities for self-development and self-initiated performance improvement. Employees are responsible for furnishing complete and accurate information when registering in the CCP.

## Chapter 2

### SUCCESSION PLANNING

**2-1. BACKGROUND:** The Defense Commissary Agency (DeCA) is an organization dedicated to the principles of quality management. One of the key components in this endeavor is the goal to **Show Commitment to our People**. The forces and demographics that directly impact DeCA are rapidly changing. Cultural diversity long misunderstood has become one of our strengths. Economic conditions and an ever-increasing mobile workforce have placed a premium on strategic planning for the future recruitment and retention needs of the agency.

A successful career management program will develop a formula that communicates the types of experiences and training individuals should have at a particular point in their career. With this as a foundation, a cadre of potential successors can be identified from a group of motivated, trained, high potential individuals for each employment opportunity in the agency. A successful career management program will balance the benefits of developmental experiences with the need for formal training courses and stress the benefits of lateral movements to gain new skills. This succession planning initiative will provide for the future of the agency.

**2-2. PURPOSE.** This chapter establishes DeCA policy for succession planning and formal development programs. The purpose of succession planning is to detail and integrate the processes the agency will use to recruit and develop high potential individuals to fill key commissary career program vacancies now and in the future. The cornerstone of this succession planning initiative is the establishment of a Succession Planning Board (SPB) to guide entry, development, and qualifications for commissary career positions in the agency.

**2-3. POLICY.** It is DeCA's policy to systematically identify and develop employees to provide future leadership to the agency. To that end, DeCA will establish such mechanisms as are determined to be necessary to recruit, develop, advance and retain a cadre of well-qualified, highly skilled individuals to fill positions at all levels in the agency. The primary focus of succession planning will be to ensure the availability of sufficient high potential individuals for fill of key senior leadership positions likely to be vacated over the next five years. To address this need, DeCA will establish the Commissary Successor Development Program (CSDP); it will be the primary source for filling key senior leadership positions. It is DeCA's policy to promote and foster an environment to educate and maintain a better-qualified workforce. In support of this policy and to provide inputs of high potential employees into all levels of the CCP applicant pool and succession pipeline, DeCA will establish formal development programs at all levels within the career field. Participants for all formal developmental programs will be selected based on merit and without regard to race, sex, religion, national origin, age, color, handicapping condition, marital status, or political affiliation.

**2-4. RESPONSIBILITIES:**

- a. The DeCA Director will:
  - (1) Strongly promote succession planning and its associated formal development programs as DeCA's mechanisms to provide for the long-range recruitment and retention needs of the agency, and
  - (2) Support the Commissary Successor Development Program (CSDP) as the primary vehicle to provide a cadre of high quality individuals to fill key management positions in the Commissary Career Program.
- b. The Chief Executive Officer (CEO), as Chair, CCPPB, will:

- (1) Provide broad direction to the Succession Planning Board (SPB) on short- and long- term recruitment goals,
- (2) Approve all selection of participants for the CSDP,
- (3) Approve all assignments to career-developmental positions and career-broadening positions at GS-13 and above,
- (4) Recommend senior managers for inclusion in long-term executive training,
- (5) Determine inclusion or exclusion of 1144 series positions in outside executive development programs, and
- (6) Approve policies and provisions of formal development programs established under the authority of this directive for succession support to the CCP.

c. The Succession Planning Board (SPB) is responsible for long-range planning, integration of CCP program goals and action plans with DeCA's Strategic Plan, and ensuring that adequate programs and mechanisms are in place to provide for the future recruitment and retention needs of the agency.

- (1) SPB Membership. The SPB will be co-chaired by the Principal Deputy for Operations and Deputy Director, European Region, and will include the following members:

Co-Chairpersons: (Voting)  
Principal Deputy for Operations  
Deputy Director, European Region

Members At Large: (Voting)  
Deputy Director, Midwest Region  
Vice President, Southern Area, Eastern Region  
Vice President, Northern Area, Eastern Region  
Manager, Marketing Business Unit (MBU)  
Director, Plans and Policy  
Deputy Director, CONUS Operations, Western Pacific Region  
Deputy Director, OCONUS Operations, Western Pacific Region

Member (Advisors):  
Executive Assistant to the Executive Director for Operations  
Chief, Staffing and Career Management Division, DP  
Chief, Personnel and Training, Midwest Region  
Chief, Personnel and Training, Eastern Region  
DeCA Equal Employment Opportunity Officer

- (2) The SPB will guide and coordinate the activities of the three standing committees of the CCPPB. Committee responsibilities and membership are addressed in the following chapters of this directive. CCP standing committees are:

Training and Development Committee  
Career Intern Committee  
Candidate Evaluation and Referral Committee

- (3) The SPB will select and recommend participants for the CSDP. The SPB will also review and oversee the progress of CSDP participants.

(4) The SPB will receive, review, and concur in policies, programs, and products developed by the three standing CCP committees and recommend approval or disapproval to the CCPPB.

d. Region Directors/Vice Presidents (VPs)/Deputies and Senior GS-1144 Staff Officers will:

(1) Participate actively and positively in support of DeCA's succession planning initiatives,

(2) Participate actively and positively in support of CSDP; agree to expand the coverage of CSDP as necessary to support DeCA's succession requirements,

(3) Actively support resources in support of succession requirements and formal development programs,

(4) Strongly and personally encourage participation in all formal development programs,

(5) Become actively involved in mentoring CSDP participants,

(6) Give priority consideration to CSDP participants when selecting applicants for vacant key senior leadership positions, and

(7) Aggressively support movement of quality candidates even if it means relinquishing "your best and brightest" for the sake of future development.

e. The Director, Human Resources Management, or designee, will:

(1) Establish, interpret and communicate the necessary personnel policies to support DeCA's succession planning initiatives,

(2) Identify, recommend, and coordinate training and developmental assignments for CSDP participants,

(3) Research, articulate, and publish mobility requirements as established by the CCPPB for CSDP and other formal development programs,

(4) Provide technical guidance and assistance to the SPB and the standing CCP committees,

(5) Actively promote CSDP as the primary mechanism for filling key management positions in the Commissary Career Program, and

(6) Participate fully with management in program planning and development.

f. The DeCA Equal Employment Opportunity Officer, or designee, will:

(1) Provide guidance, advice and assistance in detailing relevant workforce imbalances to assist SPB deliberations,

(2) Serve as on-call advisor in the succession planning process, and

(3) Support agency strategic direction and the concepts envisioned in DeCA's succession policy and supporting programs.

### Chapter 3

#### TRAINING AND CAREER DEVELOPMENT

**3-1. PURPOSE:** This chapter establishes the general policies governing the training, career development and progression of GS-1144 commissary management personnel from entry level to key positions within the commissary system. DeCA has established formal competitive development programs at all levels of the Commissary Career Program; participants in these programs will receive intensive training and developmental experiences. The agency also recognizes and fully supports the need for sequential and progressive training for all GS-1144 commissary management personnel. With the proper training courses, self-development opportunities, developmental assignments, and proper mentoring, all CCP employees will have the opportunity to advance through the career program.

**3-2. RESPONSIBILITIES:**

a. Directorate of Human Resources Management (DP) is responsible for general program oversight and will:

(1) Serve as proponent for CCP guidance governing the administration of training and development programs;

(2) Establish policies as necessary to support CCP training and development;

b. The Staffing and Career Management Division will:

(1) Manage funds allocated to support formal development programs and supervisory, managerial, and executive training, and

(2) Formulate and recommend policies as appropriate.

c. Region Division of Personnel and Training (DP) staff:

(1) Provide advice and assistance to region supervisors and managers in carrying out their training and career responsibilities.

(2) Inform HQ DeCA career program staff of pertinent training and career program development program issues.

d. HQ/Region/Activity Training Coordinators:

(1) Process requests for training courses not centrally administered as required.

(2) Provide assistance and advice to commissary management personnel.

e. DeCA Managers and Supervisors will:

(1) In consultation with employees, prepare an Individual Development Plan (IDP) for every employee;

(2) Seek to provide training and development identified in IDPs to every employee, to the extent resources permit; and

(3) Provide counseling and mentorship to assigned employees on a continuous basis, as part of day-to-day supervision.

**3-3. POLICIES.** DeCA managers and supervisors will ensure the planned development of subordinate commissary management personnel by developing an Individual Development Plan (IDP) for each employee. Occupational Training Plans for GS-1144 series positions will serve as guides for development of IDPs. Planned development may provide for career broadening or developmental assignments, as well as formal training opportunities. The ultimate long-range goal of the agency's program is to develop commissary leaders with increased ability to provide quality service to commissary patrons and to ensure that all positions within the career program are filled with competent, qualified personnel. Training and development will serve to stimulate the professional growth of all commissary management careerists and will provide selecting officials with a reasonable number of well-qualified, well-prepared candidates for potential assignments to CCP positions. It is DeCA's policy to provide training and career development to maximize the efficiency of the GS-1144 work force in the performance of official duties. Necessary components of DeCA's training and career development program as with any corporate training plan are: (1) career planning and developmental assignments; (2) mentoring; (3) CCP career progression plan; and (4) Occupational Training Plans (OTPs).

a. Career Planning and Developmental Assignments. Having a successful career requires a variety of experiences, assignments, and training. Individual career planning is essential in order to identify realistic career goals, and to determine training and experience needed to achieve goals and objectives. Methods for advancing through the CCP vary widely, depending on the individual's previous experience and level at which he or she enters the career programs. A well-conceived training program offers the best route to career advancement and realization of potential. The underlying concept is that training, planning, and experience have direct links to performance and career progression. The CCP places emphasis on development training for careerists at all stages of their development. Optimal career patterns for careerists will encompass a progression through both store and staff positions in order to ensure a full range of training and experiences. Additionally, being mobile and accepting promotions, lateral assignments, and details will provide valuable experiences and will prepare careerists for future growth potentials within the agency. Developmental assignments are essential to the CCP. Such assignments, short or long term in nature will provide enriching job experiences and technical knowledge. Various positions may be designated as developmental opportunities to provide for the acquisition of knowledge, skills, and abilities (KSAs) that will broaden careerists and make them competitive for future promotions within the agency. Duties may be typical GS-1144 in nature or work related to a different career field. Any position within DeCA may be career broadening and can potentially serve as a developmental assignment in that it differs in some manner from other positions the employee has previously occupied.

(1) Developmental assignments can be effected in several ways. The specific circumstances of each case will dictate the best choice and the region or activity director will approve or disapprove each assignment as appropriate. Some assignments can be arranged at the employee's permanent duty site and thus may not incur additional cost. Others will require mobility to other regions and/or DeCA activities. Developmental assignments may be temporary or permanent. Competitive procedures will be followed as required by governing staffing provisions of this directive or other applicable guidance.

(2) Solid achievement in a developmental assignment enhances the participant's ability to compete for more senior positions. Issues such as the nature of the action, anticipated length of assignment, and travel support should be discussed, agreed to, and documented before action to begin the developmental assignment is initiated. DeCA managers and supervisors will strive to create opportunities to accomplish the full potential of DeCA employees at all levels in the CCP. To that end, managers at all levels are encouraged to utilize details, cross training, temporary promotions, upward mobility programs, succession support programs and other appropriate mechanisms.

b. Mentoring. The heart of the agency's career development program will be the honest, open, and helpful mentoring provided by senior commissary personnel.

(1) Mentors play positive roles in the careers of commissary personnel by providing honest feedback on career decisions, training courses, and developmental opportunities, and by guiding individual planning for career choices. Mentoring advice often leads individuals to consider job changes, or a more realistic view of their current job. A mentor takes on many roles, to include the role of a: motivator, companion, guide, advisor, role model, listener, encourager, sounding board, skill builder, trusted confidant, instructor, coach, tutor, career advisor, cheerleader, nurturer, and advocate. A mentor must possess tact, diplomacy, and sensitivity in order to work with others who may be of a different age group, background, and culture. A requirement for effective mentoring is a willingness of both the mentor and mentee to participate constructively. The mentor must build a climate of confidence in which discussion of strengths and weaknesses is accepted. A climate of trust, warmth, openness, and support is needed to facilitate growth. Such an atmosphere will foster commitment on the part of the mentee, facilitate development, and build good interpersonal relationships. It is imperative that the mentee's perception of his or her needs be realistic and that improvement is pursued and is available.

(2) Mentees should possess the following characteristics: the ability to interact well with others and have good interpersonal communication skills. They should know how to ask questions and listen with clarity and understanding. It is important for mentees to have interest in new experiences and to look for challenges in work assignments and developmental opportunities. They should show initiative in self-improvement and an interest in education. Mentees should watch senior commissary personnel and learn from their successes and failures. They should be able to gain knowledge and insight on organizational culture, leadership techniques, and the agency political environment from his/her mentor or commissary leader. Additionally, the mentee should set and review personal and career goals often, possess good written and communication skills, look for challenges and take risks, take the initiative on tasks and work assignments, seek advice and counsel from his/her supervisor, and set realistic expectations.

c. CCP Career Progression Plan. The objective of the CCP is to attract and select high potential candidates and train them to become competent, effective commissary workers and managers. Methods for advancing through the agency's career program vary widely. Care has been taken to define career paths in realistic terms, not as idealized paths. What jobs moves are actually possible? What experiences and capabilities are needed to move from one job to another? The notion of a career ladder, for example, implies vertical progression, whereas in reality, career paths may include moves across functional, organizational, or geographic lines. A progressive career path is necessary to assist the commissary careerist in moving from one stage of development to the next.

d. GS-1144 Occupational Training Plan (OTP). A training plan, as a part of a career program, should help the careerist establish specific training needs and goals. These needs will be identified through discussion between the careerist, his/her supervisor, and mentor. Career planning requires a bottom-up planning approach for each careerist, specifying training needs based on an array of training courses and programs within the agency as well as outside. The Individual Development Plan (IDP) is the instrument used to identify individual careerist's training courses and developmental experiences. The scheduling of courses and programs is based on specific, agreed-upon plans. This is the best way to keep all concerned comprised of the design and conduct of training and developmental activities. Mentors will play a part in the overall counseling process. Occupational Training Plans (OTPs) have been developed for all CCP positions. The OTP is the roadmap for commissary careerists to follow in order to reach designated goals within the agency. The OTP is comprised of a detailed chart which shows required and job-specific training courses as well as knowledge, skills, and abilities which will be satisfied by completing certain training or developmental opportunities. The OTPs for various categories of CCP positions are at Appendixes B-F. Course descriptions may be obtained by contacting HQ DeCA, DPC or local training coordinators.

## Chapter 4

### COMMISSARY SUCCESSOR DEVELOPMENT PROGRAM (CSDP)

**4-1. PURPOSE.** This directive introduces a new concept in competitive development and establishes the policy and procedures governing the Defense Commissary Agency's Commissary Successor Development Program (CSDP). The CSDP is a formal competitive development program for GS-1144-12s through 14s in the Commissary Management career field. CSDP is designed to provide managerial and executive level training and developmental assignments for upper level managers. Appropriate candidates for CSDP are GS-12s and above whose performance is rated at the fully successful level or better. This chapter further prescribes policy, procedures, and responsibility for the development, implementation, and execution of DeCA's CSDP competitive development initiative.

a. Although CSDP is a new concept, it may be thought of as an intern program for top managers. Similarly, CSDP is a competitive development program that provides for temporary or permanent promotion to one grade level above the program entry level without further competition. Its purpose is to ensure that there are a reasonable number of well-qualified candidates to fill key commissary management positions, GS-13s, 14s and 15s.

b. The advantage of a competitive development program such as CSDP is that it provides advancement through competition to key managerial level assignments and is tailored to the specific needs and career patterns of the individual candidate. It prepares the candidate for the next level assignments (i.e., Store Director to Zone Manager).

**4-2. POLICY.** It is the policy of the Defense Commissary Agency to systematically identify and develop employees to provide future leadership to the agency. The CSDP will be the primary source for selection and retention to many positions. It is the policy of DeCA to promote and foster an environment to educate and maintain a better qualified workforce. The Succession Planning Board (SPB) will recommend participants for CSDP based on merit and without regard to race, sex, religion, national origin, age, color, handicapping condition, marital status, or political affiliation. CSDP graduates will be expected to succeed and advance at a faster progression rate than is normally expected of peers not participating in the program.

CSDP is a formal training and career development program established for GS-12 through GS-14 commissary management employees who occupy permanent positions. It will be used for intensive development of DeCA's high potential managers to prepare them for promotion to key senior leadership positions. Participants are expected to be organizationally, occupationally and geographically mobile and will be required to execute a mobility agreement before entrance into the program. While there is no mandatory academic prerequisite, possession of a baccalaureate degree or above is strongly recommended. CSDP will take 2 - 4 years to complete. Individuals applying for the program will submit an application through their supervisor and GS-14 Zone Manager, Region Chief of Operations or HQs Division Chief for discussion and endorsement to the GS-15 supervisor for review. The Succession Planning Board (SPB) will select and recommend participants for CSDP; selections will be approved by the Chief Executive Officer.

#### **4-3. PROCEDURES AND REQUIREMENTS FOR CSDP.**

a. Under CSDP, competitive training participants will undergo intensive career counseling and training. With the help of an assigned mentor, each participant will prepare a special IDP. The IDP will contain courses and developmental assignments designed to equip participants with the knowledges and abilities they need to meet their career goals. Participants will be given a specified amount of time to complete the IDP, usually 2-4 years. The mentor will evaluate progress at regular intervals.

b. Because individuals have different needs and goals, no single plan will fit every participant. Thus, there is no way to be certain how much temporary duty will be required of a participant or if a permanent change of station will be necessary. Once participants have completed the career counseling process and prepared their special IDP with their mentor, they will be given a period of time to study the IDP and evaluate its potential impact, both personally and professionally. If a participant decides at that time that he/she cannot satisfy the requirements of the IDP, he/she may withdraw without further obligation. Withdrawal from competitive development after beginning activities in the IDP will require approval by the mentor, supervisor, and SPB. Program participants may be permitted to be excused from accepting a relocation for a period of time when the employee requests to be deferred for personal reasons and justification is approved by the SPB.

c. **DEVELOPMENTAL ASSIGNMENTS:** There may be a requirement for assignment to special projects or vacant CCP positions for a period in excess of 120 days. In some cases, there may be a need to effect temporary promotions of participants to satisfy developmental needs identified in their CSDP IDP. In order to facilitate temporary promotions for CSDP participants, the competitive CSDP announcement will provide for such actions. Once selected for participation in CSDP, candidates may be temporarily promoted for periods in excess of 120 days without further competition.

d. **MENTORING:** Under the CSDP, participants will undergo intensive career counseling and training. DeCA senior managers will serve as mentors. The SPB will designate or approve assignment of mentors. Participants will be given the opportunity to state a first and second preference as to who their mentor will be. Mentors must be outside the participant's chain of command. In the event participants make a permanent change of station (PCS) to a different region while in the program, the Successor Planning Board (SPB) will review the mentor's assignment and make adjustments as necessary. Participant, supervisor and mentor will sign a Memorandum of Understanding that will be effective throughout the duration of the mentoring relationship.

(1) Mentoring involves linking the CSDP participant with a senior manager who will work with the participant to enhance his/her career and personal development. DeCA mentors provide advice and guidance relative to career, technical and professional development, leadership skills and competencies.

(2) The mentor, participant, supervisor, and the Succession Planning Board play an important role in the CSDP mentoring program.

(3) In order to have a successful mentoring program, the mentors, participants and supervisors should possess basic shared attributes and characteristics. All must have a real concern for the development of future commissary leaders and possess skills and knowledge as expressed in the core commissary competencies. All players must understand the purpose and structure of the commissary system. Each must realize that mentoring will require an investment of time on the part of all that are involved. All must make a true commitment to the relationship, provide constructive feedback and be totally responsible for providing evaluations of the process.

e. **FILLING DESIGNATED KEY POSITIONS:**

(1) Key positions are those GS-1144 positions at grades 13, 14, and 15 that we intend to fill with CSDP participants. The Commissary Career Program (CCP) referral inventory will not be used as a source to fill these positions, nor may these positions be filled noncompetitively from any other source, except as stated in paragraph (2) below.

(2) IDPs will serve as the basis for both permanent and temporary developmental assignments for CSDP participants. Once CSDP IDPs have been approved, DeCA managers will be required to fill key positions from the pool of CSDP participants. The CEO will consider requests for exception only in those circumstances where there is no CSDP participant available for the position or if

selection of a CSDP participant does not make good business sense (i.e., recent PCS move). Managers will have the option, however, of considering the pool of CSDP participants as an additional source when filling GS-1144-13 and GS-1144-14 vacancies that are not designated as key positions. For GS-13 and GS-14 positions other than key jobs, managers must request a CCP referral list and give consideration to the registrants on the referral list. They may also, at their discretion, consider selecting a CSDP participant for these positions. CSDP participants will not have to be included on the CCP referral list in order to be selected for promotion to a vacant position, as the requirement to compete will be satisfied by competition for CSDP selection.

#### **4-4. RESPONSIBILITIES.**

- a. The Director, Defense Commissary Agency (DeCA) will:
  - (1) Strongly promote and support CSDP as the primary vehicle to provide a cadre of high quality individuals to fill key senior management positions in the Commissary Career Program (CCP);
  - (2) Ensure adequate funding and personnel resources are allocated to provide for program planning, development and administration;
  - (3) Ensure adequate funding and temporary billets are allocated to satisfy training and development requirements for CSDP.
- b. The Executive Director for Operations (CEO) as Chair, CCPPB, will:
  - (1) Approve all designated key positions;
  - (2) Approve all selection of participants for the CSDP;
  - (3) Approve all assignments to career development positions and career broadening positions at GS-13 and above;
  - (4) Recommend senior managers for inclusion in long-term executive training;
  - (5) Determine inclusion and exclusion of 1144 series positions in outside development executive programs; and,
  - (6) Approve policies and provisions of CSDP.
- c. The Succession Planning Board (SPB) will:
  - (1) Identify key GS-13s through 15s positions to be covered by CSDP;
  - (2) Select and recommend participants for the CSDP;
  - (3) Authorize relocation allowance incentives to attract applicants as appropriate;
  - (4) Serve as mentors for program participants;
  - (5) Support and report to the Agency's Commissary Career Program Policy Board;
  - (6) Review and oversee the progress of CSDP participants and participate in mentoring training; and

(7) Implement the mentor-matching process.

d. Region Directors/Vice Presidents (VPs)/Deputies and Senior GS-1144 Staff Officers will:

(1) Actively participate and positively render support of CSDP;

(2) Agree to expand the coverage of CSDP as necessary to support DeCA's succession requirements;

(3) Actively support resources in support of formal development programs;

(4) Strongly and personally encourage participation in all formal development programs;

(5) Become actively involved in mentoring CSDP participants;

(6) Give priority consideration to CSDP participants when selecting applicants for vacant key senior leadership positions;

(7) Aggressively support movement of quality candidates into rotational, temporary promotion or similar developmental opportunities; and

(8) Aggressively support movement of CSDP graduates into future key leadership positions, even if it means relinquishing "your best and brightest" for the good of the CCP and the agency.

e. The Director, Human Resources Management, is responsible for general program oversight. The Director, Human Resources Management or designee will:

(1) Identify, recommend and coordinate training and developmental assignments for CSDP and other formal development programs;

(2) Actively promote CSDP as the primary mechanism for filling key senior leadership positions in the Commissary Career Program; and,

(3) Participate fully with management in program planning and development.

f. The Staffing and Career Management Division will:

(1) Administer the CSDP announcement, application and referral process;

(2) Administer or oversee execution of the CSDP;

(3) Recommend assessment methods for use in the final candidate selection process by the SPB;

(4) Manage funds allocated to support CSDP; and

(5) Formulate and recommend policies as appropriate.

g. Managers/Supervisors will:

(1) Counsel employees about their career goals, objectives, and career development;

(2) Participate with CSDP selectees and their mentors in the preparation of individual development plans (IDPs);

(3) Release employees for training and development opportunities which may include long-term training,

(4) Strongly promote CSDP as DeCA's mechanism to provide the long-range recruitment and retention needs of the agency and actively support the mentoring relationship;

(5) Provide immediate and constructive performance feedback;

(6) Assist the participant in setting realistic professional and personal goals and objectives;

(7) Provide written and oral evaluations on the participant; and

(8) Act as a role model.

h. CSDP selectees/participants will:

(1) Actively participate in career planning and preparation of IDP;

(2) Seek out and pursue training and development opportunities;

(3) Aggressively pursue activities to enhance self-development;

(4) Engage in self-assessment tools and feedback sessions with his/her mentor and supervisor;

(5) Discuss successes and failures with mentor;

(6) Solicit the mentor's insight and direction;

(7) Participate in evaluations with his/her mentor and supervisor;

(8) Plan regular meetings with mentor to share ideas, experiences, to seek guidance, feedback and expertise;

(9) Stay informed of changes/additions to the CSDP and Commissary Career Program policies and procedures;

(10) Set realistic goals and objectives;

(11) Be flexible to changes and be mobile;

(12) Demonstrate dedication to quality, integrity, perseverance, and the ability to apply what he/she learns;

(13) Be motivated to succeed and be conscientious;

(14) Actively seek challenges and greater responsibility; and

(15) Be receptive to feedback, coaching, and counseling.

- i. CSDP Mentors will:
  - (1) Assist participants in identifying career goals and will ensure that the IDP is consistent with the Agency's mission;
  - (2) Evaluate CSDP participant's progress at regular intervals;
  - (3) Discuss short and long-range personal, professional, and educational developmental goals and methods for achieving them;
  - (4) Provide guidance, support, and encouragement;
  - (5) Work with the participant to assess developmental needs;
  - (6) Assist in the development of the Individual Development Plan (IDP);
  - (7) Monitor participant's progress toward achieving objectives;
  - (8) Make himself/herself available to the participant;
  - (9) Provide written and oral evaluations on the participant;
  - (10) Maintain confidentiality; and
  - (11) Provide insight, feedback, and perspective.
- j. Equal Employment Officer will:
  - (1) Serve as an advisor to the SPB; and
  - (2) Serve as an observer during the SPB selection panel process

**4-5. ELIGIBILITY REQUIREMENTS.** To be eligible for the CSDP program, candidates must:

- a. Be a permanent Defense Commissary Agency (DeCA) employee;
- b. Be registered in the Commissary Career Program (CCP) and the registration must be up-to-date in all respects;
- c. Indicate availability for the geographical code and job category designated as CSDP;
- d. Hold or have held a GS-1144-12 or above position on a permanent basis;
- e. Have been rated "fully successful" or higher during each of the last two rating periods, and;
- f. Sign a mobility/participation agreement.

**4-6. PROCEDURE FOR APPLYING FOR CSDP POSITIONS.** Directorate of Human Resources Management (DP) will announce vacancies and allow registrants an opportunity to update their Commissary Career Program forms. Candidates must be currently registered in the Commissary Career Program (CCP) with accurate, up-to-date information on file in the CCP Office. In addition, candidates will complete and submit items listed below in response to CSDP competitive announcement when

issued. Candidates will submit required documentation through supervisory channels to DPC by the closing date of CSDP competitive announcement:

- a. Commissary Successor Development Program - Notice of Intent
- b. New CCP Registrations (if not already registered prior to the opening of the competitive announcement) or CCP updates (if the candidate is interested in making changes to the CCP registration already in the CCP database);
- c. Copies of the two most recent performance appraisals;
- d. The Zone Manager, Region Chief of Operations or HQs Division Chief for GS-12 and 13 candidates will conduct discussions and prepare endorsements as part of the review process. Endorsements for GS-14 candidates will be done by the GS-15 in their chain.. The non GS-1144 first line supervisor will conduct discussions and prepare endorsements as part of the dual endorsement process, when required. A dual or second endorsement is required in cases where a GS-1144's first line supervisor is a non GS-1144-14 or above.

**4-7. EVALUATION /RATING PROCESS.** The CCP referral system will be used to issue competitive referral lists of reassignment candidates at each grade level covered by CSDP. Candidates will be ranked by the automated referral system using PEP Tables specifically designed for CSDP and all CCP knowledges and abilities. Ranked lists of eligible candidates at each covered grade level will be forwarded to the Succession Planning Board (SPB). Candidates who are referred as a result of the ranking by the CCP automated referral system will be notified later to submit supplemental documentation. The supplemental documentation will be in written form and may include one or more assessment instruments (i.e. Accomplishment Record, Work Simulation, etc.) and will address specified competencies for each grade level. The SPB will present a list of recommended candidates for intake at each grade level to the CEO.

**4-8. SELECTION PROCESS.** Selection for CSDP will be competitive. All criteria and processes used and decisions made in the application, evaluation, and selection of participants will be fully documented. The number of candidates to be admitted to the program each year will be determined by the SPB based on anticipated staffing needs. Relocation incentives or bonuses (in the amount established by the SPB) may be adjusted by the Region Directors as appropriate for the developmental assignment. Selectees will be required to complete a CSDP Mobility Agreement after being notified of selection for CSDP.

**4-9. REMOVAL PROCESS.** A CSDP participant continues to be permanently assigned to the position held prior to entering the CSDP until permanently promoted or reassigned. A CSDP participant who is serving on an overseas tour continues to have return rights to the position to which he/she was permanently assigned in CONUS prior to accepting the overseas assignment. If a candidate is unsuccessful in the program or is no longer able to participate in the program, the employee will be removed from the CSDP. He or she will no longer be required to continue special projects or rotational assignments. Participants may be excused from accepting a relocation for a period of time when the employee requests to be deferred for personal reasons and justification is approved by the SPB.

**4-10. PROCEDURE FOR PROCESSING SELECTION OF CSDP PARTICIPANTS FOR DESIGNATED KEY POSITIONS.** Directorate of Human Resources Management will maintain a list or matrix of current CSDP participants. The matrix will include information regarding the participant's availability for developmental assignments, to include promotions and reassignments, date of latest PCS, and will track progress of CSDP participants against the needs identified in their IDPs. DPC will update the matrix as required or when changes occur in the status of the participant.

a. When a CSDP designated key position vacancy occurs, the selecting official will contact DPC for the most current list/matrix. Selecting officials will use the list/matrix as the basis for reviewing the CSDP applicant pool and making tentative selections for key positions. Selecting officials will coordinate as necessary with CSDP mentors, Region/HQ/FOA Directors/Managers and the DPC staff regarding the availability of CSDP participants for a particular vacancy or assignment. Selections will be based on the CSDP participant's training and development needs as reflected in approved IDPs. Selecting officials will prepare a memorandum through DPC to the CEO requesting approval of tentative selection for a key position. Region EEO and HQ, DeCA IG concurrence must accompany the memorandum. DPC will prepare an approval action through HQ EEO to the CEO for approval.

b. Upon receipt of CEO approval, DPC will notify selecting official, so the SF 52 can be released to the Human Resources Business Unit or other servicing personnel office for processing. The European and Western/Pacific Regions will ensure further coordination as needed with their overseas personnel offices as appropriate. The SF 52 prepared by the originating office to initiate the recruitment of a designated key position will include a statement "THIS IS A DESIGNATED KEY POSITION." Servicing Personnel Offices will process promotions of CSDP participants noncompetitively. The CSDP competitive announcement used to select the participant for the program will be used as the basis for effecting the promotion noncompetitively.

**4-11. COMPONENTS.** Individual Development Plan (IDP) – CSDP mentors will assist each participant in the preparation of a special IDP. Supervisors of CSDP participants will be invited to provide input and to review and concur in IDPs.

**Chapter 5**

**RESERVED FOR MID-LEVEL MANAGEMENT PROGRAM**

## Chapter 6

### COMMISSARY CAREER INTERN PROGRAM

**6-1. PURPOSE.** The Commissary Career Intern Program provides recruitment, training and placement of individuals into Commissary Career Program (CCP) for future advancement to the management levels (GS-1144 occupational series) of the commissary system. This program allows interns the opportunity to advance to management positions worldwide. The CCP Intern Program is a two-year training program that develops the intern's understanding of the DeCA's mission, operations, and uniqueness as an appropriated fund activity. Successful career interns progress from entry-level positions to positions of increasing responsibility through a phased, systematic process of training and developmental assignments.

This program includes two career paths and provides for both external and internal placement in the GS-1144 Commissary Management Occupational Series. The two career paths are identified as Path 1, Store Operations, and Path 2, Business Management. Path 1 interns enter at the GS-1144-5 level, advance through the program to the GS-1144-7 level upon successful completion of the first year of training, and are placed in a GS-1144-9 position upon completion of the second year. Path 2 interns will enter at the GS-1101-7 and receive training in DeCA's various business processes (such as marketing, merchandising, buying, and contracting) during the first year. The FOAs and HQ at Ft. Lee, Virginia will provide the best opportunity for Path 2 Interns to learn broad general business concepts and understand how DeCA conducts business on a macro-level. Thus, the first duty station for Path 2 Interns will be Ft. Lee, Virginia. Upon successful completion of the first year, Path 2 interns will be promoted to GS-1144-9 positions and will be trained in commissary operations during the second year. Upon successful completion of the second year, Path 2 interns will be placed in GS-1144-11 positions. The establishment of Path 2, Business Management, will provide DeCA the opportunity to recruit college graduates, under the Outstanding Scholar Appointment Authority, in addition to the recruitment of current DeCA civilian employees.

#### **6-2. FUNCTIONAL RESPONSIBILITIES.**

a. Commissary Career Program Policy Board Chairperson, or his/her designee, will:

(1) Approve placement assignments of excess graduating Path 1 interns and Path 2 interns into target positions.

b. Career Intern Committee is co-chaired by the Principal Deputy for Operations and the Southern Area Vice President. The committee will provide technical program oversight by conducting continual program review and formulating recommendations for program revisions. The committee will also:

(1) Appoint Intern Selection Panel members as needed for Path 2 interns, when internal candidates are being considered,

(2) Approve deviations from the intern training plan, and

(3) The Co-chairs or designee, will select Path 2 interns in coordination with DP staff.

c. DeCA Region Director, or his/her designee, will:

(1) Serve as selecting official for Path 1 interns;

(2) Designate region intern coordinator;

(3) Approve Region Intern Selection Panel members;

(4) Approve intern training sites (every two years, or as necessary); and

(5) Serve as reviewer on intern performance appraisals and approver on award nominations (money for intern awards will be funded by the region).

d. Intern Selection Panels will be convened at region level for evaluation of Path 1 intern candidates. Intern Selection Panels will be convened at HQ DeCA as needed for Path 2 interns. Selection panels will:

(1) Develop selection criteria, with coordination from CCP staff or region DP, as appropriate;

(2) Review and evaluate qualifications of intern candidates;

(3) Conduct interviews, when deemed appropriate; and

(4) Recommend candidates for selection to selecting official.

e. Region Intern Coordinator will:

(1) Monitor interns assigned to region;

(2) Conduct quarterly telephonic contacts to interview commissary officer, department managers and intern;

(3) Conduct yearly on-site visits to intern training sites to interview commissary officer, department managers and intern

(4) Provide a written report of quarterly visits to region Director and to CCP Office; and

(5) Review and maintain intern files.

f. Commissary Officer will:

(1) Be trained to function as an intern trainer;

(2) Supervise assigned intern(s), to include serving as rating official on performance appraisals, recommending interns for promotions and awards, etc.;

(3) Provide continuous evaluation and counseling;

(4) Recommend deviations from training plan, if needed.

g. Department Managers will:

(1) Provide training; and

(2) Complete narrative reports on training progress and advise commissary officer on intern knowledges and abilities.

h. Interns will:

(1) Enter into a mobility agreement;

- (2) Complete training as required; and
- (3) Complete reports on all training received.

**6-3. CIVILIAN PERSONNEL RESPONSIBILITIES.**

a. Headquarters, DeCA, Directorate of Human Resources and Training will:

(1) Provide general program oversight and serve as proponent for CCP intern program guidance governing the administration of the program;

(2) Administer central funding of intern program costs, to include: salaries, training, TDY, and recruiting interviews;

(3) Develop standardized intern position descriptions and performance plans;

(4) Recruit, rate and rank candidates;

(5) Issue intern referral lists;

(6) Maintain intern files, to include such information as necessary for program administration and monitoring, including training progress reports, performance appraisals, documentation on personnel actions, and other correspondence;

(7) Conduct orientation sessions and follow-up meetings for intern trainers

(8) Initiate action to place interns upon completion of training requirements;

(9) Maintain historical intern data;

(10) In coordination with co-chairs, plan and conduct college recruitment;

(11) Coordinate personnel actions as required;

(12) Conduct workforce analysis to determine staffing needs; and

(13) Provide technical assistance and administrative support to Intern Selection Panels convened at HQ DeCA.

b. Region Personnel and Training Office will:

(1) Provide advice and assistance to region personnel in carrying out their intern program responsibilities; and

(2) Inform HQ DeCA CCP staff of pertinent intern program issues.

(3) Provide technical assistance and administrative support to Intern Selection Panels convened at region level;

(4) Initiate personnel actions with appropriate Personnel Service Providers;

c. Personnel Service Providers will:

- (1) Process personnel actions as required;
- (2) Provide assistance and advice to trainers and trainees;
- (3) After the Department of Defense Priority Placement Program is cleared, using an option code of "TRA", job offers will be extended; and
- (4) Maintain appropriate documentation in Official Personnel Folders (OPF), to include signed mobility agreements.

**6-4. RESOURCES.** Funding and spaces will be centrally managed by HQ, DeCA (except for awards funding, which will be managed by the regions).

Regions will fund any permanent change of duty (PCS) expenses associated with Intern selections. PCS entitlements for the first duty station move to Ft. Lee are: per diem while in travel status for the employee only, transportation of employee and dependents, and shipment of household goods and temporary storage of household goods. PCS entitlements for the second year move to a CONUS location includes: per diem for dependents, househunting per diem and transportation, TQSE, miscellaneous expense allowance, sell and buy residence lease termination in addition to the same PCS entitlements for first duty station moves listed above. TQSE is not authorized for first duty station moves; however, it is authorized for their second year move.

Number of intern authorizations will be based on staffing needs that result from workforce analysis.

**6-5. RECRUITMENT.**

a. Centralized recruitment will be administered by HQ, DeCA, Directorate of Human Resources Management and executed in accordance with responsibilities outlined in paragraph 6-3a.

- (1) Vacancy announcements will contain application instructions.
- (2) Area of consideration for recruitment of interns will include current DeCA civilian employees on status appointments (i.e., career or career-conditional) or on Veterans Readjustment Appointments and current DeCA civilian employees with reinstatement eligibility. This area may be expanded to include other Federal employees, and external (non-status) candidates referred on OPM certificates, and candidates eligible for appointment as Outstanding Scholars.

**6-6. SELECTION.**

a. The Region Director, or his/her designee, will select Path 1 and Path 2 interns. The Intern Committee Co-chair will concur with Path 2 intern selections.

b. Each Region Intern Selection Panel will recommend candidates for selection, in alphabetical order, to selecting official. The panel members will be appointed by the Region Director. The panel will consist of three commissary management experts, GS-12 or above, who will serve on two-year appointments. Three primary members and four alternates will be appointed. The additional responsibilities of the panel are described below:

- (1) Develop selection criteria for Path 1 interns, with coordination from region DP staff or CCP staff;
- (2) Review and evaluate qualifications of intern candidates;
- (3) Conduct interviews, when deemed appropriate

c. Selectees for intern positions must be mobile. DeCA Form 50-23, Civilian Employment and Mobility Agreement for the Commissary Career Intern Program (Appendix G) must be executed prior to the selectee's entrance on duty as a career intern. Distribution of the signed employment and mobility agreement will be as follows: original to the intern, a copy each to the region intern coordinator and HQ DeCA, ATTN: DPC, and a file copy to servicing personnel office for the intern's official personnel folder.

Selectees for intern positions who enter the program through a change to lower grade action are entitled to pay retention under section 536.104(a)(6) of title 5, Code of Federal Regulations. Voluntary acceptance of a change to lower grade for the purpose of entering an intern program is not considered a demotion at the request of the employee for pay retention purposes. Further guidance regarding pay retention is in chapter 9 of this directive.

Physical Requirements: Some store-level managerial positions have physical requirements that must be met prior to assignment. The policy regarding physical requirements can be found in chapter 9 of this directive. For the purposes of the Commissary Career Intern Program, the physical requirements provision applies to students placed in store-level positions.

## **6-7. TRAINING, EVALUATION AND PROGRESSION.**

a. Intern training is accomplished by a combination of classroom training, and on-the-job training (OJT) within DeCA commissaries, DeCA's regional offices, and the headquarters and FOAs. Training plans (DeCA Form 50-24) for both Path 1 and Path 2 Interns are in Appendix H of this directive.

b. Formal training and OJT provide the trainee with the necessary knowledges, skills, and understanding of commissary operations and DeCA business processes. They will be performed under competent supervision at designated training sites. Work experiences will involve progressively more difficult and complex assignments. By the end of the training program, the trainee is fully qualified to be placed for commissary management positions in job series GS-1144 (Commissary Management) at grades 9 or 11, depending on the career path.

c. This is a structured training program for positions in commissary management. It utilizes two intern career paths. Path 2 interns are recruited at the GS-7 level in the GS-1101 occupational series, both internally and externally. (GS-7-first year; GS-9-second year; GS-11-upon graduation from the program) The target occupational series of both intern career paths will be GS-1144 occupational series. Path 1 interns are recruited at the GS-5 level in the GS-1144 occupational series, both internally and externally. (GS-5 first year; GS-7 second year; GS-9 upon graduation from the program). The two intern career paths have different training phases which are listed below:

- Path 1 GS-1144-05 Intern Career Path Training:

(1) Phase I training will consist of 1 year of training at various departments within the commissary. The intern will also receive 160 hours of classroom training in areas of supervisory skills, personnel management, Total Quality Management, and department training.

(2) Phase II will combine classroom training (160 hrs), commissary, region training (160 hrs), and working directly under the observation of the commissary officer (480 hrs).

- Path 2 GS-1101-07 Intern Career Path Training:

(1) Phase I training will consist of 1 year of training in the following Business Units: Contract Management, Analysis and Reconciliation, Marketing, with an overview of Human Resources and

EEO. The intern will also receive classroom training in areas of supervisory skills, personnel management, Total Quality Management, and commissary operations.

(2) Phase II will combine classroom training (160 hrs), commissary, region training (160 hrs), and working directly under the observation of the commissary officer (480 hrs).

d. To permit reasonable adjustments necessary to meet the needs of the intern and the circumstances at the training site, the time for each unit within the phase of training will be indicated in terms of a minimum number of hours. Also, since each intern will bring a different experience level, the training schedule may be modified to reflect needs of the individual. This will be done upon consultation with and approval by the region intern coordinator for Path 1 interns, and by Career Intern Committee co-chairs for Path 2 interns. When learning objectives are met in the reduced time, the balance of hours will be devoted to related productive assignments. Where necessary to ensure full mastery of a given segment, the time in that segment may be extended within total program requirements.

e. Learning objectives are in each phase of the training and are described as part of the outline of the training program. Attainment of these objectives will be determined as follows:

(1) Attainment of learning objectives for each phase of training will be based on the intern's demonstration of a satisfactory level of knowledge and proficiency in the phase as judged by the immediate supervisor/instructor for the area of training concerned.

(2) Attainment of learning objectives will be judged by the regional intern coordinator for Path 1 interns, and by Career Intern Committee co-chairs, or designee, for Path 2 interns. Such determination will be made a matter of record in the intern's training file at the completion of each area of training and, in addition, the determination will be based on a review of progress reports for the entire phase of training and/or interviews with responsible supervisors and trainers.

(3) It is highly desirable that interns be provided the opportunity to work on administrative/managerial assignments or task forces during their training. Such assignments should provide exposure to mid-level management.

f. The trainee will spend a minimum of twelve months at each level before eligibility is established for the target GS-1144-9 or GS-1144-11. Depending on the performance and training progress of the intern, any phase of this plan may be extended up to three months; the overall training plan may be extended up to six months, if necessary. Requests to extend the total training period beyond two years must be submitted for approval/disapproval of the Chairman, CCPPB. Requests should be addressed to HQ DeCA, ATTN: DPC, for processing.

(1) Promotion to the next higher grade is not automatic, but is dependent upon the following conditions: employee must meet time-in-grade requirements specified in governing U.S. Office of Personnel Management regulations; employee's performance must be fully successful or better; employee must complete required training as scheduled; and the supervisor must recommend the employee for promotion. Promotion to the target grade may be delayed for up to six months if the intern fails to meet performance requirements or fails to demonstrate progress/potential to perform at the higher grade level.

(2) Failure to demonstrate capacity for continued advancement at any time during the training period or failure to advance after a maximum 18 months at any level may result in reassignment, demotion, or removal from the training program in accordance with applicable U.S. Office of Personnel Management and Department of Defense civilian personnel regulations.

(a) The trainee will be evaluated by the immediate supervisor upon completion of each training phase. Region intern coordinators will monitor intern progress to ensure the training program is well managed and that training supervisors are providing training according to the plan. Evaluation of the intern

will be accomplished using evaluation forms provided by DeCA. Ratings/evaluation will be entered on DeCA Form 50-24, Commissary Intern Training Plan and on DeCA Form 50-25, Commissary Intern Evaluation.

(b) Ratings to be entered on DeCA Form 50-24 for each segment of training received are as follows: "S"= Satisfactory; "U"= Unsatisfactory. Space is allocated for supervisory comments regarding the intern's progress in each segment of training.

(c) DeCA Form 50-25 will be completed as required by the intern training plan. The department manager and commissary officer will evaluate the intern's progress. The intern will be provided an opportunity to suggest recommendations for improvement to the training assignment, methods, and techniques. These formal and informal appraisals will assist management in improving the entire program. Trainee evaluations will be distributed by the supervisor as follows: original to the intern, a copy each to the intern's supervisor and the region intern coordinator. The region intern coordinator will forward a copy to HQ DeCA, ATTN: DPC.

(3) Career interns will receive official performance appraisals in accordance with the provisions of DeCA Directive 50-7, Performance Management System.

**6-8. GRADUATION AND PLACEMENT.** The CCPPB Chairperson, or his/her designee, will approve placement of Path 1 graduating interns and Path 2 interns. The action to place the intern in his/her targeted position will begin 90 days before the intern's projected graduation date. This will allow time for the Personnel Service Provider and HQ DeCA DP/Region DP office to arrange for placement on or immediately following the graduation date.

a. The following positions at the GS-1144-9 level will be considered for placement assignments for Path 1 interns, in the order listed:

- (1) Grocery Department Manager;
- (2) Store Manager;
- (3) Grocery Department Manager (Merchandising); and
- (4) Other 1144 positions.

b. The following positions at the GS-1144-11 level will be considered for placement assignments of Path 2 interns, in the order listed:

- (1) Store Manager (Perishable/Semi-Perishable);
- (2) Store Manager (Perishable);
- (3) Store Manager (Semi-Perishable); and
- (4) Other GS-1144 positions.

Path 1 interns will not be considered for placement into staff level commissary management positions. Exceptions to this policy must be approved by the Chairman, CCPPB. Path 2 interns may be considered for placement into DeCA Business Units.

c. Action to identify a placement assignment will be initiated by the CCP Staff approximately 180 days prior to the projected intern graduation date. Because of the changing staffing needs of DeCA, the placement duty location for an intern can seldom be identified until the trainee is about to be notified of

employment opportunities. Placement duty location determinations are based on the immediate needs of DeCA. Preferences of the trainee as to location will be considered but will not necessarily be a determining factor.

## Chapter 7

### DEPARTMENT MANAGER DEVELOPMENT PROGRAM (UPWARD MOBILITY)

**7-1. BACKGROUND.** The perception has long existed in commissaries that many non-supervisory employees, particularly GS-3 Sales Store Checkers, are barred from meaningful advancement opportunities because of the grade structure typically found in commissaries and the published qualification requirements for GS-1144, Commissary Management, positions. Implementation of this Department Manager Development Program in commissaries, using the provisions of DeCA's Upward Mobility policy, will provide the means for employees in lower graded positions to compete and be selected to enter the GS-1144 series at the GS-5 level, even though they do not meet the required qualifications for commissary management positions.

**7-2. PURPOSE.** This chapter provides guidance for establishing and administering Upward Mobility positions in the GS-1144 series in DeCA commissaries. The Department Manager Development Program is designed to make full use of flexibilities authorized by DeCA Upward Mobility policy and will provide career advancement opportunities for civilian employees currently in positions that do not allow them to reach their full potential. Employees compete through competitive promotion procedures, are considered and selected based on demonstrated potential, and are then trained for target department manager positions. Appropriate candidates for Upward Mobility Program opportunities include those who are in positions at or below the GS-9 grade level (or equivalent), whose performance is rated at the fully successful level or better, and who have shown the desire and ability to progress--but who lack the experience needed to qualify for higher level positions. Upward Mobility positions are excellent tools for providing advancement opportunities to targeted, underrepresented minority and female employees. Filling positions under an Upward Mobility Program also gives management the flexibility to provide career development opportunities to employees with high potential but who are not fully qualified for particular occupations.

Management also has the discretion to establish bridge positions to provide advancement opportunities for non-supervisory commissary employees. However, this Department Manager Development Program will provide management the flexibility of utilizing Upward Mobility without having to create additional positions. Upward Mobility policy allows consideration and selection of a candidate who lacks the qualifications for a specific position but has a background and performance record that shows clear potential to perform successfully, given appropriate training. DeCA employees with one year of commissary experience at the GS-3 level may apply for Department Manager trainee positions, and if selected, receive credit for experience gained after entering the position which will ultimately make up for any required experience they lacked. This is made possible by use of the DeCA Training Agreement, which is explained further in section 7-9 below.

### **7-3. IDENTIFYING UPWARD MOBILITY OPPORTUNITIES.**

a. The Directorate of Human Resources Management (DP) will, in coordination with appropriate CCP committees, identify appropriate Upward Mobility advancement avenues for implementation in DeCA commissaries. Four advancement avenues have been identified under this program and they are Produce Department Manager Trainee, Meat Department Manager Trainee, Grocery Department Manager (Merchandising) Trainee, and Refrigerated and Contracted Support Manager Trainee. For each advancement avenue identified, a resource package has been developed to facilitate local use of the program. Resource packages will consist of a complete set of template documents for management's use, including sample SF-52s, vacancy announcements, training plans, progress review forms, performance plans, position descriptions, interviewing techniques guide, interview questions, training agreements, and step-by-step guides. Resource packages have been developed for each of the four advancement avenues listed above and are in the Directorate of Human Resources public folder under Commissary Career Program.

b. Region DP offices and Region EEO Managers may assist managers on an ad hoc basis to identify other positions appropriate for targeting under the Upward Mobility policy. Occupations may be targeted because of an obvious imbalance or conspicuous absence of women, minorities, or individuals with disabilities. EEO representatives will review selection packages for upward mobility positions to monitor opportunities for placement of minorities and women.

c. Management may identify upward mobility opportunities in professional, administrative, technical, clerical or other series. However, they may not waive minimum educational requirements mandated by 5 U.S.C. 3308. The target position is usually 1-3 grades higher than the entry level.

**7-4. RESOURCES.** Region Directors are responsible for funding positions established under the provisions of this chapter in their assigned commissaries.

**7-5. LOCAL BARGAINING AGREEMENTS.** The following sections of this chapter provide detailed procedures to be followed in announcing and filling Department Manager trainee positions. If different procedures have been established in local bargaining agreements, those procedures will be followed.

**7-6. RECRUITMENT PROCEDURES.**

a. Store Managers wanting to utilize this program will submit a SF-52, "Request for Personnel Action" to their servicing personnel office. (Since there are exceptions to this routing procedure, Store Managers should check with their Region DPs for region policy on routing procedures.) Resource packages will contain sample SF-52's.

b. Vacancy Announcements: Vacancy announcements will be issued by the Office of Personnel Management. Each vacancy announcement will be clearly identified as an "UPWARD MOBILITY" opportunity. Resource packages will contain sample vacancy announcements for both CONUS and OCONUS locations.

c. Sources of Potential Candidates: Sources for potential candidates include current DeCA employees who have competitive status (i.e., employees with career, career-conditional, handicapped and VRA appointments). In OCONUS locations, sources of candidates will include permanent Schedule A (Family Member) appointees.

d. Area of Consideration: Area of Consideration will normally be limited to the activity where the vacancy exists. Management has the discretion to request that the area of consideration be expanded to include all commissaries within a commuting area.

e. Qualification Requirements: DeCA's Upward Mobility policy allows consideration of a candidate who lacks the qualifications for a specific position but has a background and performance record that shows clear potential to perform successfully, given appropriate training. Trainees may enter the Upward Mobility positions through promotion, reassignment or change-to-lower-grade.

f. Physical Requirements: Some store-level managerial positions have physical requirements that must be met prior to assignment. The policy regarding physical requirements can be found in chapter 9 of this directive. For the purposes of Upward Mobility Program, the physical requirements provision applies to Produce Department Manager, Grocery Department Manager, Meat Department Manager, Refrigerated and Contracted Support Manager and Night Merchandising Manager.

g. Mobility Requirements: Future advancement in the Commissary Program will require mobility; however the Upward Mobility program does not require selectees to be mobile or to execute a mobility agreement.

h. Interview Requirements: Candidates referred for consideration will be interviewed as a part of the selection process. This will ensure a thorough assessment of the candidates' potential for success in the Upward Mobility position being filled. Selecting officials may conduct interviews; however, the use of selection panels is encouraged.

i. Officials conducting selection panels will use structured interview questions and an interview-rating guide designed to measure the candidates' potential for success. A score will be assigned to the interview-rating guide to assess the candidates' responses to the interview questions. To assist individuals participating in the interview process, the resource package contains sample documents such as interview questions, interview guide, and an a candidate evaluation form to record each candidate's scores.

**7-7. SELECTION.** The Store Director or designee will be the selecting official for Upward Mobility positions within his/her area of responsibility.

**7-8. PAY RETENTION.** Personnel who enter Upward Mobility positions through change to lower grade will have their pay set under pay retention provisions of 5 CFR Section 536.104 (a)(6).

**7-9. TRAINING.**

a. The Training Agreement represents an agreement between the Defense Commissary Agency (DeCA) and the trainee. It is the vehicle DeCA uses to provide upward mobility opportunities for employees who demonstrate the potential to perform more responsible work as it relates to commissary operations. Execution of this agreement is required as a condition of placement and promotion as a commissary upward mobility trainee with DeCA. Selection and promotion is contingent upon the selectee's and agency's timely execution of this agreement. The training agreement defines for the trainee and his or her supervisor the parameters of the Upward Mobility policy as they apply to the position being filled. It permits extensive and intensive training to be substituted for part of the experience required for qualifications at the GS-5 entry level of the Commissary Management career field. The Upward Mobility training agreement can be found in the Directorate of Human Resources public folder under Commissary Career Program.

b. Training Plan: With the assistance of Region DP staff and with the sample training plan provided in the resource package, the immediate manager/supervisor will prepare a training plan for each trainee in the program. The training plan will reinforce with practical experience the employee's current knowledge, skills, and abilities. The plan will also include an in-depth orientation, on-the-job training, and any formal training necessary to qualify the employee for the target position. Learning objectives will be defined for each phase of a trainee's training and incorporated in the training plan. All training plans for Department Manager trainees will be approved by the Region DP staff.

c. On-the-job training will be performed under a competent manager/supervisor. Work experiences will involve progressively more difficult and complex assignments. At least 50 percent of the training must be in the target occupation or directly related fields. The manager/supervisor will continuously evaluate and counsel Department Manager trainees on their training needs and accomplishments.

d. Managers/supervisors may not require trainees to complete or maintain a specified grade point average in college courses.

e. DeCA may credit training time to make up the difference in qualifications at the rate of one month of training for two months of experience. The trainee must meet time in grade requirements before management can recommend him/her for promotion to a higher grade. The Upward Mobility Training Plan and Training Agreement serves as the basis for crediting qualifications or service at an accelerated rate only when making assignments to positions under the program. The Training Plan and

Training Agreement does not provide accelerated credit for qualifications earned in training by anyone who leaves the program without reaching the target position.

**7-10. PROGRESSION AND EVALUATION.**

a. Length of Program: The length of training and advancement patterns of Department Manager trainees will vary depending on the requirements of the target position and the knowledge and experience possessed by the individual trainee. As a minimum, each trainee must make up the difference in qualifications from what they bring into the program and the qualifications required for the target position. Management may extend the length of training for a *maximum* of six months to cover time lost through illness or annual leave or give a trainee time to meet minimum standards during any quarterly evaluation period. Any requests for extensions beyond six months must be submitted by the manager/supervisor to the Region DP office

b. Promotion: Department Manager trainees are NOT automatically promoted to the next higher grade. Promotion to a target grade may be delayed for up to six months if the trainee fails to meet performance requirements or fails to demonstrate potential to perform at the higher-grade level. Promotion depends on the following conditions:

- (1) Meeting time-in-grade requirements specified in governing OPM regulations.
- (2) Performing at the fully successful or higher levels.
- (3) Completing required training as scheduled
- (4) Earning the manager's/supervisor's recommendation for promotion

c. A promotion pattern chart is included in the resource package to provide assistance and guidance to Store Managers in determining promotion time frames. If the Department Manager trainee has previously completed time-in-grade requirements, their progress may be accelerated. The Promotion Pattern chart depicts this accelerated promotion pattern. All resource packages are available for use under the Directorate of Human Resources public folder.

d. Evaluation: At the end of each major work assignment--but no less often than four times per year--the manager/supervisor will evaluate and counsel the trainee on his or her progress and job performance. The manager/supervisor will document these counseling sessions in a progress review. Copies will be given to the trainee, the second-level manager/supervisor, and the Region DP. Trainees will also be given official performance appraisals in accordance with the provisions of DeCA Directive 50-7, Performance Management System. Sample quarterly progress review forms and performance plans are included in the resource package.

**7-11. PROGRAM COMPLETION.** Each trainee must successfully complete all parts of the training plan. The trainee's manager/supervisor must certify in writing that this has been accomplished. Failure to show ability to advance at any time during the training period may result in reassignment, demotion, and/or removal from the training program in accordance with applicable OPM and DOD civilian personnel regulations. If the trainee fails to meet performance requirements, he or she will be allowed the opportunity to return to their previous position.

**7-12. GRADUATION AND PLACEMENT.**

a. Placement in Target Position: In the event that management chooses to establish an overhire trainee position, the trainee's manager/supervisor will initiate paperwork to place the trainee in his/her targeted position 90 days before the projected graduation date. This will allow time for the servicing personnel office and Region DP office to arrange for placement on or immediately following

the graduation date. Placement will be in the same store or a store within the same local commuting area. The first position to be targeted is the Produce Department Manager, however since it is DeCA's intent to create multiple advancement opportunities, various other positions have been targeted for this program. Examples of such positions include, but are not limited to Meat Department Manager, Refrigerated and Contract Support Manager and Grocery Department Manager (Merchandising).

b. Graduation Approval: Graduation from the Department Manager Development Program must be endorsed by the manager/supervisor and approved by the Region Director.

## Chapter 8

### COMMISSARY OPERATIONS STUDENT CAREER EXPERIENCE PROGRAM

**8-1. BACKGROUND.** The Commissary Operations Student Career Experience Program (COSCEP) was implemented at commissaries in the fall of 1997. The COSCEP program was initially used to hire high school students in their junior year and provide them with job-related work and study opportunities in the retail food industry with specific emphasis on the military commissary system. With the implementation of the Commissary Management Succession Plan in the fall of 1999, an additional recruitment source has been added to COSCEP to include college students. The addition of college level recruiting will provide yet another source of well-qualified individuals to fill positions in the lower levels of the agency, thus assisting DeCA in meeting its future recruitment and retention needs.

**8-2. PURPOSE.** This chapter contains guidance for the administration of the Commissary Operations Student Career Experience Program. This program is designed to achieve the following goals: (1) to provide students with diversified occupational experiences in the supermarket/military commissary business that are related to their career goals; (2) to provide a setting where high quality students can obtain a creative, individualized work/educational experience; (3) to provide training and access to permanent job opportunities for students who will opt to remain in the commissary operations field after either high school or college graduation; and (4) to provide DeCA with well-trained and motivated trainees who can play a vital role in helping the military commissary system meet its needs for experienced and competent workers, supervisors, managers, and executives.

**8-3. DEFINITIONS.** Student. An individual who has been accepted for enrollment, or who is enrolled, as a degree (diploma, certificate, etc.) seeking student in an accredited high school, vocational school, 2-year or 4-year college or university, graduate or professional school. If the student is enrolled, the student must be taking at least a half-time academic/vocational/or technical course load. The definition of half-time is the definition provided by the school in which the student is enrolled. Students need not be in actual physical attendance, so long as all the other requirements are met. An individual who needs to complete less than the equivalent of half an academic/vocational or technical course load in the class enrollment period immediately prior to graduating is still considered a student for purposes of this program.

**8-4. RESPONSIBILITIES.**

- a. DeCA Region Directors or their designees will:
  - (1) Fund trainee positions;
  - (2) Identify commissaries for use as training sites;
  - (3) Execute working agreements with participating high schools. (A sample COSCEP working agreement is in the Directorate of Human Resources public folder under Commissary Career Program)
  - (4) Participate in the screening and selection of student candidates with the appropriate high school and/or college coordinators;
  - (5) Identify a mentor for each student trainee;
  - (6) Monitor student trainee performance and progress in following a prescribed schedule of commissary operational training; and,

- (7) If desired, identify placement opportunities for student trainee upon completion of all program requirements within 120 days after satisfactory completion of the requirements for high school diploma, certificate, or college degree.
- b. HQ DeCA Directorate of Personnel and Training (DP) will:
    - (1) Establish program parameters for purposes of qualifications, nature of work assignments, pay, benefits, leave, etc.;
    - (2) Develop model working agreements, position descriptions, selection guidelines, training plans, and student progress reports;
    - (3) Administer the central funds to cover the cost of the food industry correspondence curriculum for all students.
  - c. Educational institutions offering food industry correspondence courses, such as Cornell University, will:
    - (1) Help establish recommended curriculum for student trainees;
    - (2) Provide leading-edge course materials;
    - (3) Provide all administrative activities concerning enrollments; and
    - (4) Provide certificate of completion for each course successfully completed.
  - d. Cooperative Extension/National 4-H Council will:
    - (1) Connect schools, business, labor, community entities and colleges at the state and national level;
    - (2) Assist academic and work-based learning with competency development, recruitment and selection, linkage of all partners, and general structural support;
    - (3) Work closely with all partners to ensure a comprehensive work force education system for all students; and
    - (4) Facilitate the partnership in developing resources to meet program needs.
  - e. Participating high schools and colleges will:
    - (1) Execute working agreements with participating DeCA activity. (A sample COSCEP working agreement is in the Directorate of Human Resources public folder under Commissary Career Program)
    - (2) Designate a teacher/coordinator/professor to sponsor the program;
    - (3) Screen/select interested student candidates;
    - (4) Provide classroom space;
    - (5) Arrange compatible student trainee schedules;

(6) Participate in student evaluations and ensure that the student's course work is being regularly completed, and assist with any problems associated with the courses; and

(7) Provide credit for food industry courses toward graduation.

f. Student Trainee Mentor will:

(1) Be identified by Region Director, or his/her designee;

(2) Supervise, coach, counsel, monitor schedules, evaluate and involve trainee in specific work activities.

g. Student Trainees will:

(1) Provide an open mind and receptive and dedicated attitude toward work, studies, and the entire career experience program;

(2) Learn as much as possible about the food industry and work activities to prepare for future career decisions;

(3) Discipline him/herself to meet hectic schedules both at work and at school;

(4) Complete course materials under the guidance of a classroom teacher/coordinator;

(5) Arrange their in-store work experience to ensure ample time to meet all of their other high school graduation requirements; and

(6) Keep their Student Trainee Mentor involved in their work experience activities/progress.

h. Personnel Service Providers will:

(1) Process personnel actions concerning the Commissary Operations Student Career Experience Program in accordance with the guidance set forth in this document;

(2) Appoint students under the Student Career Experience Program appointing authority as provided in 5 CFR, Part 213, Section 213.3202.

(3) Counsel students on their leave accrual and benefits eligibility.

**8-5. RESOURCES.** Region Directors are responsible for funding trainee spaces within their resource allocations.

**8-6. RECRUITMENT AND SELECTION (High School).**

a. The high school coordinators and region directors (or designees) will work together to screen/select interested student candidates. No vacancy announcements will be issued. (Sample Candidate Selection Guidelines are in the Directorate of Human Resources public folder under Commissary Career Program)

b. During the junior year, students will be assigned to the Student Trainee (Commissary Operations), GS-1199-01 position description, and will be paid at the basic rate of pay prescribed in the General Schedule (GS) pay table for the locality in which they are employed. During the senior year,

students will be assigned to the Student Trainee (Commissary Operations), WG-01, position description and will be paid at the basic rate of pay prescribed in the Federal Wage System pay table for the locality in which they are employed. (Sample position descriptions are in the Directorate of Human Resources public folder under Commissary Career Program)

c. Required documentation (e.g., application, high school transcript, etc.) will be provided to the Personnel Service Provider for processing. The OPM qualification standard for competitive service student trainee positions will be used.

d. Physical Requirements: Some store-level managerial positions have physical requirements that must be met prior to assignment. The policy regarding physical requirements can be found in chapter 9 of this directive. For the purposes of the Commissary Operations Student Career Experience Program, the physical requirements provision applies to students placed in store-level positions.

#### **8-7. RECRUITMENT AND SELECTION (College).**

a. The college coordinators and region directors (or designees) will work together to screen/select interested student candidates. No vacancy announcements will be issued. (Sample Candidate Selection Guidelines are in the Directorate of Human Resources public folder under Commissary Career Program)

b. During the junior and senior year, students will be assigned to the Student Trainee (Commissary Management), GS-1199-04 position description, and will be paid at the basic rate of pay prescribed in the General Schedule (GS) pay table for the locality in which they are employed. (Sample position descriptions are in the Directorate of Human Resources public folder under Commissary Career Program)

c. Required documentation (e.g., application, college transcript, etc.) will be provided to the Personnel Service Provider for processing. The OPM qualification standard for competitive service student trainee positions will be used.

**8-8. TRAINING AND EVALUATION.** Students arrange their schedules to allow for (a) attendance at their regular school classes; (b) attendance at food industry classes at their school; and in-store work experience at a commissary. In-store tasks are closely coordinated to ensure that lessons learned in workplace coincide with classroom curriculum and vice versa. Students will complete at least 640 hours of career-related work concurrently with the course requirements prior to graduation. Students may work full-time or part-time schedules. There are no limitations on the number of hours a student can work per week, but the student's work schedule *should not* interfere with the student's academic schedule. Therefore, it is suggested that students work part-time during the school year. Students may work part-time or full-time during vacation periods, depending on the availability of funds, mission needs, and the student's schedule. Since employment during the summer period is optional, the model training plan does not provide in-store training assignments for the summer period. When a student works during the summer period, the Student Trainee Mentor is responsible for developing a training schedule to reinforce the previous year's assignments, and to introduce the student trainee to other commissary departments as deemed appropriate. Training plans can be modified by the Student Trainee Mentor, as deemed necessary, to ensure the student receives satisfactory training in assigned areas, to adjust to mission/operational requirements, and to accommodate the student trainee's demonstrated weaknesses/strengths.

a. In-Store Training Assignments for High School Students:

(1) A model training plan for high school students is in the Directorate of Human Resources public folder under Commissary Career Program. The model training plan is designed to allow

for 64 weeks of work (32 weeks during the junior year and 32 weeks during the senior year). The following are *suggested* periods of training for each department:

(a) Junior year - 24 weeks in Customer Service Department, 4 weeks in Grocery Department, 2 weeks in Produce Department, and 2 weeks in Meat Department;

(b) Senior year - 16 weeks in Grocery Department, 8 weeks in Produce Department, and 8 weeks in Meat Department.

b. In-Store Training Assignments for College Students:

(1) A model training plan for college students is in the Directorate of Human Resources public folder under Commissary Career Program. The following are *suggested* periods of training for each department:

(a) 120 hours in the Grocery Department, 80 hours in the Meat Department, 80 hours in the Produce Department, 110 hours in the Customer Service Department, 80 hours in the Management Support/Accounting Control Department, 130 hours as Assistant to the Grocery Department Manager, and 40 hours as understudy to the Store Director/Store Manager.

c. Evaluation:

(1) The performance of students employed under the Career Experience Program will be appraised under the provisions of DeCA Directive 50-7, Performance Management System.

(2) As partners, the High School or College Coordinator and Student Trainee Mentor will assess the student's progress at the end of each training phase/grading period. The student will be evaluated using the Student Progress Report forms that are in the Directorate of Human Resources public folder, under Commissary Career Program. Deviation is authorized to meet any unique high school or college evaluation requirements.

d. Food Industry Correspondence Courses. High School students will be enrolled in food industry correspondence courses that relate to their in-store training assignments. Students will complete the course materials under the guidance of a coordinator. Suggested correspondence courses are as follows:

(1) Junior year - Fundamentals of the Food Industry; Economics for Business; Effective Communication; Customer Relations; and Front-End Management.

(2) Senior year - Grocery Management and Operations; Produce Management and Operations; Meat Management and Operations; and Food Merchandising.

e. Course/Work Assignment Substitutions. Where state laws or agency policies do not allow employees under specific ages to work in certain departments or perform specific tasks, or when operational practices do not allow for certain aspects of training, courses and work assignments can be substituted.

## **8-9. GRADUATION AND PLACEMENT.**

a. Participants who have met all the requirements of the program may be non-competitively converted to a term, career, or career-conditional appointment any time within 120 days after satisfactory completion of the requirements for their diploma or certificate. To be converted, the student must meet the OPM qualification standards required for the position to which he/she is being assigned, and must be

recommended for conversion to the position by a DeCA management official. Placements are subject to the availability of placement opportunities.

b. Following graduation from high school, students who are continuing their education may be appointed as student trainees while attending college, provided the provisions of CFR 213 are met.

c. In the event no placement opportunity exists within the 120-day conversion period, student appointments are terminated.

## Chapter 9

### CANDIDATE EVALUATION, REFERRAL AND SELECTION

**9-1. PURPOSE.** This chapter establishes guidance for registration, candidate evaluation, referral and selection procedures for the Commissary Career Program (CCP). The CCP is DeCA's program for recruiting, retaining, developing and advancing employees assigned to positions in the Commissary Management Series, GS-1144, or assigned to a limited number of positions in other occupational series directly related to the management of commissaries. This chapter also contains guidance on pay retention when accepting a CCP position, physical requirements for CCP positions, DeCA CCP Priority Placement Program, and the DeCA Civilian Mobility Program for GS-1144 employees.

#### **9-2. FUNCTIONAL RESPONSIBILITIES.**

a. The Candidate Evaluation and Referral (CER) Committee is comprised of Co-Chairmen and members who are appointed by the CCPPB. The CER Committee is responsible for considering methods of evaluating candidates for CCP positions and recommending the most appropriate method to the CCPPB. Taskings are usually assigned by the CCPPB or Succession Planning Board (SPB). The CER Committee meets as needed.

b. Region directors are responsible for ensuring that pay retention is granted in accordance with the provisions of the references in the paragraph and consistent with the guidance in this chapter.

c. Supervisors of DeCA employees are responsible for promptly disseminating pertinent CCP information to eligible employees. Supervisors play an important role in career counseling and as raters/reviewers on CCP registrations packages. Managers will also determine when a downgrade meets the intent of provisions of the policy and applicable references for purposes of granting pay retention, and will notify servicing personnel offices when pay retention is authorized.

d. CCP registrants are responsible for submitting required information to the CCP Office in order to register and receive referral consideration. It is the registrant's responsibility to provide updated information to the CCP as changes occur; for example: if employee's telephone number changes, the registrant must submit the information to the CCP Office so that the information can be updated in the CCP database.

#### **9-3. CIVILIAN PERSONNEL/EEO RESPONSIBILITIES.**

a. The DeCA Directorate of Human Resources Management is responsible for general program oversight and will serve as proponent for CCP guidance governing the administration of the program.

The Staffing and Career Management Division will serve as the CCP Office. This office will determine candidates' qualifications for covered positions based on the information submitted by candidates in their registration packages. The CCP Office will also maintain the central inventory of candidates, process referral requests, ensure proper consideration of registered candidates and maintain associated databases and records related to the administration of the CCP.

b. The Human Resources Business Unit (HRBU) and other Personnel Service Providers will take actions as required to request and process career referral lists and personnel actions. This includes clearance of DOD PPP, job offers, permanent change-of-station orders, etc. Servicing personnel offices will set pay in accordance with the provisions of 5 U.S.C., 5 CFR, OSD Memorandum dated February 13, 1987, and the guidance contained in this chapter when processing personnel actions to effect changes to lower grade into CCP positions.

c. The DeCA Equal Employment Opportunity Office (EEO) will provide advice to CCP managers and supervisors on Affirmative Action goals and requirements. Also, HQ EEO Office will review all HQ/FOA career referral lists and coordinate on selections for GS-9 and above and 1144 positions with promotion potential. HQ EEO Office coordinates on all GS-1144-13 and above selections.

**9-4. COVERED POSITIONS.**

a. The following positions are covered by the CCP:

Official Title	Organizational Title
Supervisory Commissary Management Specialist, GS-1144	Supervisory Commissary Management Specialist, GS-1144 or Zone Manager, GS-1144
Commissary Management Specialist, GS-1144	Commissary Management Specialist, GS-1144
Commissary Officer, GS-1144	Store Director, GS-1144
Assistant Commissary Officer	Store Administrator, GS-1144
Commissary Store Manager, GS-1144	Store Manager, Semi-Perishable, GS-1144, Store Manager, Perishable, GS-1144, or Store Manager, Perishable/Semi-Perishable, GS-1144
Grocery Department Manager, GS-1144	Grocery Department Manager, GS-1144
Meat Plant Manager, GS-1144	Meat Plant Manager, GS-1144
Meat Department Manager, GS-1144	Meat Department Manager, GS-1144
Produce Department Manager, GS-1144	Produce Department Manager, GS-1144
	Refrigeration & Contract Support Manager, GS-1144
	Night Merchandising Manager, GS-1144
Business Management Specialist, GS-1101	Commissary Business Specialist, GS-1101
Distribution Facilities Manager, GS-2030	Central Distribution Center Manager, GS-2030
Supervisory Supply Management Specialist, GS-2003	Logistics Management Division Chief, GS-2003 or Logistics Management Branch Chief, GS-2003

b. Senior Executive Service positions in the Commissary Management 1144 occupational series are managed in accordance with the provisions of DOD 1402.3-H, Senior Executive Service Handbook.

c. Employees who occupy GS-1144 series positions are covered by all provisions of this chapter. Other employees may register for consideration for CCP positions, but may not be covered by all provisions of this chapter until selection and acceptance of a covered GS-1144 position.

**9-5. REGISTRATION AND EVALUATION.**

a. The HQ DeCA CCP Office maintains the inventory of career program records submitted by employees and voluntary registrants interested in consideration for CCP vacancies at grade levels GS-5 through 15. The mailing address is:

Headquarters  
 Defense Commissary Agency  
 ATTN: DPC  
 1300 E Avenue  
 Fort Lee, VA 23801-1800

b. Registration in the CCP is the means for employees and other qualified individuals to apply for consideration for CCP vacancies. Who may apply: DeCA employees who hold or have held career or career-conditional appointments or are on Veterans Readjustment Appointments (VRA);

transfer eligibles, reinstatement eligibles and spouse preference eligibles who will be considered in accordance with DOD guidance.

c. The Commissary Career Program Registration Package, DeCA 50-26, dated Sep 96, is the appropriate document that candidates listed above must complete to register in the CCP. Copies of DeCA Form 50-26 package are provided to commissaries and are also available from the CCP Office. Interested individuals who do not currently work for DeCA must complete an additional form and should contact the CCP Office for registration instructions and forms. The package provides the forms and basic instructions needed to register. A copy of DeCA Form 52-26 is in Informs Version 4.3. In addition to DeCA Form 50-26, employees must submit a copy of a Notification of Personnel Action (SF-50) form that reflects permanent status. (NOTE: To receive referral consideration, candidates must have a current performance rating of fully successful or better and demonstrate acceptable conduct.) If qualified for GS-1144 positions, the registration is processed and the CCP Office sends the registrant a copy of the computer-generated feedback summarizing the registration information. Registrants should review this information and notify the CCP Office immediately of any discrepancies or errors. A description of the major parts of the DeCA Form 50-26 follows:

(1) Part A - Career Record. This collects information about the employee's experience, education, job, training and awards. This information will be used by the CCP Office to qualify candidates for the positions for which they have requested consideration. All candidates must sign the certification statement in Section II of the form.

(2) Part B - Referral Interest Statement. This is used to determine the types of jobs and geographic locations for which the employee desires consideration. Registrants may specify locations where they will accept promotion, lateral reassignment, or downgrades by following the instructions on the form. Employees should indicate availability only for locations where they are truly willing to accept a job. Registrants may change their position and/or geographical preference only twice within a 12-month period.

(3) Part C - CCP Knowledge and Ability Ratings. This form is required to be submitted annually and is used to solicit first and second-level supervisor ratings of the employee's knowledge of and ability to perform in the commissary management field. A third and final reviewer level may also be required depending on the position that the employee occupies. These ratings are part of the process used to determine which individuals will be referred for consideration.

Registrants should initiate the Part C form upon receipt of their annual performance rating and must submit the form to DPC between July 1 and September 30 of each year. Employees must complete items 1-4 and submit the Part C to their supervisors for completion. Employees must reflect their last two performance appraisal ratings and dates on the form. NEW REGISTRANTS: Employees should complete the Parts A and B of their registration package and submit with the Part C to their supervisors. New employees who have not received two ratings must provide a statement to that effect in Part C, Item 3, Remarks.

**FAILURE TO SUBMIT PART C BY SEPTEMBER 30 OF EACH YEAR WILL RESULT IN NON-REFERRAL FOR VACANCIES UNTIL THE FORM IS RECEIVED AND PROCESSED.**

Non-DeCA employees must also submit the Part C on an annual basis. DPC will notify these registrants of the requirement and provide the required forms. Non-DeCA registrants must also complete and submit DeCA Form 50-39 with the Part C. Non-DeCA registrants are allowed to complete self-ratings when the registrant's employment situation prevents the obtaining of ratings (i.e., reinstatement eligible, not currently working with no supervisor, requesting supervisor ratings could result in dismissal, etc.)

DPC will provide a listing of registrants who have not submitted Part C forms to DeCA region personnel offices on or about October 15<sup>th</sup> of each year. Region personnel offices will provide appropriate lists to

Zone Managers who will contact registrants and either obtain Part C or statement that they decline to complete the Part C.

First-level, second-level and final reviewers, if required, are to complete the ratings within 2 weeks of receipt of the Part C. Supervisors and reviewers should meet with the employee to discuss the employee's past assignments and accomplishments. This will give the supervisor and reviewer an opportunity to assess the employee's possess of the knowledges and abilities that he or she may not have demonstrated in the current job. As noted in the description of the referral process in section 9-6, all knowledges and abilities may not be used for every vacancy. However, all knowledges and abilities must be rated by the supervisor because some knowledges may be added to the referral process at the option of the selecting official. Second-level supervisors and final reviewers should only rate the knowledges and abilities on which they disagree. First and second-level supervisors and final reviewer (if applicable) must sign and date this form. A copy of the ratings should be given to the employee and the completed form(s) mailed to HQ DeCA in a stamped envelope provided by the employee. This avoids alteration of the supervisors and reviewer ratings.

For knowledges, supervisors and reviewer should rate the employee on the following scale:

<b>RATING</b>	<b>LEVEL</b>	<b>RATING DEFINITIONS</b>
1	None	Employee knows <b>NONE</b> of the details of that topic. Employee would need excessive study or training in order to perform a job requiring that knowledge. He/she would probably score an "F" if given a test on that knowledge.
2	Minor	Employee knows <b>FEW</b> of the details of that topic. Employee would need substantial study or training in order to perform a job requiring that knowledge. He/she would probably score a "D" if given a test on that knowledge.
3	Moderate	Employee knows <b>MANY</b> of the details of that topic. Employee would need some study or training in order to perform a job requiring that knowledge. He/she would probably score a "C" if given a test on that knowledge.
4	Substantial	Employee knows <b>MOST</b> of the details of that topic. Employee would only need a brief review (1-2 days) in order to perform a job requiring that knowledge. He/she would probably score a "B" if given a test on that knowledge.
5	Extensive	Employee knows <b>ALL</b> of the details of that topic. Employee would need no review in order to perform a job requiring that knowledge. He/she would probably score a "A" if given a test on that knowledge.

For abilities, supervisors and reviewer should rate the employee on the following scale:

<b>RATING</b>	<b>LEVEL</b>	<b>RATING DEFINITION</b>
1	None	Employee possesses no education, training or experience that demonstrates the ability.
2	Marginally capable	Employee has education or training that demonstrates the ability,

but has not demonstrated the ability on the job.

3	Average	Employee has demonstrated the ability in routine situations or under the direction of a supervisor.
4	Above average	Employee has demonstrated the ability independently with the review of a supervisor.
5	Extraordinary	Employee has demonstrated the ability in dealing with unusual situations or situations in which no precedent exists without the review of a supervisor.

**9-6. PROMOTION EVALUATION PROCESS.** The promotion evaluation process consists of three steps.

a. **STEP ONE** – The first step is the minimum qualification determination. Minimum qualification requirements are defined in the U.S. Office of Personnel Management Operating Manual for Qualifications Standards for General Schedule Positions. The DeCA CCP Office determines each candidate’s qualifications based on a review of the employee’s work experience and education as documented in the CCP registration package.

(1) Entry-level GS-1144 positions- Employees who have 3 years of general experience of which 1 year was at least equivalent to grade GS-4 are qualified GS-1144-5. General experience provides an understanding of the basic principles of any of the following: merchandising, market research, sales promotion/advertising or the accounting, administration and/or distribution of goods and services. This experience may have been gained in store worker, sales, clerical or related work which demonstrates a familiarity with food retail operations and the ability to perform the duties of the position to be filled. Individuals who hold a bachelor's degree in business administration, public administration, agricultural economics (food industry management) or other related fields also qualify at the GS-1144-5 level.

(2) Higher-level GS-1144 positions - Employees who have specialized experience or equivalent education are qualified for higher-level GS-1144 positions. Specialized experience demonstrates knowledge of retail procurement and distribution methods; principles, procedures and techniques of retail food merchandising and retail food store management; and developments in commercial retail food items, equipment and practices. Specialized experience may have been gained by managing a commissary or supermarket; managing a department in a retail food store; planning, standardizing or controlling operations in an assigned group of retail food stores; or providing technical advice on merchandising and operational matters pertaining to grocery, meats and produce supplies as well as front-end operations. Individuals who have completed graduate education in any fields listed in paragraph (a) above, may also qualify for higher grades. The following chart summarized the amounts and types of experience needed to qualify for the GS-1144 series.

GRADE	GENERAL EXPERIENCE	SPECIALIZED EXPERIENCE
GS-5	3 years	None
GS-6	None	1 year at least equivalent to GS-5
GS-7	None	1 year at least equivalent to GS-5
GS-8	None	1 year at least equivalent to GS-6
GS-9	None	1 year at least equivalent to GS-7
GS-10	None	1 year at least equivalent to GS-8
GS-11	None	1 year at least equivalent to GS-9
GS-11 and above	None	1 year at least equivalent to next lower grade level

(3) Time-in-Grade Determinations - Time in grade requirements will be applied in accordance with OPM guidance.

b. **STEP TWO** - In the second step of the evaluation process, employees' experience and education are compared to **PROMOTION EVALUATION PATTERNS (PEP)** for the GS-1144 series. PEPs serve as quality ranking factors for positions. They define experience and education that is expected to significantly enhance a person's performance in a position. PEPs consist of one to six levels for each specialty and grade. The first level is equivalent to OPM minimum qualifications. The top level of a PEP represents experience which is very similar to that of the position to be filled. Employees are grouped according to the PEP they match. The top group includes all employees who match the highest-level promotion evaluation pattern. The second group includes all employees who match the second-highest PEP and so forth. A complete list of the PEPs for the GS-1144 series is located at Appendix I.

c. **STEP THREE** - The third step of the evaluation process is the **RANKING** of employees within the groups established by the PEPs on the basis of knowledge and/or ability ratings. A combination of knowledge ratings and/or ability ratings will be used in the final ranking of employees competing for promotions. The knowledges and/or abilities used in the final ranking process must be related to the requirements of the job. For operating positions, these have been specifically identified for each position. The supervisors of vacant staff positions will select the knowledges needed to perform jobs under their direction because the knowledge requirements may differ from job to job. A list of core knowledges and abilities for each job category is in Appendices B - F in the Occupational Training Plans.

## 9-7. RECRUITMENT PROCEDURES.

a. **COMPETITIVE RECRUITMENT.** To fill a CCP position through internal competitive procedures a CCP referral list must be requested from the CCP Office. For positions at the GS-1144-5 through GS-1144-12 levels, the selecting official may also request an external certificate of eligibles from OPM. See section 9-7b for information on other staffing options. The procedures for requesting a CCP referral list are described below. Certain aspects of these procedures may vary, depending on the region and/or servicing personnel office requirements; therefore, regions may issue supplemental instructions on how to request a CCP referral list. A copy of the supplemental instructions must be provided to the CCP Office. To recruit for CCP positions at HQ DeCA or Field Operating Activities (FOA), the selecting official should follow the procedures below; the DP Customer Service Unit (CSU) will serve the role of the region personnel office.

(1) The selecting official must electronically submit a Request for Personnel Action, SF 52, and a copy of the position description (PD) to the region personnel office. When initiating a request to recruit for a CCP position, the selecting official should consider the following and annotate the SF 52 in Part D, Remarks by Requesting Office, to reflect his/her decisions:

(a) Job Requirements. Review the Promotion Evaluation Patterns (PEPs) for the job category. PEPs are published in Appendix I of this directive; the required knowledges and/or abilities for

each job category appear in the far right column of the PEP tables. The candidates for the vacancy will be evaluated on their experience (described in the PEP levels) and on their ratings on the required knowledges and/or abilities for the specific job. The knowledges and abilities are contained in Part C of DeCA Form 50-26. (NOTE: PEPs are not published for GS-2003 and GS-2030 positions covered by the CCP. When staffing a GS-2003 or 2030 position, contact the CCP Referral Office for assistance in identifying job requirements and for recruitment instructions). For most job categories, the required knowledges and/or abilities have been pre-identified by a group of commissary management experts that participated in the development of the CCP candidate evaluation process. The knowledges and/or abilities identified in the PEP tables will be used by the CCP Office. The selecting official may identify additional job related knowledge and/or ability requirements to be used for referral score computation by annotating the SF 52 to reflect the knowledge and/or ability numbers. If the vacancy is a Commissary Management Specialist position (supervisory or non-supervisory), the required knowledges have not been pre-identified because the duties of staff level positions tend to vary. The selecting official must identify job-related knowledges to be used when referral scores are computed, and annotate the knowledge numbers on the SF 52. The knowledges must be selected from the 21 knowledges listed on Part C of DeCA Form 50-26.

(b) Recruitment sources/area of consideration. Selecting officials may consider candidates from a variety of sources. When a CCP referral list is issued, the initial area of consideration is limited to current DeCA civilian employees on status appointments (i.e., career or career-conditional) or on Veterans Readjustment Appointments (VRA) for positions up to the GS-11 level. The selecting official may request in the Remarks Section of the SF-52 that the area of consideration to be expanded to include other categories of registrants, such as: transfer eligibles (status Federal employees who do not currently work for DeCA) and reinstatement eligibles. Spouse preference eligibles may register in the CCP and receive consideration in accordance with DOD guidance. If the position is a GS-1144-5 through GS-1144-12, the selecting official may request a certificate of eligibles from the U.S. Office of Personnel Management (OPM). OPM maintains a register of qualified candidates who may receive consideration even though they may never have held a permanent status appointment with the Federal Government. You may request issuance of an OPM certificate of eligibles by putting the request in the Remarks Section of the SF-52.

(c) Obligated positions. A position in the United States that is vacated by an employee who is granted return rights will be "obligated" for the duration of the employee's eligibility for return rights. Personnel actions to appoint individuals to "obligated" positions should be annotated accordingly.

(2) Upon receipt of the SF 52 and PD, the region personnel office determines if HQ classification review is necessary. If so, the region sends a request for classification review and proposed PD to HQ DeCA DPP. The region maintains the original SF 52 while classification review is pending. Once HQ classification decision is received by the region, or if HQ classification review is not required, the region sends the original SF52 and a copy of the PD to the servicing Personnel Office, and sends a copy of the SF 52, the PD, and the selecting official's name, address, and telephone number to the CCP Office.

(3) Servicing personnel office will query the DOD Priority Placement Program (PPP). If PPP is clear, servicing personnel office annotates the SF 52 and faxes a copy of the annotated SF 52 to the CCP Office. If an external certificate of eligibles is requested, the servicing personnel office must forward SF-39 and a copy of the PD to the U.S. Office of Personnel Management, Norfolk Service Center, 200 Granby St, Room 500, Norfolk, VA 23510-1886. If there is a PPP stopper match, the servicing personnel office notifies the CCP Office and the region personnel office; a CCP referral list and/or external certificate of eligibles will not be issued unless the PPP stopper match clears.

(4) Once notified that the DOD PPP is clear, HQ DeCA issues the career referral list. The number of candidates referred for a vacancy depends on the position being filled.

- When there are DeCA PPP candidates registered for the specific vacancy, the DeCA PPP candidates will be referred in accordance with section 9-8.

- For CCP referral list for a full-performance level position (no promotion potential), the top 15 scoring promotion candidates available for the geographic location (using the promotion evaluation pattern and ranking processes described in section 9-6), and all interested reassignment and voluntary change to lower grade candidates are referred. If there are tied numeric scores among promotion candidates, all candidates with tied scores will be referred.

- For CCP referral list for a position that is downgraded to the GS-6 level or above with promotion potential, the top 15 scoring candidates available for the geographic locations (using promotion evaluation pattern and ranking processes described in section 9-6) are referred. Reassignment and voluntary change to lower grade candidates must also compete for these positions and are not automatically referred. If there are tied numeric scores among the candidates, all candidates with tied scores will be referred.

- For CCP referral list for a position that is downgraded to the GS-5 level with promotion potential, the top 30 scoring candidates available for the geographic locations (using promotion evaluation pattern and ranking processes described in section 9-6) are referred. Reassignment and voluntary change to lower grade candidates must also compete for these positions and are not automatically referred. If there are tied numeric scores among the candidates, all candidates with tied scores will be referred.

- For CCP referral lists for CCP Intern vacancies, GS-1144-5 target GS-1144-9, or GS-1101-7 target GS-1144-11, the top 40 scoring candidates available for the geographic locations (using promotion evaluation pattern and ranking processes described in section 9-6) are referred. Reassignment and voluntary change to lower grade candidates must also compete for these positions and are not automatically referred. If there are tied numeric scores among the candidates, all candidates with tied scores will be referred.

The original career referral list will be mailed directly to the selecting official with candidates' career briefs. A copy of the career referral list will be faxed to the servicing personnel office on the date of the issuance. A referral notification is mailed directly to each CCP candidate referred. If a certificate of eligibles was requested, OPM mails the original certificate to the servicing personnel office. If requested, OPM will fax a copy to the appropriate region/area office. Be sure to provide commercial fax number if requesting a faxed copy.

(5) The selecting official will consider candidates, annotate his/her decision on the original referral list (and/or certificate of eligibles), and return the original list(s) to the servicing personnel office. If the CCP referral list contains the name of a DeCA PPP candidate, the selecting official must follow the procedure in section 9-8. The selecting official is responsible for obtaining any required approval/concurrence within the DeCA chain of command, as described in section 9-10, prior to returning the list(s) to the servicing personnel office. All candidates referred on a CCP referral list are considered available for the position. The selecting official may, at his/her discretion, interview candidates. **The selecting official must annotate the action taken by each candidate's name, ensuring that any declinations, responses of non-availability, or failures to respond are accurately reported so that candidates can be deferred in accordance with deferral procedures in section 9-10.** The selecting official is responsible for sending non-selection letters to all candidates on the referral list who were not selected for the vacancy.

(6) The servicing personnel office makes job offer, notifies the region/selecting official of selectee's response, annotates original list(s) and returns completed list(s) to the CCP Office. The servicing personnel office processes the personnel action and issues permanent change of station (PCS) travel orders, if the selectee is entitled to reimbursement for PCS expenses. Actions should normally be effective within one month of official notification of selection; however, the losing and gaining activities may negotiate a later reporting date. The servicing personnel office must ensure that

selectees for positions covered by a mobility requirement under DeCA's civilian mobility program (see section 9-11) or under special conditions for staffing at a BRAC site (see paragraph b (3) below) execute the required mobility agreement or statement of understanding.

(7) If a CCP referral list is returned without a selection being reported for the position, a 60-day moratorium is imposed on the issuance of a second CCP referral list for the same position. The CCPPB Chairman may approve exceptions to this policy.

(8) Region personnel offices are responsible for keeping the CCP Office informed of the status of all CCP vacancies. With this information, the CCP Office issues a bi-weekly vacancy listing that is posted in the CCP Public Folder in the DeCA e-mail system so that CCP registrants can be informed of opportunities and selections within the CCP. The bi-weekly vacancy listing is to be posted on employee bulletin boards in every DeCA activity.

b. STAFFING OPTIONS.

(1) Non-competitive actions.

(a) Management has the flexibility to non-competitively repromote or reassign candidates to fill CCP positions when governing civilian personnel regulations permit. Non-competitive staffing actions for specific grade levels are subject to the approval/concurrence requirements within the DeCA chain of command, as described in section 9-10. If management proposes to staff a CCP position through non-competitive procedures after receiving a referral list containing the name(s) of DeCA PPP candidates, the provisions of section 9-8b apply.

(b) Region directors may approve the use of a modified qualification standard to allow the reassignment of high-potential employees into the GS-1144 series. This option allows the intake of employees working in other occupational specialties (e.g., Supervisory Sales Store Checker positions) who do not otherwise qualify for entry at their current grade into the GS-1144 series. There must be a reasonable likelihood that the employee will successfully make the transition to the new position, based on his/her possession of the knowledges and abilities that would equip the employee to meet the critical elements of the performance standards for the position.

(c) Region directors may approve the use of noncompetitive appointment authorities to staff GS-1144 vacancies. This includes the use of Veterans Readjustment Authority appointments and other excepted service appointments.

(2) Temporary staffing of CCP positions. When a need exists to temporarily staff a CCP position for less than 120 days, management can fill the position through non-competitive detail or temporary promotion action, if otherwise permitted by governing civilian personnel regulations. Temporary staffing actions beyond 120 days must be processed using competitive procedures. Management may either request a CCP referral list for a temporary assignment, or request that the servicing personnel office issue a local announcement for the temporary assignment under the appropriate merit promotion plan. NOTE: COMPETITIVE TEMPORARY PROMOTIONS THROUGH NON-CCP MERIT PROMOTION PROCEDURES CANNOT BE MADE PERMANENT WITHOUT FURTHER COMPETITION THROUGH CCP PROCEDURES.

(3) Staffing of CCP positions at closure sites. When a CCP position at a closure site is vacated and the closure is less than two years away, management can staff the position on a temporary basis or on a permanent basis. Staffing on a temporary basis is subject to the provisions of paragraph (2) above. When the projected closure date is within 24 months of the recruitment date, regions have the authority to approve the use of the appropriate merit promotion procedures in lieu of CCP procedures. To staff a position on a permanent basis in such situations the following conditions must be met:

- (a) The position must be pre-identified as "key or critical to base operations" (as determined by the region director);
  - (b) The DoD PPP stopper list must be clear;
  - (c) The selectee must commit to staying at the activity until closure (i.e., voluntarily defer himself/herself from CCP referral consideration until six months prior to the closure date); and
  - (d) The selectee must sign a mobility agreement that specifies ineligibility for DOD PPP registration at the time of closure. (At the time of closure, the placement of the employee can be processed as an exception to the DOD PPP, per DOD 1400.20-1-M, chapter 4, paragraph i(8) (July 1998)). A sample Statement of Understanding is at Appendix J.
- (4) Downgrading with promotion potential. Management may downgrade a CCP position for recruitment and allow for non-competitive promotion of the selectee to the target grade level. For the two most senior civilian positions in a commissary (i.e., Store Director, Store Administrator), and Supervisory Commissary Management Specialist positions, the positions may not be restructured to a grade lower than the next level in the supervisory chain. The CCPPB Chairman may approve exceptions to this policy.
- (5) If management wishes to seek a staffing flexibility that would require an exception to CCP procedures, the request should be submitted through the CCP Office for decision by the CCPPB Chairman.

**9-8. DeCA PRIORITY PLACEMENT PROGRAM (PPP).** The DeCA PPP provides priority placement assistance to employees occupying CCP positions (see section 9-4a for covered positions) who are surplus and facing a reduction-in-force situation for reasons such as: Base Realignment and Closure (BRAC); commissary closures; or completion of an overseas tour of employment without return rights or with return rights to a lower grade than they currently occupy. Employees who are eligible for grade retention may also register for priority consideration. The DOD PPP (Department of Defense Program for the Stability of Civilian Employment) takes precedence over the DeCA PPP. The DeCA PPP provides an additional avenue for placement assistance to GS-1144 CCP registrants. Registration in the DeCA PPP is voluntary. Employees may only register in the DeCA PPP if they exhibit acceptable performance and conduct.

a. Registration and referral procedures. To register for DeCA PPP consideration, an employee must be registered in the CCP (see section 9-5) and be rated at least fully successful on his/her most recent performance appraisal. The CCP Office will notify the Region DP Office of the individual who is requesting DeCA PPP registration and provide the basis for the registration (non-displaced overseas employee, in receipt of RIF notice, former incumbent exercising return rights, base or commissary closure, or eligibility for grade retention). The CCP Office will ask the Region DP Office if there is any on-going investigation regarding them employee, if there has been any disciplinary action taken against the employee in the last 12 months, and if the employee was rated at least fully successful during the last performance cycle. If there has been any on-going investigation and/or disciplinary action, the CCP Office will obtain the status and any supporting documentation to include the type of disciplinary action or type of investigation. If an employee has recently demonstrated unacceptable conduct, he/she will not be registered in the DeCA PPP until acceptable conduct has been demonstrated for a reasonable period of time (based on the nature of the offense), or the employee's successful adjudication, or a favorable determination of finding in a directly related complaint has been made. When a questionable case arises, the Chairman, CCPPB will decide if

the employee is eligible to register in the DeCA PPP. For purposes of registration and referral, there are two categories of priority candidates, as described in (1) and (2) below.

(1) Registration and Referral of Surplus/Excess Employees. Employees who are in circumstances that will cause them to be surplus may request priority consideration up to six months prior to the event that may cause the employee's separation. They may request priority consideration for reassignment and/or change to lower grade through the DeCA PPP. (For employees in these circumstances, promotion consideration cannot be requested through the DeCA PPP, but will continue under normal CCP procedures, if the employee is eligible and registered in the CCP). To register in the DeCA PPP, the employee must submit a letter to the CCP Office requesting priority consideration, stating the basis for the request, the anticipated date he/she will become excess, and the job categories and grade levels (reassignment or lower grade) for which consideration is requested. Priority placement registrants whose eligibility is based on such circumstances (i.e., surplus/excess) will automatically be considered available for CONUS-wide DeCA sites, and will have the option of identifying OCONUS locations, with the following exception: non-displaced overseas commissary management personnel will not be given the option of identifying any foreign overseas locations. Priority placement registrants will be referred automatically for reassignment and change to lower grade when vacancies occur in the job titles, grades, and geographic areas (minimum CONUS-wide with possible addition of OCONUS locations) for which they are registered.

(2) Registration and Referral of Employees on Retained Grade. Employees who are on retained grade may request priority consideration once the personnel action has been processed which results in their grade retention entitlement. To register in the DeCA PPP, the employee must submit a letter to the CCP Office requesting priority consideration, indicating the job categories for which priority consideration is desired, and including a copy of the SF-50 (Notification of Personnel Action) which documents the retained grade entitlement. Priority placement registrants whose eligibility is based on such circumstances (i.e., retained grade) will receive priority consideration only for the grade to which they have retained grade entitlement, and only for the duration of their retained grade entitlement. Upon registration, they will automatically be referred for priority consideration for vacancies at the specified grade and job categories within their current employing region. If the employee is not assigned to a region, he/she will receive priority consideration within the employing DeCA unit (e.g., HQ DeCA). If the registrant wishes to receive expanded priority consideration, he/she will be registered for CONUS-wide consideration. Employees who are serving on overseas tours of duty must be within six months of completing their overseas tour in order to receive CONUS-wide priority consideration. Sample letters to be used for registration are in Appendix K.

b. Selection procedures. Within ten days of receipt of a CCP referral list which contain the names of priority candidates, selecting officials are required to select a priority candidate. Priority candidates who are surplus/excess must be selected before those who are on retained grade.

When a selecting official believes that there is a compelling reason for non-selecting a priority candidate, the selecting official may submit reasons for non-selection through supervisory channels to the CCP Office for submission to the Chairman, CCPPB. If a selecting official wishes to by-pass a surplus/excess priority candidate to select a priority candidate on retained grade, he/she must request concurrence from the Chairman, CCPPB before proceeding. The selecting official may not make a commitment to a non-priority candidate until the Chairman, CCPPB responds to this request. Priority candidates must accept job offers; a declination results in the employee losing his/her eligibility for priority consideration. Additionally, if an employee who is on retained grade declines an offer within his/her commuting area, or outside the commuting area if the employee is serving under a mobility agreement as specified in section 9-11, his/her grade and pay retention entitlement terminates.

c. Release dates. The losing and gaining activities should negotiate mutually acceptable release/effective dates. Depending on the nature of their reasons for registering in the program (e.g., base

closure), priority candidates may be required to remain in their positions for up to six months before reporting to their new jobs.

**9-9. PAY RETENTION.** Pay retention enables employees to retain their pay upon moving to lower graded positions. It is important to note that pay retention is not authorized when management approves an employee's request for downgrade solely for the employee's benefit, convenience, or personal advantage. Pay retention is authorized when the actions initiated by management are to further DeCA's mission.

a. **APPLICABILITY:** Pay retention applies to any employee whose rate of basic pay will be reduced as a result of the placement of the employee in a formal employee development program generally utilized Government-wide, such as Upward Mobility (e.g. DeCA's Department Manager Development Program) and Career Intern Programs. Pay retention enables employees who participate in these programs to retain their pay upon taking a change to lower grade in order to enter the program. Since the Commissary Career Program is a formal agency-wide recruitment program, positions filled through this program entitle employees, who accept downgrade assignments, to pay retention.

b. **COVERAGE:** This policy applies to the staffing of CCP positions and applies to all DeCA employees who are potential applicants for CCP positions. Positions covered by the CCP are: GS-1144 (commissary management positions); GS-1101 (Business Management positions); GS-2030 (Central Distribution Center Manager positions); and GS-2003 (Supervisory Supply Management Specialist positions).

c. **GUIDANCE:** This section contains DeCA-specific guidance on the granting of pay retention when CCP positions are filled.

When management selects a DeCA employee for a CCP position that results in the employee being downgraded, pay retention is authorized in the following situations:

- (1) Upon entry as a CCP Intern, upon entry as a Department Manager Trainee, or into any CCP position that is designated as formal trainee and filled through CCP recruitment procedures.
- (2) Upon selection of any employee assigned to a CONUS activity for an assignment at an overseas location.
- (3) Upon entry from a non-CCP position (either from a Wage System position or from a GS position in an occupational series not covered by the CCP as the result of a career progression downgrade. Generally, career progression downgrades will involve placements into CCP positions at entry level grade (GS-5, 6, 7).
- (4) Region directors may authorize pay retention in other circumstances resulting from personnel actions to fill CCP positions downgrades when the actions are initiated by management to further DeCA's mission.

Pay retention does not apply to the following situations:

- (1) An employee does not satisfactorily complete a supervisory or managerial probationary period prescribed by 5 U.S.C. 3321 (a)(2) and is removed from the supervisory or management position.

(2) An employee who is reduced in grade or pay for personal cause or at the employee's request. Demotion for personal cause means a reduction in grade based on the conduct, character, or unacceptable performance.

Pay retention ceases when:

As a result of an increase in the scheduled rate(s) of the grade of the employee's position, an employee's retained rate of basic pay becomes equal to or lower than the maximum rate of that grade. The employee is entitled to the maximum rate of that grade and pay retention ceases.

However, there may be situations when management initiates a downgrade of an employee into a position at a higher-grade level than the entry level to meet staffing needs and to enhance the employees' career progression opportunities. Through CCP formal recruitment procedures, employees may indicate their willingness to accept such assignments. Management's selection of an employee for a career progression downgrade reflects the determination that the downgrade is in the best interest of DeCA and thus pay retention is authorized.

**An employee's entitlement to pay retention is not affected by a temporary promotion or reassignment.**

d. PAY SETTING PROCEDURES: If the employee's rate of basic pay immediately prior to the pay retention exceeds the maximum rate of the position to be occupied when he or she becomes entitled to pay retention, the employee is entitled to the lower of:

(1) The rate of basic pay payable to the employee immediately before the reduction in pay; or

(2) 150% of the maximum rate of basic pay payable for the new grade.

**9-10. CCP SELECTION APPROVAL/CONCURRENCE REQUIREMENTS.** The following approval/concurrence requirements apply to the staffing of CCP positions through competitive and non-competitive procedures.

a. GS-12 and below. Region directors have authority to approve selections for CCP positions, GS-12 and below. Region directors may re-delegate this authority. Regions must coordinate tentative selections for Store Director positions at the GS-11 and GS-12 levels with the HQ DeCA IG and receive IG's concurrence before job offers can be extended. This coordination can be accomplished informally, by telephone or FAX, and must be documented by the region.

b. GS-13 and above. The CCPPB Chairman must review and concur with selections for CCP positions, GS-13 and above. Selecting officials must ensure that tentative selections are coordinated with the HQ DeCA IG. The tentative selection is then forwarded to the CCP Office for coordination with the HQ Equal Employment Opportunity Officer and submission to the CCPPB Chairman for concurrence.

**9-11. DEFERRAL POLICIES.**

a. Candidates who are referred for CCP positions based on their stated referral desires and reply not available when contacted by the selecting official are deferred from CCP referral consideration for a period of six months.

b. Candidates who are referred for CCP positions based on their stated referral desires and decline a job offer when selected are deferred from CCP referral consideration for a period of one year.

c. Following a position change that involves a permanent change of station (PCS) move, CCP registrants are deferred from reassignment/change to lower grade/promotion referral consideration for a period of one year. If the employee updates his/her CCP registration records following the position change, he/she may be referred for positions within the commuting area of the employee's new assignment.

d. Following a position change that does not involve a PCS move, CCP registrants are deferred from reassignment/change to lower grade/promotion referral consideration until they update their CCP registration by completing DeCA Form 50-26, Part A and B.

e. CCPPB Chairman may grant exceptions to the deferral penalties. Request for exception should be submitted through supervisory channels (e.g., region headquarters) to the CCP Office for processing.

## **9-12. CIVILIAN MOBILITY PROGRAM.**

a. The DeCA Civilian Mobility Program is designed to enhance mission effectiveness by prescribing mobility of employees as a condition of employment. Mobility will not be used as a form of disciplinary action. Mobility generally serves to broaden and strengthen an employee's qualifications and to increase progression opportunities.

(1) All commissary management, GS-1144-12 and above, positions are covered by this program. (NOTE: Other GS-1144 assignments may be subject to execution of a mobility agreement. These assignments include GS-1144 or GS-1101 career intern positions (Path 1 or Path 2), GS-1144 positions staffed as formal development assignments and GS-1144 positions staffed at BRAC sites within 24 months of closure.)

(2) This mobility program does not preclude current employees occupying covered positions who have declined to sign a mobility agreement from consideration and selection for promotion to vacancies at their present location. However, as a condition of employment for promotion into a covered position, the employee must sign a mobility agreement.

(3) Geographic preferences of covered employees for permanent duty station changes will be considered, but will not be binding on management. If practical, employees will be assigned to geographic areas of their preference.

(4) The Director or CCPPB Chairman reserves the right to meet DeCA mission requirements by assignment of personnel in covered positions under the DeCA Civilian Mobility Program.

(5) The DeCA Civilian Mobility Program will not require geographic relocation of covered employees more frequently than once every two years unless deviation is dictated by established limitations on the duration of tours of duty for an area or unless both the employee and management agree in writing to earlier relocation action.

(6) Employees in covered positions will be provided at least 90 calendar days advance notice of relocation. Advance notice is not necessary if a move is required by expiration of an overseas tour or other properly approved exception to the established program as delineated in paragraph 6g below. Employees may opt to waive the 90-day advance notice period, if earlier relocation is requested by management and acceptable to the employee.

(7) Exceptions to mobility program requirements may not be made without prior approval of the Director or CCPPB Chairman.

b. Procedures:

(1) Employees assigned to covered positions will be required to execute a mobility agreement as a condition of employment. A copy of the mobility agreement is at Appendix L.

(2) Employees of former service commissary systems who transferred to DeCA upon initial formation (October 1991) and who were not working under a pre-existing mobility agreement were not required to sign a DeCA mobility agreement, provided they remained continuously assigned to the DeCA position to which they were transferred. These employees were given the opportunity to voluntarily execute a mobility agreement. Such employees, not previously covered by a mobility agreement, who refused to execute a DeCA mobility agreement may remain in their positions and may be considered and selected for promotion to vacancies at their present location for which qualified and available. Consideration of these employees for promotion will be limited to their current geographic location. As a condition of employment for promotion into a covered position, the employee must sign a mobility agreement.

(3) Once a mobility agreement is signed, it remains valid until canceled. Therefore, covered employees are not required to sign new mobility agreements each time they relocate.

(4) The selecting supervisor, or other management official delegated authority to conduct interviews, will inform all job candidates for covered positions of the mobility requirement.

(5) Servicing personnel offices are responsible for ensuring that a signed mobility agreement is on file for any individual selected for a covered position before he/she enters on duty. The servicing personnel office will file the original copy of the signed mobility agreement in the employee's official personnel folder, provide a copy of the agreement to the employee, and forward one copy to Headquarters, Defense Commissary Agency, ATTN: DPC, Fort Lee, Virginia 23801-1800. Copies of the mobility agreement will be distributed within 5 workdays after the agreement is signed by the employee.

(6) Position descriptions of covered positions will reflect that mobility is a condition of employment.

(7) The DeCA Director or CCPPB Chairman may temporarily suspend mobility requirements for any employee who, by reason of personal hardship, is not able to accept geographic relocation. When employees are faced with hardship situations that impact on their mobility, they may request, by official memorandum, that the Director or CCPPB Chairman defers relocation. Acceptability of hardship requests will be considered on a case-by-case basis and will normally be related to medical problems of employees or dependents. Mobility deferrals will be granted only for a specific time period. Requests for deferral must be tendered prior to receipt by the employee of a notice of pending relocation. Other requests will be considered as a refusal to relocate. Appendix M provides guidelines for determining acceptability of hardship cases and the maximum period of mobility deferment to be allowed.

(8) If an employee serving under a mobility agreement declines relocation and the DeCA Director or CCPPB Chairman has not approved an exception, one of the following steps will be taken:

(a) Efforts will be made to reassign or demote the employee to another position not requiring mobility.

(b) If placement under above paragraph is not possible, removal action will be considered for failure to accept relocation under terms of signed mobility agreement.

(c) If placed under the terms of paragraph (a) above, an individual will not be considered for referral to a position requiring a mobility agreement for two years from the date of the employee's declination of relocation and until a new mobility agreement is executed.

**9-13. PHYSICAL REQUIREMENTS.** Some store-level managerial positions have physical requirements that must be met prior to assignment. Assignments into covered positions either from the current workforce or from an external source require a pre-appointment examination prior to entrance on duty. Covered positions include: Perishable Manager, Semi-Perishable Manager, Grocery Department Manager, Meat Department Manager, Produce Department Manager, Commissary Management Specialist (Path 1 Intern, GS-5 target 9) or Business Management, GS-1101 (Part 2 Intern, GS-7 target 9) position that will lead to placement into any of the listed covered positions upon graduation. Movement from one covered position to another covered position does not constitute a new assignment (Example: Grocery Department Manager selected for Semi-Perishable Manager). Current incumbents of these positions will not be required to report for a medical examination.

Physical examinations are documented on the Certificate of Medical Examination (Standard Form (SF) 78). This form may be obtained from your servicing personnel office. The following table (Table \_\_\_\_\_) lists the physical requirements (Functional Requirements and Environmental Factors) that are to be circled on the SF-78 for the covered positions. Hours listed represent the maximum number of hours during a typical day the activity may be performed and must be inserted into the appropriate blanks.

POSITION TITLE	FUNCTIONAL REQUIREMENTS	ENVIRONMENTAL FACTORS
Store Manager, Perishable, Semi-Perishable or Perishable/Semi Perishable	2, 5, 7 (2 hours), 9 (2 hours), 10, 13 (6 hours), 14 (1 hour), 16 (1 hour), 17 (1 hour) and 18 (1 hour)	2, 3, 4, 5, 6, 17, 19, 20, 26, 27, and 28.
Grocery Department or Assistant Grocery Department Manager	2, 5, 7 (1.5 hours), 9 (1.5 hours), 10, 13 (5 hours), 14 (1.5 hours), 16 (0.5 hour), 17 (1 hour) and 18 (1 hour).	2, 3, 4, 5, 6, 8, 10, 19, 20, 26, 27, and 28.
Night Merchandising Manager	2, 5, 7 (1.5 hours), 9 (1.5 hours), 10, 13 (5 hours), 14 (1.5 hours), 16 (0.5 hour), 17 (1 hour) and 18 (1 hour).	2, 3, 4, 5, 6, 8, 10, 19, 20, 26, 27, and 28.
Meat Department or Assistant Meat Department Manager	2, 5, 7 (4 hours), 9 (4 hours), 10, 13 (5 hours), 14 (5 hours), 16 (0.5 hour), 17 (2 hour) and 22.	2, 4, 5, 6, 8, 17, 18, 20, 26, and 28
Produce Department or Assistant Produce Department Manager	2, 5, 7 (1 hour), 8 (1 hour), 9 (1 hour), 10, 13 (5 hours), 14 (2 hours), 16 (0.5 hour), and 17 (2 hours)	2, 4, 5, 6, 17, 26, 27, and 28
Refrigerated and Contracted Support Manager	2, 5, 7 (4 hours), 9 (4 hours), 10, 13 (5 hours), 14 (5 hours), 16 (0.5 hour), 17 (2 hours) and 22.	2, 4, 5, 6, 8, 17, 26, 27, and 28
Commissary Management Specialist, GS-1144 or Business Management, GS-1101 (CCP Intern position that leads to a covered position)	2, 5, 7 (1.5 hours), 9 (1.5 hours), 10, 13 (5 hours), 14 (1.5 hours), 16 (0.5 hour) and 17 (0.5 hour)	2, 3, 4, 5, 6, 8, 10, 19, 20, 26, 27, and 28

**APPENDIX A**

**GLOSSARY**

Certificate of Eligibles. A list of eligible candidates from a register submitted to an appointing officer so that he/she may consider the eligible candidates for appointment.

Excepted Service. Excepted service consists of those civil service positions that are not in the competitive service or the Senior Executive Service.

General Experience. Progressively responsible experience that demonstrates the ability to: (1) analyze problems to identify significant factors, gather pertinent data and recognize solutions; (2) plan and organize work; and (3) communicate effectively orally and in writing

Obligated Positions. Position in the United States that is vacated by an employee who accepts an overseas assignment and is granted return rights.

Permanent Status. Holds or has held a career or career-conditional appointment in the competitive service.

Specialized Experience. Experience which is in or directly related to the line of work of the position to be filled and which has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties of the position.

Veterans Readjustment Appointment (VRA). An excepted service appointment made after April 8, 1970, to a position otherwise in the competitive service of eligible veterans of the Vietnam era and Post-Vietnam era.

## APPENDIX B

## GS-1144 OCCUPATIONAL TRAINING PLAN, CATEGORY 1

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I. General Information		
A. Occupational Series:	<b>Commissary Management</b>	B. Occupational Code: 1144
C. Jobs Covered: Category One	Pay Plan & Grade(s)	Job Abbreviations
<ol style="list-style-type: none"> <li>1. Store Director</li> <li>2. Store Administrator</li> <li>3. Store Mgr – Perishable</li> <li>4. Store Mgr – Perishable/Semi-Perishable</li> <li>5. Store Mgr – Semi-Perishable</li> <li>6. Meat Plant Mgr</li> </ol>	GS-5-14	<ol style="list-style-type: none"> <li>1. DPB</li> <li>2. DPA</li> <li>3. DPP</li> <li>4. DPC</li> <li>5. DPS</li> <li>6. DPM</li> </ol>
II. Knowledge, Skills, and Abilities (KSAs)		
<b>Knowledge and Skills concerning–</b>		Job(s)
1. Commissary Management Support Section Operations to include control, maintenance and verification of accounting documents, and working knowledge of automated database systems in support of these systems		DPB, DPA, DPP, DPC, DPS
2. Commissary Front-end Operations to include scheduling, customer relations, cash control, and working knowledge of automated database systems in support of these operations		DPB, DPA, DPP, DPC, DPS
3. Commissary Grocery Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPB, DPA, DPP, DPC, DPS, DPM
4. Commissary Meat Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPB, DPA, DPP, DPC, DPS
5. Commissary Produce Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPB, DPA, DPP, DPC, DPS
6. Warehouse/Central Distribution Center Operations		DPB, DPM
7. Working Knowledge of Acquisition Procedures to include commercial activities, resale, commodity, and equipment and supplies contracts		DPB, DPA, DPP, DPC, DPS, DPM
8. Equipment and Property Accountability Procedures		DPB, DPA, DPP, DPC, DPS, DPM
9. Resource Management (e.g., work year allocation/execution, payroll, contract management, and control)		DPB, DPA, DPP, DPC, DPS, DPM
10. Inventory Management to include proper stock rotation, inventory to sales ratio, ordering procedures, and storage requirements		DPB, DPA, DPP, DPC, DPS, DPM

11. Inventory Procedures (e.g., accountable bimonthly)	DPB, DPA, DPP, DPC, DPS, DPM
12. Commissary Operating Policies (DeCA Dir 40-1)	DPB, DPA, DPP, DPC, DPS, DPM
13. Food Marketing Technology and Systems used in commercial retail food store operations	DPB
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14. Merchandising and Category Management techniques used in food store operations	DPB, DPA
15. Internal Control and Fraud, Waste, and Abuse Programs	DPB, DPA, DPP, DPC, DPS, DPM
16. Principles and applications of automated database information systems (e.g., scanning and microcomputer systems)	DPB, DPA, DPP, DPC, DPS, DPM
17. Safety and security to include key control, alarm systems, bomb threats, robbery procedures, shoplifting, and pilferage control, lock-up procedures, and safety equipment and procedures	DPB, DPA, DPP, DPC, DPS, DPM
18. Sanitation requirements to include cyclic cleaning and sanitizing, personal hygiene, and temperature	DPB, DPA, DPP, DPC, DPS, DPM
19. Human Resource Management Procedures (e.g., hiring, training, mentoring, labor relations, employee relations, and adverse and disciplinary actions)	DPB, DPA, DPP, DPC, DPS, DPM
20. Supervisory responsibilities in Federal Equal Employment Opportunity Program (e.g., affirmative action requirements, avoidance of disparate treatment, prohibited personnel practices)	DPB, DPA, DPP, DPC, DPS, DPM
21. Overseas operating environment (Required for overseas locations)	DPB, DPA, DPP, DPC, DPS, DPM
<b>Abilities concerning–</b>	
1. Leadership ability: The vision to set goals and strategies; the interpersonal skills to achieve consensus; the verbal capacity to communicate enthusiasm to large and diverse groups of individuals; the organizational talent, disparate efforts, and the desire to lead	DPB, DPA, DPP, DPC, DPS, DPM
2. Managerial ability: The ability to establish objectives, requirements, priorities, and deadlines to determine course of action; ability to plan, organize, and direct	DPB, DPA, DPP, DPC, DPS, DPM
3. Ability to analyze: The ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standard or objectives	DPB, DPA, DPP, DPC, DPS, DPM
4. Ability to communicate orally: The ability to brief, instruct, explain, advise, or persuade	DPB, DPA, DPP, DPC, DPS, DPM
5. Ability to write: Ability to express ideas in writing (e.g., reports, information papers, letters, manuals, and directives)	DPB, DPA, DPP, DPC, DPS, DPM
6. Ability to develop solutions to problems	DPB, DPA, DPP, DPC, DPS, DPM
7. Ability to initiate actions ("Self-starter")	DPB, DPA, DPP, DPC, DPS, DPM



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**OCCUPATIONAL TRAINING PLAN**

**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Ethics	DoD	N/A	Video, briefing, brochure, training materials	Within 1 month	All employees
Security	HQ DeCA	N/A	Briefing	Within 6 months	All employees
Prevention of Sexual Harassment (POSH)	HQ DeCA	N/A	Video	Within 6 months	All employees
Violence in the Workplace	HQ DeCA	N/A	Training materials	Within 6 months	DeCA HQ (SA) employees
Safety	DeCA or outside source	N/A	Briefings, video, demonstration and practice	At least annually & with process changes	All employees
Privacy Act	HQ DeCA	N/A	Classroom, video	Annually (1/2 hour)	All employees
Quality Awareness	DeCA		Briefing	Within 6 months	All employees
Computer Security Awareness	DeCA	KSAs	Briefing, video	Annually	All 1144s
Security Education and Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Bomb Threat Procedures	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Anti-Robbery Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and managers
Counterfeit Currency Detection and Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Shoplifting Procedures	DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Basic Commissary Operations Course (BCOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	All 1144s
Advanced Commissary Operations Course (ACOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	Advanced 1144s
Level I Force Protection/Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within six months of all OCONUS travel	All OCONUS assigned personnel and travelers

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**OCCUPATIONAL TRAINING PLAN**

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Managing DeCA Employees (MDEC)	HQ DeCA	K 9, 19 A 1-7	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders
Managing Your EEO Responsibilities	HQ DeCA	K 9, 19, 20 A 1-7	Training materials and classroom instruction	3 days	All DeCA supervisors and work leaders
Leading DeCA Work Teams (LDWT)	HQ DeCA	K 9, 19	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders

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**OCCUPATIONAL TRAINING PLAN**

<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective Public Speaking	USDA Grad School	A 4, 5	Training materials and classroom instruction	1 day	All 1144s
Time Management	USDA Grad School	A 1, 2, 3, 6	Training materials and classroom instruction	2 days	All 1144s
Commissary Management Specialist/Action Officer Course	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	7 days	All 1144s
Computer-Based Training	HQ DeCA	Vary	Training materials and classroom instruction	2-3 hours	All DeCA employees
Effective Communication with the Customer	USDA Grad School	A 4, 5	Training materials and classroom instruction	2 days	All 1144s
Contracting Fundamentals (Con 101)	Norfolk, VA	K 7, 9 A 1-7	Training materials and classroom instruction	20 days	All 1144s in Contract Business Unit
Report Writing	USDA Grad School	A 5	Training materials and classroom instruction	4 days	All 1144s
Techniques of Negotiating	USDA Grad School	A 1-4	Training materials and classroom instruction	5 days	All 1144s
MS-Dos Software	HQ DeCA/ Local College	Vary	Training materials and classroom instruction	5 days/or as required by course curriculum	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective English Workshop	USDA Grad School	A 1-5	Workshop	3 days	All 1144s
Improving Communication	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	2 days	All 1144s
Effective Briefing Skills	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction		All 1144s
Cornell University Correspondence Courses	Cornell University	K 1-21 A 1-7	Training materials and classroom instruction	6 months	All 1144s
Effective Writing Skills	Local PERSONNEL SERVICE PROVIDER	A 5	Training materials and classroom instruction	3 days	
Procurement Integrity	ALMC	K 7, 9 A 1-7	Training materials and classroom instruction	5 days	Business Units
Personnel Management Course for Executives, Parts 1 and 2	Army/ Other training sources	K 9, 19, 20 A 1-7	Training materials and classroom instruction	8 days	
Managing Organizational Change	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	GS-12s and above
Organizational Leadership for Executives	Army	A 1-7	Training materials and classroom instruction	10 days	GS-12s and above
Supervisory/Managerial/Executive Courses	OPM	A 1-7	Training materials and classroom instruction	agency	GS-12s and above
Managerial Decision Making	USDA Grad School	K 1-21 A 1-7	Training materials and classroom instruction	3 days	All 1144s
Defense Leadership and Management Program	DoD	A 1-7	Training materials and classroom instruction	1 to 6 years	GS-13 and above
Produce Manager's Course	HQ DeCA	K 5-21	Training materials and classroom instruction	5 days	Produce Managers
Meat Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	Meat Managers

Grocery Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	All 1144s
DeCA Food Merchandising Course	HQ DeCA		Training materials and classroom instruction	5 days	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Food Industry Management Course	Creative Mgmt. Institute, St. Louis, MO	K 1-21 A 1-7	Training materials and classroom instruction	10 days	All 1144s
Refrigeration Management Techniques	HQ DeCA	A 2-7	Training materials and classroom instruction	5 days	All 1144s
Contract Pricing (Con 104)	Wright Patterson	K 7,9	Training materials and classroom instruction	14 days	All 1144s
Technical Writing	USDA Grad School	A 1-5	Training materials and classroom instruction	5 days	All 1144s
Communication and Organizational Effectiveness	USDA Grad School	A 4	Training materials and classroom instruction	3 days	All 1144s
Introduction to Microcomputers	HQ DeCA/College	Vary	Training materials and classroom instruction	As required by course curriculum	All 1144s
Writing Techniques for Supervisors and Managers	USDA Grad School	A 5, 6, 7	Training materials and classroom instruction	2 days	All 1144s
Conflict Resolution	DeCA		Classroom	As Needed	All 1144s
Effective Interpersonal Skills	DeCA		Classroom	As Needed	All 1144s
Team Building	HQ DeCA/College		Training materials and classroom instruction	5 days	All 1144s
Labor Relations for Supervisors/Managers	USDA Grad School	K 19, 20, 21 A 1-7	Training materials and classroom instruction	5 to 8 days	All 1144s GS 10-SES

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OCCUPATIONAL TRAINING PLAN**

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<b>C. Developmental Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Basic Computer Skills	Outside source*		Classroom	As Needed	All 1144s
Developmental Assignment	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	As required	All 1144s
<b>Training with Industry (Long-term Training)</b>	Private Grocery	K 1-21 A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
College/University Study	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	All 1144s

\* Outside Sources: Includes, but is not limited to, the OSHA Training Institute, National Safety Council, Food Marketing Institute, and Various Federal and DoD Services Safety Training Offices

## APPENDIX C

## GS-1144 OCCUPATIONAL TRAINING PLAN, CATEGORY 2

Defense Commissary Agency OCCUPATIONAL TRAINING PLAN Page 1 of 7		
<b>I. General Information</b>		
A. Occupational Series:	<b>Commissary Management</b>	B. Occupational Code: 1144
C. Jobs Covered: Category Two	Pay Plan & Grade(s)	<b>Job Abbreviations</b>
7. Meat Department Mgr	GS-5-13	1. DPKURE
8. Produce Department Mgr		2. DPKURG
9. Grocery Department Mgr		3. DPKURH
10. Refrigerated & Contracted Support Mgr		4. DPR
11. Grocery Department /Night Merchandising Mgr		5. DPN
<b>II. Knowledge, Skills, and Abilities (KSAs)</b>		
<b>Knowledge and Skills concerning–</b>		Job(s)
22. Commissary Management Support Section Operations to include control, maintenance and verification of accounting documents, and working knowledge of automated database systems in support of these systems		NA
23. Commissary Front-end Operations to include scheduling, customer relations, cash control, and working knowledge of automated database systems in support of these operations		NA
24. Commissary Grocery Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPKURE, DPKURH, DPR, DPN
25. Commissary Meat Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		NA
26. Commissary Produce Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPKURG, DPKURG
27. Warehouse/Central Distribution Center Operations		DPKURE, DPN
28. Working Knowledge of Acquisition Procedures to include commercial activities, resale, commodity, and equipment and supplies contracts		DPKURE, DPKURG, DPKURH, DPN
29. Equipment and Property Accountability Procedures		DPKURE, DPKURG, DPR, DPN
30. Resource Management (e.g., work year allocation/execution, payroll, contract management, and control)		DPKURE, DPKURG, DPKURH, DPR, DPN
31. Inventory Management to include proper stock rotation, inventory to sales ratio, ordering procedures, and storage requirements		DPKURE, DPKURG, DPKURH, DPR, DPN
32. Inventory Procedures (e.g., accountable bimonthly)		DPKURE, DPKURG, DPKURH, DPR, DPN

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33. Commissary Operating Policies (DeCA Dir 40-1)	DPKURE, DPKURG, DPKURH, DPR, DPN
34. Food Marketing Technology and Systems used in commercial retail food store operations	NA
35. Merchandising and Category Management techniques used in food store operations	NA
36. Internal Control and Fraud, Waste, and Abuse Programs	DPKURE, DPKURG, DPKURH, DPR, DPN
37. Principles and applications of automated database information systems (e.g., scanning and microcomputer systems)	DPKURE, DPKURG, DPKURH, DPR, DPN
38. Safety and security to include key control, alarm systems, bomb threats, robbery procedures, shoplifting, and pilferage control, lock-up procedures, and safety equipment and procedures	DPKURE, DPKURG, DPKURH, DPR, DPN
39. Sanitation requirements to include cyclic cleaning and sanitizing, personal hygiene, and temperature	DPKURE, DPKURG, DPKURH, DPR, DPN
40. Human Resource Management Procedures (e.g., hiring, training, mentoring, labor relations, employee relations, and adverse, and disciplinary actions)	DPKURE, DPKURG, DPKURH, DPR, DPN
41. Supervisory responsibilities in Federal Equal Employment Opportunity Program (e.g., affirmative action requirements, avoidance of disparate treatment, prohibited personnel practices)	DPKURE, DPKURG, DPKURH, DPR, DPN
42. Overseas operating environment (Required for overseas locations)	DPKURE, DPKURG, DPKURH, DPR, DPN
<b>Abilities concerning—</b>	
8. Leadership ability: The vision to set goals and strategies; the interpersonal skills to achieve consensus; the verbal capacity to communicate enthusiasm to large and diverse groups of individuals; the organizational talent, disparate efforts, and the desire to lead	DPKURE
9. Managerial ability: The ability to establish objectives, requirements, priorities, and deadlines to determine course of action; ability to plan, organize and direct	DPKURE, DPKURG, DPKURH, DPR, DPN
10. Ability to analyze: ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standard or objectives	DPKURE, DPKURH, DPN
11. Ability to communicate orally: The ability to brief, instruct, explain, advise, or persuade	DPKURE, DPKURG, DPKURH, DPR, DPN
12. Ability to write: Ability to express ideas in writing (e.g., reports, information papers, letters, manuals, and directives)	DPKURE, DPKURH, DPN
13. Ability to develop solutions to problems	DPKURE, DPKURG, DPKURH, DPR, DPN
14. Ability to initiate actions ("Self-starter")	DPKURE, DPKURG, DPKURH, DPR, DPN

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Ethics	DoD	N/A	Video, briefing, brochure, training materials	Within 1 month	All employees
Security	HQ DeCA	N/A	Briefing	Within 6 months	All employees
Prevention of Sexual Harassment (POSH)	HQ DeCA	N/A	Video	Within 6 months	All employees
Violence in the Workplace	HQ DeCA	N/A	Training materials	Within 6 months	DeCA HQ (SA) employees
Safety	DeCA or outside source	N/A	Briefings, video, demonstration and practice	At least annually & with process changes	All employees
Privacy Act	HQ DeCA	N/A	Classroom, video	Annually (1/2 hour)	All employees
Quality Awareness	DeCA		Briefing	Within 6 months	All employees
Computer Security Awareness	DeCA	KSAs	Briefing, video	Annually	All 1144s
Security Education and Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Bomb Threat Procedures	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Anti-Robbery Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and managers
Counterfeit Currency Detection and Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Shoplifting Procedures	DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Basic Commissary Operations Course (BCOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	All 1144s
Advanced Commissary Operations Course (ACOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	Advanced 1144s
Level I Force Protection/Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within six months of all OCONUS travel	All OCONUS assigned personnel and travelers

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**OCCUPATIONAL TRAINING PLAN**

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Managing DeCA Employees (MDEC)	HQ DeCA	K 9, 19 A 1-7	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders
Managing Your EEO Responsibilities	HQ DeCA	K 9, 19, 20 A 1-7	Training materials and classroom instruction	3 days	All DeCA supervisors and work leaders
Leading DeCA Work Teams (LDWT)	HQ DeCA	K 9, 19	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective Public Speaking	USDA Grad School	A 4, 5	Training materials and classroom instruction	1 day	All 1144s
Time Management	USDA Grad School	A 1, 2, 3, 6	Training materials and classroom instruction	2 days	All 1144s
Commissary Management Specialist/Action Officer Course	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	7 days	All 1144s
Computer-Based Training	HQ DeCA	Vary	Training materials and classroom instruction	2-3 hours	All DeCA employees
Effective Communication with the Customer	USDA Grad School	A 4, 5	Training materials and classroom instruction	2 days	All 1144s
Contracting Fundamentals (Con 101)	Norfolk, VA	K 7, 9 A 1-7	Training materials and classroom instruction	20 days	All 1144s in Contract Business Unit
Report Writing	USDA Grad School	A 5	Training materials and classroom instruction	4 days	All 1144s
Techniques of Negotiating	USDA Grad School	A 1-4	Training materials and classroom instruction	5 days	All 1144s
MS-Dos Software	HQ DeCA/ Local College	Vary	Training materials and classroom instruction	5 days/or as required by course curriculum	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective English Workshop	USDA Grad School	A 1-5	Workshop	3 days	All 1144s
Improving Communication	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	2 days	All 1144s
Effective Briefing Skills	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	3 days	All 1144s
Cornell University Correspondence Courses	Cornell University	K 1-21 A 1-7	Training materials and classroom instruction	6 months	All 1144s
Effective Writing Skills	Local PERSONNEL SERVICE PROVIDER	A 5	Training materials and classroom instruction	3 days	All 1144s
Procurement Integrity	ALMC	K 7, 9 A 1-7	Training materials and classroom instruction	5 days	All 1144s in Contract Business Units
Personnel Management Course for Executives, Parts 1 and 2	Army/ Other training sources	K 9, 19, 20 A 1-7	Training materials and classroom instruction	8 days	GS-12s and above
Managing Organizational Change	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	GS-12s and above
Organizational Leadership for Executives	Army	A 1-7	Training materials and classroom instruction	10 days	GS-12s and above
Supervisory/Managerial/Executive Courses	OPM	A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
Managerial Decision Making	USDA Grad School	K 1-21 A 1-7	Training materials and classroom instruction	3 days	All 1144s
Defense Leadership and Management Program	DoD	A 1-7	Training materials and classroom instruction	1 to 6 years	GS-13 and above
Produce Manager's Course	HQ DeCA	K 5-21	Training materials and classroom instruction	5 days	Produce Managers
Meat Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	Meat Managers

Grocery Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	All 1144s
DeCA Food Merchandising Course	HQ DeCA		Training materials and classroom instruction	5 days	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Food Industry Management Course	Creative Mgmt. Institute, St. Louis, MO	K 1-21 A 1-7	Training materials and classroom instruction	10 days	All 1144s
Refrigeration Management Techniques	HQ DeCA	A 2-7	Training materials and classroom instruction	5 days	All 1144s
Contract Pricing (Con 104)	Wright Patterson	K 7,9	Training materials and classroom instruction	14 days	All 1144s
Technical Writing	USDA Grad School	A 1-5	Training materials and classroom instruction	5 days	All 1144s
Communication and Organizational Effectiveness	USDA Grad School	A 4	Training materials and classroom instruction	3 days	All 1144s
Introduction to Microcomputers	HQ DeCA/College	Vary	Training materials and classroom instruction	As required by course curriculum	All 1144s
Writing Techniques for Supervisors and Managers	USDA Grad School	A 5, 6, 7	Training materials and classroom instruction	2 days	All 1144s
Team Building	HQ DeCA/College		Training materials and classroom instruction	5 days	All 1144s
Conflict Resolution	DeCA		Classroom	As Needed	All 1144s
Effective Interpersonal Skills	DeCA		Classroom	As Needed	All 1144s
Labor Relations for Supervisors/Managers	USDA Grad School	K 19, 20, 21 A 1-7	Training materials and classroom instruction	5 to 8 days	All 1144s GS 10-SES

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<b>C. Developmental Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Basic Computer Skills	Outside source*		Classroom	As Needed	All 1144s
Developmental Assignment	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	As required	All 1144s
<b>Training with Industry (Long-term Training)</b>	Private Grocery	K 1-21 A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
College/University Study	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	All 1144s

\* Outside Sources: Includes, but is not limited to, the OSHA Training Institute, National Safety Council, Food Marketing Institute, and Various Federal and DoD Services Safety Training Offices

## APPENDIX D

## GS-1144 OCCUPATIONAL TRAINING PLAN, CATEGORY 3

Defense Commissary Agency OCCUPATIONAL TRAINING PLAN Page 1 of 7		
<b>I. General Information</b>		
A. Occupational Series:	<b>Commissary Management</b>	B. Occupational Code: 1144
C. Jobs Covered: Category Three	Pay Plan & Grade(s)	Job Abbreviations
12. Commissary Management Specialist	GS-9-14	DPE
<b>II. Knowledge, Skills, and Abilities (KSAs)</b>		
		Job(s)
<b>Knowledge and Skills concerning-</b>		
43. Commissary Management Support Section Operations to include control, maintenance and verification of accounting documents, and working knowledge of automated database systems in support of these systems		DPE
44. Commissary Front-end Operations to include scheduling, customer relations, cash control, and working knowledge of automated database systems in support of these operations		DPE
45. Commissary Grocery Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPE
46. Commissary Meat Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPE
47. Commissary Produce Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPE
48. Warehouse/Central Distribution Center Operations		DPE
49. Working Knowledge of Acquisition Procedures to include commercial activities, resale, commodity, and equipment and supplies contracts		DPE
50. Equipment and Property Accountability Procedures		DPE
51. Resource Management (e.g., work year allocation/execution, payroll, contract management, and control)		DPE
52. Inventory Management to include proper stock rotation, inventory to sales ratio, ordering procedures, and storage requirements		DPE
53. Inventory Procedures (e.g., accountable bimonthly)		DPE
54. Commissary Operating Policies (DeCA Dir 40-1)		DPE
55. Food Marketing Technology and Systems used in commercial retail food store operations		DPE

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56. Merchandising and Category Management techniques used in food store operations	DPE
57. Internal Control and Fraud, Waste and Abuse Programs	DPE
58. Principles and applications of automated database information systems (e.g., scanning and microcomputer systems)	DPE
59. Safety and security to include key control, alarm systems, bomb threats, robbery procedures, shoplifting, pilferage control, lock-up procedures, and safety equipment and procedures	DPE
60. Sanitation requirements to include cyclic cleaning and sanitizing, personal hygiene, and temperature	DPE
61. Human Resource Management Procedures (e.g., hiring, training, mentoring, labor relations, employee relations, and adverse, and disciplinary actions)	DPE
62. Supervisory responsibilities in Federal Equal Employment Opportunity Program (e.g., affirmative action requirements, avoidance of disparate treatment, prohibited personnel practices)	DPE
63. Overseas operating environment (Required for overseas locations)	DPE
<b>Abilities including--</b>	
15. Leadership ability: The vision to set goals and strategies; the interpersonal skills to achieve consensus; the verbal capacity to communicate enthusiasm to large and diverse groups of individuals; the organizational talent, disparate efforts, and the desire to lead	DPE
16. Managerial ability: The ability to establish objectives, requirements, priorities, and deadlines to determine course of action; ability to plan, organize, and direct	DPE
17. Ability to analyze: The ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standard or objectives	DPE
18. Ability to communicate orally: The ability to brief, instruct, explain, advise, or persuade	DPE
19. Ability to write: Ability to express ideas in writing (e.g., reports, information papers, letters, manuals, and directives)	DPE
20. Ability to develop solutions to problems	DPE
21. Ability to initiate actions ("Self-starter")	DPE

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**OCCUPATIONAL TRAINING PLAN**

**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Ethics	DoD	N/A	Video, briefing, brochure, training materials	Within 1 month	All employees
Security	HQ DeCA	N/A	Briefing	Within 6 months	All employees
Prevention of Sexual Harassment (POSH)	HQ DeCA	N/A	Video	Within 6 months	All employees
Violence in the Workplace	HQ DeCA	N/A	Training materials	Within 6 months	DeCA HQ (SA) employees
Safety	DeCA or outside source	N/A	Briefings, video, demonstration and practice	At least annually & with process changes	All employees
Privacy Act	HQ DeCA	N/A	Classroom, video	Annually (1/2 hour)	All employees
Quality Awareness	DeCA		Briefing	Within 6 months	All employees
Computer Security Awareness	DeCA	KSAs	Briefing, video	Annually	All 1144s
Security Education and Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Bomb Threat Procedures	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Anti-Robbery Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and managers
Counterfeit Currency Detection and Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Shoplifting Procedures	DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Basic Commissary Operations Course (BCOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	All 1144s
Advanced Commissary Operations Course (ACOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	Advanced 1144s
Level I Force Protection/Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within six months of all OCONUS travel	All OCONUS assigned personnel and travelers

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Managing DeCA Employees (MDEC)	HQ DeCA	K 9, 19 A 1-7	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders
Managing Your EEO Responsibilities	HQ DeCA	K 9, 19, 20 A 1-7	Training materials and classroom instruction	3 days	All DeCA supervisors and work leaders
Leading DeCA Work Teams (LDWT)	HQ DeCA	K 9, 19	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective Public Speaking	USDA Grad School	A 4, 5	Training materials and classroom instruction	1 day	All 1144s
Time Management	USDA Grad School	A 1, 2, 3, 6	Training materials and classroom instruction	2 days	All 1144s
Commissary Management Specialist/Action Officer Course	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	7 days	All 1144s
Computer-Based Training	HQ DeCA	Vary	Training materials and classroom instruction	2-3 hours	All DeCA employees
Effective Communication with the Customer	USDA Grad School	A 4, 5	Training materials and classroom instruction	2 days	All 1144s
Contracting Fundamentals (Con 101)	Norfolk, VA	K 7, 9 A 1-7	Training materials and classroom instruction	20 days	All 1144s in Contract Business Unit
Report Writing	USDA Grad School	A 5	Training materials and classroom instruction	4 days	All 1144s
Techniques of Negotiating	USDA Grad School	A 1-4	Training materials and classroom instruction	5 days	All 1144s
MS-Dos Software	HQ DeCA/ Local College	Vary	Training materials and classroom instruction	5 days/or as required by course curriculum	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective English Workshop	USDA Grad School	A 1-5	Workshop	3 days	All 1144s
Improving Communication	PERSONNEL SERVICE PROVIDER		Training materials and classroom instruction	2 days	All 1144s
Effective Briefing Skills	Local PERSONNEL SERVICE PROVIDER		classroom instruction	3 days	All 1144s
Cornell University Correspondence Courses	Cornell University	K 1-21 A 1-7	Training materials and classroom instruction	6 months	All 1144s
Effective Writing Skills	PERSONNEL SERVICE PROVIDER		classroom instruction		
Procurement Integrity	ALMC	K 7, 9 A 1-7	Training materials and classroom instruction	5 days	All 1144s in Contract Business Units
Personnel Management Course for Executives, Parts 1 and 2	Army/ sources	20 A 1-7	Training materials and classroom instruction		GS-12s and above
Managing Organizational Change	University	A 1-7	classroom instruction	course curriculum	GS-12s and above
Organizational Leadership for Executives			classroom instruction	10 days	
Supervisory/Managerial/Executive Courses		A 1-7	Training materials and classroom instruction	As required by agency	
Managerial Decision Making	USDA Grad School	K 1-21 A 1-7	Training materials and classroom instruction	3 days	All 1144s
Defense Leadership and Management Program	DoD	A 1-7	Training materials and classroom instruction	1 to 6 years	GS-13 and above
Produce Manager's Course	HQ DeCA	K 5-21	Training materials and classroom instruction	5 days	Produce Managers
Meat Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	Meat Managers

Grocery Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	All 1144s
DeCA Food Merchandising Course	HQ DeCA		Training materials and classroom instruction	5 days	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Food Industry Management Course	Creative Mgmt. Institute, St. Louis, MO	K 1-21 A 1-7	Training materials and classroom instruction	10 days	All 1144s
Refrigeration Management Techniques	HQ DeCA	A 2-7	Training materials and classroom instruction	5 days	All 1144s
Contract Pricing (Con 104)	Wright Patterson	K 7,9	Training materials and classroom instruction	14 days	All 1144s
Technical Writing	USDA Grad School	A 1-5	Training materials and classroom instruction	5 days	All 1144s
Communication and Organizational Effectiveness	USDA Grad School	A 4	Training materials and classroom instruction	3 days	All 1144s
Introduction to Microcomputers	HQ DeCA/College	Vary	Training materials and classroom instruction	As required by course curriculum	All 1144s
Writing Techniques for Supervisors and Managers	USDA Grad School	A 5, 6, 7	Training materials and classroom instruction	2 days	All 1144s
Team Building	HQ DeCA/College		Training materials and classroom instruction	5 days	All 1144s
Conflict Resolution	DeCA		Classroom	As Needed	All 1144s
Effective Interpersonal Skills	DeCA		Classroom	As Needed	All 1144s
Labor Relations for Supervisors/Managers	USDA Grad School	K 19, 20, 21 A 1-7	Training materials and classroom instruction	5 to 8 days	All 1144s GS 10-SES

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<b>C. Developmental Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Basic Computer Skills	Outside source*		Classroom	As Needed	All 1144s
Developmental Assignment	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	As required	All 1144s
<b>Training with Industry (Long-term Training)</b>	Private Grocery	K 1-21 A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
College/University Study	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	All 1144s

\* Outside Sources: Includes, but is not limited to, the OSHA Training Institute, National Safety Council, Food Marketing Institute, and Various Federal and DoD Services Safety Training Offices

## APPENDIX E

## GS-1144 OCCUPATIONAL TRAINING PLAN, CATEGORY 4

Defense Commissary Agency OCCUPATIONAL TRAINING PLAN Page 1 of 7		
<b>I. General Information</b>		
A. Occupational Series:	<b>Commissary Management</b>	B. Occupational Code: 1144
C. Jobs Covered: Category Four	Pay Plan & Grade(s)	Job Abbreviations
13. Zone Managers	GS-13-14	1. DPESUP
14. Region Chiefs, Operations Division		
15. Field Operating Activities		
<b>II. Knowledge, Skills, and Abilities (KSAs)</b>		
<b>Knowledge and Skills of-</b>		Job(s)
64. Commissary Management Support Section Operations to include control, maintenance and verification of accounting documents, and working knowledge of automated database systems in support of these systems		DPESUP
65. Commissary Front-end Operations to include scheduling, customer relations, cash control, and working knowledge of automated database systems in support of these operations		DPESUP
66. Commissary Grocery Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPESUP
67. Commissary Meat Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPESUP
68. Commissary Produce Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations		DPESUP
69. Warehouse/Central Distribution Center Operations		DPESUP
70. Working Knowledge of Acquisition Procedures to include commercial activities, resale, commodity, and equipment and supplies contracts		DPESUP
71. Equipment and Property Accountability Procedures		DPESUP
72. Resource Management (e.g., work year allocation/execution, payroll, contract management, and control)		DPESUP
73. Inventory Management to include proper stock rotation, inventory to sales ratio, ordering procedures, and storage requirements		DPESUP
74. Inventory Procedures (e.g., accountable bimonthly)		DPESUP
75. Commissary Operating Policies (DeCA Dir 40-1)		DPESUP
76. Food Marketing Technology and Systems used in commercial retail food store operations		DPESUP

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**OCCUPATIONAL TRAINING PLAN**

77. Merchandising and Category Management techniques used in food store operations	DPESUP
78. Internal Control and Fraud, Waste and Abuse Programs	DPESUP
79. Principles and applications of automated database information systems (e.g., scanning and microcomputer systems)	DPESUP
80. Safety and security to include: key control, alarm systems, bomb threats, robbery procedures, shoplifting, pilferage control, lock-up procedures, and safety equipment and procedures	DPESUP
81. Sanitation requirements to include cyclic cleaning and sanitizing, personal hygiene, and temperature	DPESUP
82. Human Resource Management Procedures (e.g., hiring, training, mentoring, labor relations, employee relations, and adverse, and disciplinary actions)	DPESUP
83. Supervisory responsibilities in Federal Equal Employment Opportunity Program (e.g., affirmative action requirements, avoidance of disparate treatment, prohibited personnel practices)	DPESUP
84. Overseas operating environment (Required for overseas locations)	DPESUP
<b>Abilities including--</b>	
22. Leadership ability: The vision to set goals and strategies; the interpersonal skills to achieve consensus; the verbal capacity to communicate enthusiasm to large and diverse groups of individuals; the organizational talent, disparate efforts, and the desire to lead	DPESUP
23. Managerial ability: The ability to establish objectives, requirements, priorities, and deadlines to determine course of action; ability to plan, organize, and direct	DPESUP
24. Ability to analyze: ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standard or objectives	DPESUP
25. Ability to communicate orally: The ability to brief, instruct, explain, advise, or persuade	DPESUP
26. Ability to write: Ability to express ideas in writing (e.g., reports, information papers, letters, manuals, and directives)	DPESUP
27. Ability to develop solutions to problems	DPESUP
28. Ability to initiate actions ("Self-starter")	DPESUP

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Ethics	DoD	N/A	Video, briefing, brochure, training materials	Within 1 month	All employees
Security	HQ DeCA	N/A	Briefing	Within 6 months	All employees
Prevention of Sexual Harassment (POSH)	HQ DeCA	N/A	Video	Within 6 months	All employees
Violence in the Workplace	HQ DeCA	N/A	Training materials	Within 6 months	DeCA HQ (SA) employees
Safety	DeCA or outside source	N/A	Briefings, video, demonstration and practice	At least annually & with process changes	All employees
Privacy Act	HQ DeCA	N/A	Classroom, video	Annually (1/2 hour)	All employees
Quality Awareness	DeCA		Briefing	Within 6 months	All employees
Computer Security Awareness	DeCA	KSAs	Briefing, video	Annually	All 1144s
Security Education and Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Bomb Threat Procedures	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Anti-Robbery Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and managers
Counterfeit Currency Detection and Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Shoplifting Procedures	DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Basic Commissary Operations Course (BCOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	All 1144s
Advanced Commissary Operations Course (ACOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	Advanced 1144s
Level I Force Protection/Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within six months of all OCONUS travel	All OCONUS assigned personnel and travelers

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Managing DeCA Employees (MDEC)	HQ DeCA	K 9, 19 A 1-7	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders
Managing Your EEO Responsibilities	HQ DeCA	K 9, 19, 20 A 1-7	Training materials and classroom instruction	3 days	All DeCA supervisors and work leaders
Leading DeCA Work Teams (LDWT)	HQ DeCA	K 9, 19	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective Public Speaking	USDA Grad School	A 4, 5	Training materials and classroom instruction	1 day	All 1144s
Time Management	USDA Grad School	A 1, 2, 3, 6	Training materials and classroom instruction	2 days	All 1144s
Commissary Management Specialist/Action Officer Course	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	7 days	All 1144s
Computer-Based Training	HQ DeCA	Vary	Training materials and classroom instruction	2-3 hours	All DeCA employees
Effective Communication with the Customer	USDA Grad School	A 4, 5	Training materials and classroom instruction	2 days	All 1144s
Contracting Fundamentals (Con 101)	Norfolk, VA	K 7, 9 A 1-7	Training materials and classroom instruction	20 days	All 1144s in Contract Business Unit
Report Writing	USDA Grad School	A 5	Training materials and classroom instruction	4 days	All 1144s
Techniques of Negotiating	USDA Grad School	A 1-4	Training materials and classroom instruction	5 days	All 1144s
MS-Dos Software	HQ DeCA/ Local College	Vary	Training materials and classroom instruction	5 days/or as required by course curriculum	All 1144s

Defense Commissary Agency <b>OCCUPATIONAL TRAINING PLAN</b> Page 5 of 7					
<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective English Workshop	USDA Grad School	A 1-5	Workshop	3 days	All 1144s
Improving Communication	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	2 days	All 1144s
Effective Briefing Skills	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	3 days	All 1144s
Cornell University Correspondence Courses	Cornell University	K 1-21 A 1-7	Training materials and classroom instruction	6 months	All 1144s
Effective Writing Skills	Local PERSONNEL SERVICE PROVIDER	A 5	Training materials and classroom instruction	3 days	All 1144s
Procurement Integrity	ALMC	K 7, 9 A 1-7	Training materials and classroom instruction	5 days	All 1144s in Contract Business Units
Personnel Management Course for Executives, Parts 1 and 2	Army/ Other training sources	K 9, 19, 20 A 1-7	Training materials and classroom instruction	8 days	GS-12s and above
Managing Organizational Change	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	GS-12s and above
Organizational Leadership for Executives	Army	A 1-7	Training materials and classroom instruction	10 days	GS-12s and above
Supervisory/Managerial/Executive Courses	OPM	A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
Managerial Decision Making	USDA Grad School	K 1-21 A 1-7	Training materials and classroom instruction	3 days	All 1144s
Defense Leadership and Management Program	DoD	A 1-7	classroom instruction	1 to 6 years	GS-13 and above
Produce Manager's Course	HQ DeCA	K 5-21	Training materials and classroom instruction	5 days	Produce Managers
Meat Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	Meat Managers

Grocery Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction		
DeCA Food Merchandising Course	HQ DeCA		Training materials and classroom instruction	5 days	

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**OCCUPATIONAL TRAINING PLAN**  
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<b>B. Job-specific Training</b>			<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Food Industry Management Course	Creative Mgmt. Institute, St. Louis, MO	K 1-21 A 1-7	Training materials and classroom instruction		
Refrigeration Management Techniques			classroom instruction		All 1144s
Contract Pricing (Con 104)	Wright Patterson		Training materials and classroom instruction		All 1144s
Technical Writing	USDA Grad School	A 1-5	Training materials and	5 days	All 1144s
Communication and Organizational Effectiveness	School	A 4	classroom instruction	3 days	All 1144s
Introduction to Microcomputers	HQ DeCA/College	Vary	Training materials and classroom instruction	As required by course curriculum	All 1144s
Writing Techniques for Supervisors and Managers	USDA Grad School	A 5, 6, 7	Training materials and classroom instruction	2 days	All 1144s
Conflict Resolution	DeCA		Classroom	As Needed	All 1144s
Effective Interpersonal Skills			Classroom		
Team Building	DeCA/College		Training materials and classroom instruction	5 days	All 1144s
Labor Relations for Supervisors/Managers	USDA Grad School	K 19, 20, 21	Training materials and	5 to 8 days	All 1144s GS 10-SES

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<b>C. Developmental Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	
Basic Computer Skills	Outside source*		Classroom	As Needed	All 1144s
Developmental Assignment	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	As required	All 1144s
<b>Training with Industry (Long-term Training)</b>	Private Grocery	K 1-21 A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
College/University Study	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	All 1144s

\* Outside Sources: Includes, but is not limited to, the OSHA Training Institute, National Safety Council, Food Marketing Institute, and Various Federal and DoD Services Safety Training Offices

## APPENDIX F

## GS-1144 OCCUPATIONAL TRAINING PLAN, CATEGORY 5

Defense Commissary Agency OCCUPATIONAL TRAINING PLAN Page 1 of 7			
<b>I. General Information</b>			
A. Occupational Series:		<b>Commissary Management</b>	
		B. Occupational Code: 1144	
C. Jobs Covered: Category Five		Pay Plan & Grade(s)	Job Abbreviations
16. Region Director	20. Area Vice Presidents	GS-14-15	2. DPESUP
17. Principal Deputy Director for Operations	21. Manager, MBU		
18. Director, Plans and Policy	22. Chief Legislative Liaison Office		
19. Region Deputy Directors			
<b>II. Knowledge, Skills, and Abilities (KSAs)</b>			
<b>Knowledge and Skills concerning–</b>			Job(s)
85. Commissary Management Support Section Operations to include control, maintenance and verification of accounting documents, and working knowledge of automated database systems in support of these systems			DPESUP
86. Commissary Front-end Operations to include scheduling, customer relations, cash control, and working knowledge of automated database systems in support of these operations			DPESUP
87. Commissary Grocery Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations			DPESUP
88. Commissary Meat Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations			DPESUP
89. Commissary Produce Operations to include ordering, receiving, stocking, pricing, merchandising, accountability, and working knowledge of automated database systems in support of these operations			DPESUP
90. Warehouse/Central Distribution Center Operations			DPESUP
91. Working Knowledge of Acquisition Procedures to include commercial activities, resale, commodity, and equipment and supplies contracts			DPESUP
92. Equipment and Property Accountability Procedures			DPESUP
93. Resource Management (e.g., work year allocation/execution, payroll, contract management, and control)			DPESUP
94. Inventory Management to include proper stock rotation, inventory to sales ratio, ordering procedures, and storage requirements			DPESUP
95. Inventory Procedures (e.g., accountable bimonthly)			DPESUP
96. Commissary Operating Policies (DeCA Dir 40-1)			DPESUP
97. Food Marketing Technology and Systems used in commercial retail food store operations			DPESUP

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98. Merchandising and Category Management techniques used in food store operations	DPESUP
99. Internal Control and Fraud, Waste and Abuse Programs	DPESUP
100. Principles and applications of automated database information systems (e.g., scanning and microcomputer systems)	DPESUP
101. Safety and security to include key control, alarm systems, bomb threats, robbery procedures, shoplifting, pilferage control, lock-up procedures, and safety equipment and procedures	DPESUP
102. Sanitation requirements to include cyclic cleaning and sanitizing, personal hygiene, and temperature	DPESUP
103. Human Resource Management Procedures (e.g., hiring, training, mentoring, labor relations, employee relations, adverse, and disciplinary actions)	DPESUP
104. Supervisory responsibilities in Federal Equal Employment Opportunity Program (e.g., affirmative action requirements, avoidance of disparate treatment, prohibited personnel practices)	DPESUP
105. Overseas operating environment	Required for overseas locations
<b>Ability to—</b>	
29. Leadership ability: The vision to set goals and strategies; the interpersonal skills to achieve consensus; the verbal capacity to communicate enthusiasm to large and diverse groups of individuals; the organizational talent, disparate efforts, and the desire to lead	DPESUP
30. Managerial ability: The ability to establish objectives, requirements, priorities, and deadlines to determine course of action; ability to plan, organize, and direct	DPESUP
31. Ability to analyze: The ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standard or objectives	DPESUP
32. Ability to communicate orally: The ability to brief, instruct, explain, advise, or persuade	DPESUP
33. Ability to write: Ability to express ideas in writing (e.g., reports, information papers, letters, manuals, and directives)	DPESUP
34. Ability to develop solutions to problems	DPESUP
35. Ability to initiate actions ("Self-starter")	DPESUP

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**OCCUPATIONAL TRAINING PLAN**

**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Ethics	DoD	N/A	Video, briefing, brochure, training materials	Within 1 month	All employees
Security	HQ DeCA	N/A	Briefing	Within 6 months	All employees
Prevention of Sexual Harassment (POSH)	HQ DeCA	N/A	Video	Within 6 months	All employees
Violence in the Workplace	HQ DeCA	N/A	Training materials	Within 6 months	DeCA HQ (SA) employees
Safety	DeCA or outside source	N/A	Briefings, video, demonstration and practice	At least annually & with process changes	All employees
Privacy Act	HQ DeCA	N/A	Classroom, video	Annually (1/2 hour)	All employees
Quality Awareness	DeCA		Briefing	Within 6 months	All employees
Computer Security Awareness	DeCA	KSAs	Briefing, video	Annually	All 1144s
Security Education and Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Bomb Threat Procedures	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Annually	All employees
Anti-Robbery Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and managers
Counterfeit Currency Detection and Procedures	DeCA, services or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Shoplifting Procedures	DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within one week and annually	All funds handlers, leaders, supervisors and sales work managers
Basic Commissary Operations Course (BCOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	All 1144s
Advanced Commissary Operations Course (ACOC)	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	14 days	Advanced 1144s
Level I Force Protection/Antiterrorism Awareness	DoD, DeCA or outside source	N/A	Briefing, video, brochures, training materials	Within six months of all OCONUS travel	All OCONUS assigned personnel and travelers

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**II. Training Needs and Requirements**

<b>A. Required Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time frame</b>	<b>Job(s)</b>
Managing DeCA Employees (MDEC)	HQ DeCA	K 9, 19 A 1-7	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders
Managing Your EEO Responsibilities	HQ DeCA	K 9, 19, 20 A 1-7	Training materials and classroom instruction	3 days	All DeCA supervisors and work leaders
Leading DeCA Work Teams (LDWT)	HQ DeCA	K 9, 19	Training materials and classroom instruction	5 days	All DeCA supervisors/ work leaders

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**OCCUPATIONAL TRAINING PLAN**

<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective Public Speaking	USDA Grad School	A 4, 5	Training materials and classroom instruction	1 day	All 1144s
Time Management	USDA Grad School	A 1, 2, 3, 6	Training materials and classroom instruction	2 days	All 1144s
Commissary Management Specialist/Action Officer Course	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	7 days	All 1144s
Computer-Based Training	HQ DeCA	Vary	Training materials and classroom instruction	2-3 hours	All DeCA employees
Effective Communication with the Customer	USDA Grad School	A 4, 5	Training materials and classroom instruction	2 days	All 1144s
Contracting Fundamentals (Con 101)	Norfolk, VA	K 7, 9 A 1-7	Training materials and classroom instruction	20 days	All 1144s in Contract Business Unit
Report Writing	USDA Grad School	A 5	Training materials and classroom instruction	4 days	All 1144s
Techniques of Negotiating	USDA Grad School	A 1-4	Training materials and classroom instruction	5 days	All 1144s
MS-Dos Software	HQ DeCA/ Local College	Vary	Training materials and classroom instruction	5 days/or as required by course curriculum	All 1144s

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<b>B. Job-specific Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Effective English Workshop	USDA Grad School	A 1-5	Workshop	3 days	All 1144s
Improving Communication	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction	2 days	All 1144s
Effective Briefing Skills	Local PERSONNEL SERVICE PROVIDER	A 1-7	Training materials and classroom instruction		All 1144s
Cornell University Correspondence Courses	Cornell University	K 1-21 A 1-7	classroom instruction	6 months	
Effective Writing Skills	PERSONNEL SERVICE PROVIDER	A 5	Training materials and		All 1144s
Procurement Integrity	ALMC	A 1-7	Training materials and classroom instruction	5 days	All 1144s in Contract Business Units
Personnel Management Course for Executives, Parts 1 and 2	Army/ sources	20 A 1-7	classroom instruction	8 days	
Managing Organizational Change	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	
Organizational Leadership for Executives	Army	A 1-7	Training materials and classroom instruction		GS-12s and above
Supervisory/Managerial/Executive Courses	OPM	A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
Managerial Decision Making	USDA Grad School	K 1-21 A 1-7	classroom instruction		All 1144s
Defense Leadership and Management Program	DoD	A 1-7	Training materials and classroom instruction	1 to 6 years	GS-13 and above
Produce Manager's Course	HQ DeCA	K 5-21	Training materials and classroom instruction	5 days	Produce Managers
Meat Manager's Course	HQ DeCA	K 4-21	Training materials and classroom instruction	5 days	Meat Managers

Grocery Manager's Course	HQ DeCA	K 4-21	Training materials and	5 days	
DeCA Food Merchandising Course	HQ DeCA		Training materials and	5 days	

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<b>B. Job-specific Training</b>		<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	
Food Industry Management Course	Institute, St. Louis, MO	K 1-21 A 1-7	Training materials and classroom instruction	10 days	All 1144s
Refrigeration Management Techniques	HQ DeCA	A 2-7	Training materials and classroom instruction	5 days	All 1144s
Contract Pricing (Con 104)	Wright Patterson	K 7,9	Training materials and classroom instruction	14 days	All 1144s
Technical Writing	USDA Grad School	A 1-5	Training materials and classroom instruction	5 days	All 1144s
Communication and Organizational Effectiveness	USDA Grad School	A 4	Training materials and classroom instruction	3 days	All 1144s
Introduction to Microcomputers	HQ DeCA/College	Vary	Training materials and classroom instruction	As required by course curriculum	All 1144s
Writing Techniques for Supervisors and Managers	USDA Grad School	A 5, 6, 7	Training materials and classroom instruction	2 days	All 1144s
Conflict Resolution	DeCA		Classroom	As Needed	All 1144s
Effective Interpersonal Skills	DeCA		Classroom	As Needed	All 1144s
Team Building	HQ DeCA/College		classroom instruction	5 days	
Labor Relations for Supervisors/Managers	USDA Grad School	21 A 1-7	Training materials and classroom instruction		All 1144s GS 10-SES

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<b>C. Developmental Training</b>	<b>Source</b>	<b>KSAs</b>	<b>Method</b>	<b>Time Frame</b>	<b>Job(s)</b>
Basic Computer Skills	Outside source*		Classroom	As Needed	All 1144s
Developmental Assignment	HQ DeCA	K 1-21 A 1-7	Training materials and classroom instruction	As required	All 1144s
<b>Training with Industry (Long-term Training)</b>	Private Grocery	K 1-21 A 1-7	Training materials and classroom instruction	As required by agency	GS-12s and above
College/University Study	Local College/ University	A 1-7	Training materials and classroom instruction	As required by course curriculum	All 1144s

\* Outside Sources: Includes, but is not limited to, the OSHA Training Institute, National Safety Council, Food Marketing Institute, and Various Federal and DoD Services Safety Training Offices

<b>DEFENSE COMMISSARY AGENCY                      CIVILIAN INTERN EMPLOYMENT AND MOBILITY AGREEMENT                      COMMISSARY CAREER INTERN PROGRAM</b> <i>(For use of this form, see Policy Letter 50-20; OPR is DP.)</i>	
<p>1. This document represents an agreement between the Defense Commissary Agency (DeCA) and the undersigned employee. Execution of this agreement is required as a condition of employment as a commissary career intern with DeCA. Selection for a career intern assignment is contingent upon the selectee's timely execution of this agreement.</p> <p>2. Management acknowledges the obligation to exercise judgment and integrity in providing required training and directing placement assignments of interns.</p> <p>3. The undersigned agrees to accept a 2-year career intern assignment with DeCA and understands the following provisions:</p> <p style="margin-left: 40px;">a. Entry grade level for this assignment is GS-1144-5. Target grade level is GS-1144-9. Promotion to the GS-1144-7 and GS-1144-9 levels may be processed under noncompetitive procedures, provided the following conditions are met: (1) employee meets qualification and time-in-grade requirements specified in governing U.S. Office of Personnel Management regulations; (2) employee's performance is fully successful or better; (3) employee completes required training as scheduled; and (4) the supervisor recommends the employee for promotion.</p> <p style="margin-left: 40px;">b. Mobility is a condition of employment for the commissary career intern program.</p> <p style="margin-left: 80px;">(1) The intern may be required to accept permanent changes of station and temporary training or developmental assignments at other installations during the 2-year internship.</p> <p style="margin-left: 80px;">(2) Upon successful completion of the intern training program, the employee will be assigned to a GS-1144-9 vacancy at a commissary within DeCA. Efforts will focus on placing intern graduates in Grocery Department Manager, Commissary Store Manager, and Deputy Commissary Officer positions. Intern placement assignments require approval of the Chairman (or his designee) of the Commissary Career Program Policy Board.</p> <p style="margin-left: 40px;">c. Failure to comply with the terms of this agreement may result in removal from the career intern program, through reassignment, change to lower grade, or termination of employment.</p> <p>4. Authorized travel and transportation expenses incident to temporary duty or permanent change of station moves will be determined under the provisions of the DOD Joint Travel Regulations, Volume II.</p> <p>5. This agreement becomes effective upon the selectee's entrance on duty as a career intern and remains in effect until permanent placement action is effected.</p> <p>6. The intern may submit written request for release from provisions of this agreement in cases involving undue personal hardship. Requests should be addressed through channels to: DeCA-DPCS, Fort Lee, VA 23801-6300.</p> <p>7. Management reserves the right to terminate or modify this agreement for reasons which are in the best interests of DeCA by issuing a written notice to the intern.</p>	
NAME OF INTERN SELECTEE	INTERN TRAINING SITE
DeCA REGION	DATE ENTERED ON DUTY
INTERN STATEMENT: I understand and agree to the terms of the Civilian Employment and Mobility Agreement for the DeCA Commissary Career Intern Program.	
INTERN SIGNATURE	DATE
CIVILIAN PERSONNEL REPRESENTATIVE SIGNATURE	DATE

DeCA Form 50-23, Jun 92

G-1

**COPY 1  
Employee**

## APPENDIX H

**DeCA FORM 50-24, COMMISSARY INTERN TRAINING PLANS  
PATH ONE**

<b>YEAR ONE COMMISSARY MANAGEMENT SPECIALIST INTERN GS-1144-5</b>			
<i>Training</i>	<i>Hours</i>	<i>Completion Date</i>	<i>Supervisor Initials</i>
<b>FORMAL &amp; MISCELLANEOUS TRAINING</b>			
<b>In-Briefing at HQ DeCA</b>	8		
<b>Basic Commissary Operations Course</b>	80		
<b>Region Orientation</b>	24		
<b>In-Processing at Training Site</b>	8		
<b>Leading DeCA Workteams</b>	40		
<b>ACS</b>	40		
<b>Cornell University Home Study Courses</b>			
Grocery Management & Operations**			
Produce Management & Operations**			
<b>STORE/OJT TRAINING</b>			
<b>Management Support/Accounting Control Overview</b>	120		
Overview of DeCA Acronyms			
Overview of Registers			
Call Order Register			
Document Register			
Tally Register			
Overview of Department Trial Balances			
Meat Department			
Produce Department			
Cigarette Gain/Loss Report			
Deli/Pizza Cart/Seafood/Bakery			
Overview of PC Operations			
Overview of DeCA Forms			
<b>Grocery Department &amp; (Troop Support-OCONUS)</b>	583		
Orientation/Mission/Objectives			
Warehouse/Receiving			
Direct store delivery (DSD)			
Delivery ticket invoicing (DTI)			
Frequent delivery service (FDS)			
ROR Direct Delivery Receiving			
Contract warehouse QAE (if applicable)			
Required procedures for delivery documents			
Store layout/shelf space allocation			
Category management responsibilities			
MBU Planograms/Category resets			

Vertical merchandising			
Shelf space management, policy & procedures			
Seasonal space adjustments			
Shelf label management & controls			
Authorized stockage list			
New item/deleted item procedures			
Ordering and Shelf Stocking Procedures			
Contract shelf stocking/ordering QAE surveillance (as applicable)			
Shelf stocking practices, rotation, fronting, cleaning			
Vendor stocker program and controls			
PDED FDS ordering procedures			
FDS PC operations & reports available			
Working daily FDS exception reports			
Display/promotional/seasonal ordering procedures			
Perishable DSD ordering procedures, i.e., dairy			
Control of excess merchandise/overwrites			
In-stock availability reporting & procedures			
New item/deleted item procedures			
Pricing Program			
Price change procedures/label maintenance			
Price verification procedures & program			
Vendor credit memorandums price reductions			
Price look up procedures			
Random weight price procedures			
Merchandising Programs			
MBU promotional display programs			
DSD local promotional display policies			
Sale signage and display methods			
Seasonal/Holiday programs			
Cross merchandising methods			
Front end merchandising rack program			
Food demo programs & procedures			
Local promotions/truck load sales			
Specialized Programs (where applicable)			
Tobacco program & accountability procedures			
Returnable container procedures			
Troop support/charge sale procedures			
Vendor Operated Bakeries (where applicable)			
Pricing			
Controls, service & contract requirements			
Inventory & accountability (DeCAF 40-10)			

Product labeling & shelf life			
Distressed, expired & damaged produce procedures			
Price reductions			
Guaranteed sales programs reimbursement			
Inspection, handling & disposition procedures			
Donation programs Food Banks/Charity Organizations			
Transportation/shipping damage procedures			
Patron Service			
Handling complaints			
Processing suggestions			
Special order service			
Customer Service Support Team (CSST)			
Sanitation & Food Safety			
Medical hold merchandise			
Establishment of daily/weekly cleaning schedules			
Contract custodial schedule, requirements & surveillance			
Refrigeration & temperature monitoring			
Weekly sanitation self inspections			
Environmental health/medical health inspections			
Sanitation briefing (Intern should present)			
Facility, Equipment, & Supply Programs			
Involvement in procurement of grocery operating supplies			
Review of equipment maintenance contracts			
Authorizations, budgeting, purchasing & justification			
Facility maintenance & repair procedures			
Safety & Security			
Department safety requirements & training			
MHE operations training			
Department security requirements & training			
Mishap & accident reporting requirements			
Inspection (to be accomplished by Intern)			
Self inspection using the DeCA IG Quality Assessment Checklist			
Self inspection using the DeCA Internal Management Control Review Checklist			
Manage Grocery Department for a time designated by CSO			
Evaluation (Use DeCAF 50-25)			
<b>Meat Department/Processing Plant</b>	320		
Orientation/Mission/Objectives			

Order, Receipt & Storage			
Review of BPA & Requirements Type Contracts Procedures (Ratification Actions, Default of Contracts, Discrepancy Reporting)			
Determine order quantities based on future requirements			
Review of delivery schedules			
Receiving procedures & responsibilities to include inspection requirements			
Review storage & handling procedures for fresh meats			
Review DTI/DSD/FDS Procedures for chilled meats & chicken programs			
Processing Procedures			
Work flow, daily work plan & equipment layouts			
Cutting & trimming methods			
Packaging requirements			
Processing of ground meats, policy & procedures			
Scale tests			
Labeling & "Best Sell-by Dates"			
Disposal of fats and bones			
Freezing meat, policies & procedures			
Distressed, damaged, expired products procedures & controls			
Pricing Procedures			
Review of cutting tests			
Automated/manual processed item test computations			
Relationship of invoice cost price, processed item test, & record of operations regarding establishment of selling prices			
Maintenance of price list			
Merchandising			
Stockage assortment policies			
Seasonality & special meat packs			
Display case merchandising & signage			
Space allocation & product display arrangement for processed meats			
Fresh chicken programs			
Manager's weekly specials program			
Selection procedures & responsibilities for establishing line items/source of supply			
Mandatory Items			
Store Optional Items			
Vendor stocking programs (chicken & cold cuts)			
Customer Service			
Special order service			

Handling customer complaints			
Processing suggestions			
Customer Service Support Team (CSST)			
Inventory Controls			
Inventory requirements, including frequency, proper methods & review of documents used to establish record of operational results			
Determining accountability status, including allowable gains & losses			
Delicatessen & fresh fish market operations			
Pricing			
Controls, service & contract requirements			
Inventory & accountability (DeCAF 40-10)			
Product labeling & shelf life			
Sanitation & Food Safety			
Sanitation training			
Establishment of daily/weekly cleaning schedules			
Contract custodial requirements & surveillance			
Refrigeration & temperature monitoring, controls & procedures			
Weekly sanitation self inspections			
Environmental health/medical health inspections			
Sanitation Briefing (Intern should be present)			
Facility, Equipment, & Supply Programs			
Ordering procedures for meat operating supplies			
Review of equipment maintenance contracts			
Review of equipment authorizations			
Budgeting, purchasing and justification			
Facility maintenance & repair procedures			
Safety & Security			
Department safety requirements & training			
Specific safety operating procedures for equipment			
Department security requirements & training			
Mishap & accident reporting procedures			
Inspection (to be accomplished by the intern)			
Self inspection using DeCA IG Quality Assessment Checklist			
Self inspection using the DeCA Internal Management Control Review Checklist			
Orientation visit to a local commercial meat processing facility (if available)			
Review of commercial processing, grading, inspection, safety, sanitation, storage, & shipping methods & procedures			
Manage Meat Department for a time designated by CSO			

Evaluation (Use DeCAF 50-25)			
<b>Produce Department</b>	320		
Orientation, mission, objectives			
Ordering			
Local ordering and buying procedures			
DSO ordering procedures			
BPA ordering procedures			
Determining requirements based on quantities on hand and future needs			
Season items			
Proper methods for canceling & changing orders			
Receipt & Storage			
Receiving procedures & responsibilities including inspection requirements			
DSO discrepancy reporting procedures, obtaining price adjustments			
Storage procedures applicable to various types of produce merchandise			
Proper methods of rejecting delivery of produce, i.e., poor quality			
DSO receiving procedures (DD Form 1348)			
Dunnage & airflow requirements			
Review of DTI/DSD/FDS procedures for plant contracts, local BPA & vendor stocked distributor items			
Pricing procedures			
Familiarization with establishing unit cost basis			
Establishing sell prices (Use DeCA pricing program, if available)			
Adjust prices to prevent gain/loss in account			
Price look up(PLU) procedures for NCR system			
Produce price signage to include nutritional information requirements			
Processing/stocking procedures			
Review of workflow & scheduling for effect on mission accomplishment			
Trimming & packaging requirements/procedures			
Culling & disposal of distressed/damaged FF&V			
Icing & spraying down selective product groupings			
Merchandising			
Seasonal merchandising & bulk displays			
Cross merchandising techniques & tie-ins			
Vendor stocking program			
Display methods			
Eye appeal & color contrasting arrangements			
Selective display locations on product			

groupings to enhance impulse sales			
Pre-packaged salad programs			
Use of proper display fixtures			
DeCA HQ & Region Forward Buy Programs			
Seasonal sets			
Customer Service			
Special order service			
Handling customer complaints			
Processing suggestions			
Customer Service Support Team (CSST)			
Inventory Controls			
Inventory requirements, including frequency, proper methods & review of documents used to establish record of operation results			
Determining accountability status, including allowable gains & losses			
Sanitation & Food Safety			
Sanitation training			
Establishment of daily/weekly cleaning schedules			
Refrigeration & temperature monitoring, controls & procedures			
Weekly sanitation self inspections			
Environmental health/medical health inspections			
Sanitation briefing (Intern should be present)			
Facility, Equipment & Supply Programs			
Ordering procedures for produce operating supplies			
Review of equipment maintenance contracts			
Review of equipment authorizations			
Budgeting, purchasing and justification			
Facility maintenance & repair procedures			
Safety & Security			
Department safety requirements & training			
Specific safety operating procedures for equipment			
Department security requirements & training			

Mishap & accident reporting procedures			
Inspection (to be accomplished by the intern)			
Self inspection using DeCA IG Quality Assessment Checklist			
Self inspection using the DeCA Internal Management Control Review Checklist			
Orientation visit to a local Produce commercial market and/or DSA activity (if available)			
Review of commercial processing, grading, inspection, safety, sanitation, storage, & shipping methods & procedures			
Manage Produce Department for a time designated by CSO			
Evaluation (Use DeCAF 50-25)			
<b>Customer Service Department</b>	400		
Orientation, mission, objectives			
Patron Service Center			
Identification of Commissary Patrons			
Individuals authorized access			
Special Assistance Authorizations			
Procedures for Handicapped Patrons			
ID Card Retrieval			
Items Returned			
Credit/Refund Procedures			
Direct Exchange			
Food Quality Reports			
Cigarette Refund/Credit Procedures			
Check Approval Procedures			
Cash Register Operations			
Scanning Procedures			
Department Key Explanation			
Price Look Up (PLU) Codes/Charts			
Error Corrects			
Multiple Item Ringing/Scanning			
Proper Handling, Identification and Acceptance of Coupons			
Food Stamp/WIC Program Overviews and Handling Procedures			
Acceptance of Checks and Other Negotiable Instruments			
DeCA's Policy on Acceptance and Amount Above Purchases			
Approval of Checks/Tendering Checks on Register			

Debit Card/Credit Card Transaction Procedures (where applicable)			
Customer Receipt Tape			
Audit Tapes (Spot Check and security Requirements)			
Counterfeit Money Training			
Anti-Robbery Training			
Bagger/Carry-out Service			
Licensee Agreements			
Procedures			
Cash Control Procedures			
Opening Procedures			
Verification of Change Funds			
Assigning Cashier Numbers			
Cashier Loans			
Scheduling of Cashiers			
Void and Refund Procedures			
Override Procedures			
Pickup Procedures			
Collection of Bad Check Monies			
Closing Procedures			
Clearing Tills			
Cashier Daily Record Reports			
Counting and Verifying Accuracy of Receipts			
Deposit Procedures			
Final Closeout Actions			
Night Deposit Procedures			
Fund Transportation and Escort Procedures			
Depositing Coupons Procedures			
Cash Controls and Safeguarding of Funds			
Access to Controlled Area			
Key Control Procedures			
Opening and Closing Safe Procedures			
Amount Authorized for Storage			
Change Fund Authorizations/Verifications			
Duress Alarm System Tests/Intrusion Alarms Tests			
Checker Accuracy Test			
10% Spot Check of Coupons			
Customer Service			
Special order service			
Handling customer complaints			
Processing suggestions			
Customer Service Support Team (CSST)			
Sanitation			

Sanitation training			
Establishment of daily/weekly cleaning schedules			
Facility, Equipment & Supply Programs			
Ordering procedures for Customer Service operating supplies			
Review of equipment maintenance contracts			
Review of equipment authorizations			
Budgeting, purchasing and justification			
Facility maintenance & repair procedures			
Safety & Security			
Department safety requirements & training			
Specific safety operating procedures for equipment			
Department security requirements & training			
Mishap & accident reporting procedures			
Inspection (to be accomplished by the intern)			
Self inspection using DeCA IG Quality Assessment Checklist			
Self inspection using the DeCA Internal Management Control Review Checklist			
Manage Customer Service Department for a time designated by CSO			
Evaluation (Use DeCAF 50-25)			
Annual/Sick Leave/Travel Time	152		
<b>TOTAL HOURS FOR YEAR ONE</b>	<b>2087</b>		

<b>YEAR TWO</b>			
<b>COMMISSARY MANAGEMENT SPECIALIST INTERN GS-1144-7</b>			
<i>Training</i>	<i>Hours</i>	<i>Completion Date</i>	<i>Supervisor Initials</i>
<b>FORMAL &amp; MISCELLANEOUS TRAINING</b>			
<b>FOA/HQ Orientation</b>	80		
ITBU			
Contracting			
<b>Region Training</b>			
Commissary Operations	80		
Other areas within Region	80		
<b>Managing Your EEO Responsibilities and Managing DeCA Employees</b>	24		
	56		
<b>Effective Writing/Briefing</b>	40		
<b>Cornell University Home Study Courses</b>			
Front End Management**			
Meat Management & Operations**			
<b>STORE/OJT TRAINING</b>			
<b>Business Systems Training</b>	80		
<b>Management Support/Accounting Control</b>	160		
Supply/Engineers: 40 hours			
Orientation, mission, objectives			
Maintain Registers			
Call Order Registers			
Document Register			
Tally Register			
Department Record of Operations (Reconciliation with Accounting Control Section (ACS) where MSC Consolidation is applicable			
Meat Department			
Produce Department			
Cigarette Gain/Loss Report			
Deli/Seafood/Bakery Department			
DeCA Interim Business System (DIBS)			
Overview of System and Functions			
File Maintenance			
Shelf Label Program and Procedures			
Summary Audit Log (SAL)			
Requisition Order Receipts (ROR)			
Accounting Functions Familiarization			
Store Block Control Journals (SBCJ)			
Processing Vendor Credit Memorandums (VCMs) and Credit Card Transactions			
Handling Store Receipts and Processing Procedures			
Charge Sale Procedures			
End of Month Reports/Quarterly Statistical			

Data			
Process Reports of Deposit (DD Form 707)			
DeCAF 70-15 Procedures			
DD Form 707 Procedures			
Dishonored Checks Procedures			
Receipt and Deposit of Dishonored Checks/Funds			
Patron Notification and Documentation Procedures			
Suspension Procedures/SSN Input into Point of Sale (NCR)			
Scanning Section			
System Start-up and Emergency Procedures			
Perform File Maintenance			
Update Prices			
End of Day Procedures/System Back-ups			
Reports and End of Month Procedures			
FDS PC Software/Hardware Operations			
PDED Operations (Upload/Download)			
Transmit Orders			
Roll-ups			
Receive File Maintenance			
Backing-up System			
Exception Reports			
Distributor Fill Rate Reports			
Admin Section			
Familiarization of DeCA CIU Functions, E-Mail, Informs, etc.			
Mail and Distribution			
Maintain Time & Attendance Reports and System Inputs			
DeCA Directives, Publications and Files Overview and Maintenance			
Requisition of DeCA Forms			
Process Personnel Actions (SF 52)			
Trust Revolving Fund Account (TRFA)			
Operating Supplies			
IMPAC Card Transactions			
Maintenance Contracts			
Interservice Support Agreements (ISA)			
Facility Maintenance			
Overview of Utility Programs and Procedures			
Safety and Security			
Safety Requirements and Training			
Security Requirements and Training			

Computer Virus and Information Security Programs			
Inspection (to be accomplished by Intern)			
Self Inspection using the DeCA IG Quality Assessment Checklist			
Self Inspection using the DeCA Internal Management Control Review Checklist			
Orientation/Visit to Consolidated Account Control Section (where applicable)			
Evaluation (Use DeCAF 50-25)			
Rotation through Region/area office	320		
<b>Assistant to Grocery Department Manager</b>	607		
Orientation, mission, objectives			
Store Merchandising			
Assigned Display/Promotional Program Responsibilities (8 week Minimum)			
Implements MBU Promotional Programs			
Proper Display Techniques			
Promotional Program Signage - Display & Shelf			
Weekly Price Verification on Displayed Products			
Ordering Display Quantities/Replenishment of Stock			
Coordinating DSD Promotions			
Store Décor Program			
Develops Portfolio of Displays During his Period for Evaluation			
Communicates with Local Sales Representatives			
Manage New/Deleted Item Program			
Seasonality Merchandising (if applicable)			
Reset Categories Upon Receipt of New MBU Planograms			
Monitors Vendor/Contractor or In-House Stocking, to include Order-writing/Warehousing (4 week minimum)			
Quality Assurance Evaluator Training and Duties or if Performed In-house, Works with Lead Order-writing and Night Stocking Supervisors/Leaders (2 week minimum)			
Analysis of Shelf and Back-up Warehouse Stocks (perishable/semi-perishable) to Ensure Adequacy of Quantities On Hand to Meet Daily Customer Demand			
Ensure DSD (perishable/semi-perishable) items are Available in Sufficient Quantities to			

Meet Customer Demand			
Review Vendor Stocker Program and Conduct Spot Checks for Compliance with Badges, Agreements, Correct Stocking Procedures, etc.			
Spot Check Receiving Documents at Time of Delivery to Verify Performance of In-checkers			
Analyze Disposition and Sale of Damaged or Spoiled Merchandise to Ensure Accountability			
Review and Work FDS Exception Reports			
Analyze FDS Fill Rate Reports and Store In-stock Rate			
Identify Problem Areas and Recommend Corrective Action			
Customer Service			
Handle Customer Complaints			
Process Customer Suggestions			
Review Special Order Services and Procedures			
Serve as Member of Customer Service Support Team (CSST)			
Grocery Department Accountability			
Supervise Inventory Procedures (monthly) including Spot Checking Item Counts and Assuring that All Subsistence is inventoried			
Analyze Record of Operations to determine Adequacy of Pricing Policies, Security Controls to Prevent Pilferage, and Accountability Status			
Price Verification Procedures and Review			
Price Changes - Ensure New Labels Due to Price Changes are Up Prior to Store Opening			
Sales Store Inspection			
Frequency, Purpose and Responsibility			
Identify Problem Areas, Recommend Changes to Improve, and Implement Corrective Actions			
Establish Daily and Weekly Cleaning Schedules for all Departments			
Perform and Document Weekly Sanitation Inspections			
Evaluation (Use DeCAF 50-25)			
<b>Understudy to Store Director/Store Manager</b>	160		
Orientation, mission, objectives			
Analyze Operations of Sales Store, Customer Service Levels, and Administrative Sections			
Determine Compliance with Regulations, Policy Letters, and Other Operating Directives			
Spot Check Accountability Documents, Including, but Not Limited to, Receiving			

Documents, Receiving Reports, Cash Accounting Records, Inventories, Trial Balances, Statistical Data Reports, and Other Accountability, Workyears, etc. Identify Problem Area Requiring Improvements and Recommend Corrective Actions			
Monitor All Store Departmental Operations at Both Opening and Closing to Ensure DeCA's Strategic Objectives and Goals Achieved at All Times			
Marketing and Item Management			
Reviews Display Program Compliance with DeCA OSC MBU and DSD Programs			
Determine Patron Demand and Display Responsible for Complete Follow-through on Minimum of One Major DeCA Display Contest			
Oversight of Patron Communication Program			
Review Consumption Data to identify Items with Low Patron Demand and Deletion Procedures			
Commissary Officer Authority and Responsibility on Keeping Systems Cleaned up (Daily File Maintenance (FM) and Actions Required for DIBS, NCR,FDS, etc.) for Most Efficient Organization			
Communicates with MBU on Customer Preferences or Special Requirements			
Evaluates Vendor Performance			
Inventories and Stock Replenishment			
Participate in Departmental Inventories			
Formal Inventories			
Scheduling Deliveries and Effect			
Gain/Loss Tolerances			
Policy and Procedures			
Public Relations			
Commissary Advisory Council			
Meeting with Installation Activities			
Installation Newcomers Briefing			
Installation Staff Meeting			
Prepare Article for Installation Newspaper and Bulletins			
Discussions with Patrons to Resolve Complaints, Review Suggestions, and Explain Policy and Procedures			

Coordination with Installation Activities			
Review of Host/Tenant Interservice Support Agreement (ISA)			
Interaction between Commissary and Installation Activities			
Inspection Requirements			
Frequency			
Inspection Checklists (Quality Assessment and Internal Management Control Review)			
Identify Deficiencies and Recommend Corrective Action			
Budgeting and Financial Planning			
Control and Execution of Workyears and Payroll Dollars to include Review of Unit Manning Documents and Processing Requests for Changes			
Control and Authorization of Overtime and Award Monies			
Develop, Control and Execution of Trust Fund Budget (Equipment and Supplies)			
DARTS			
Excess/Unserviceable Equipment Disposition			
IMPAC Card Transactions			
Develop and Monitor Commissary Operating Program (COP)(Stock Fund)			
Records Management			
Reporting Procedures for GPLD (Government Property Lost or Damaged) and Report of Survey			
Personnel Management			
Application of Civilian Personnel Policies, Practices and Procedures			
Management Responsibilities and Rights			
Employee Rights and Local Union Contracts			
Employee Records Management			
Recruit and Fill Process			
Classification Process			
Oversight of Safety and Security Programs			
Review and Develop Required Policy Letters			
Conduct Quarterly Safety Briefings and Meetings			
Lost Work Time Reporting/Injury Logs			
Lock and Key Control			
Conduct Anti-Robbery and Bomb Threat Exercises/Briefings			

Serious Incident Reporting			
Management by Objectives			
Development of Objectives for Current and Future Store Improvements/Increasing Sales and Customer Service			
Development of Adequate Programs to Achieve Objectives			
Assigning/Delegating Tasks to Achieve Objectives			
Time Management			
Participates in Quality Management Board (QMB) and Store Process Action Team (PAT) Studies			
Evaluation (Use DeCAF 50-25)			
<b>Shadow with Zone Manager</b>	40		
<b>Rotation through FOAs</b>			
MBU	80		
A&R	40		
ITBU	40		
Contracting	40		
Annual/Sick Leave/Travel Time	160		
<b>TOTAL HOURS FOR YEAR TWO</b>	2087		

\*\*Off duty

## APPENDIX H

## DeCA FORM 50-24, COMMISSARY INTERN TRAINING PLANS

***PATH TWO***

<b>YEAR ONE COMMISSARY BUSINESS SPECIALIST INTERN GS-1101-7 FORT LEE, VA (MENTOR ASSIGNED BY PDO OFFICE)</b>			
<i>Training</i>	<i>Hours</i>	<i>Completion Date</i>	<i>Supervisor Initials</i>
<b>In-Briefing at HQ DeCA/In-Processing at Training Site</b>	8		
<b>In Store Experience (Tom Fischer's Program)</b>	80		
<b>Basic Commissary Operations Course</b>	80		
<b>Region Orientation</b>	4		
<b>Leading DeCA Workteams</b>	40		
<b>Marketing Business Unit (MBU)</b>	736		
Financial Management Team			
Reset			
National Brands			
Regional Brands			
Pricing			
OPP			
Meat			
Produce			
Special Programs			
Planogramming			
Shadow all GS-14 Managers			
Shadow all GS-15 Managers			
<b>Analysis &amp; Reconciliation (A&amp;R)</b>	80		
Redemption Division			
Reconciliation (both East & West teams)			
<b>Information Resource Management (IM)</b>	80		
<b>Systems Requirement Unit (SRU)</b>	266		
CAO			
POSM			
DIBS			
DORS			
FTS			
DSD			
PKMS			
CDSS			
Data Warehouse			
<b>Acquisition</b>	40		
<b>Security/Safety</b>	40		
<b>Property/Equipment/Services &amp; Equipment Unit</b>	80		
Property Accountability			
Construction Design			

<b>Financial Management (FM)</b>	150		
Accounting			
Budget			
Manpower			
Physical Services			
<b>CBU</b>	80		
Subsistence			
Services			
Systems (SACONS)			
<b>Understudy to PDO</b>	39		
<b>Transportation (OCONUS)</b>	20		
Site Visit			
<b>IG</b>	20		
<b>HRBU/DP</b>	8		
<b>Plans and Policy</b>	56		
Strategic Planning			
OPS Policy Development			
Analysis			
<b>Leave/Travel</b>	152		
<b>TOTAL HOURS</b>	<b>2087</b>		

<b>YEAR TWO COMMISSARY MANAGEMENT SPECIALIST INTERN GS-1144-9</b>			
<b>REGION (MENTOR ASSIGNED BY REGION)</b>			
<i>Training</i>	<i>Hours</i>	<i>Completion Date</i>	<i>Supervisor Initials</i>
<b>Region Training</b>			
Commissary Operations/ACS/DPAS/Safety & Security/Facility-Engr/RM/DP	120		
Other areas within Region	80		
<b>Advanced Commissary Officer Course</b>	80		
<b>Region &amp; Store Action Planning</b>	40		
<b>Special Project</b>	40		
<b>Merchandising Course</b>	24		
<b>Store/OJT</b>			
MSC/Scanning/CAO	100		
Grocery	400		
Meat	200		
Customer Service	287		
Produce	200		
Shadow with Store Director	40		
Shadow with Semi-Perishable Manager	40		
Shadow with Perishable Manager	40		
Shadow with Store Administrator	40		
Shadow with Zone Manager	40		
<b>Managing Your EEO Responsibilities and Managing DeCA Employees</b>	24		
	56		
<b>Leave/Travel</b>	246		
<b>TOTAL HOURS</b>	<b>2087</b>		

## APPENDIX I

### Commissary Career Program Promotion Evaluation Pattern Definitions

The Promotion Evaluation process consists of three steps. The first step is minimum qualification determination. The second step is the evaluation of the employees' experience and education as compared to the Promotion Evaluation Patterns (PEP) for the GS-1144 series. The third step is the ranking of employees within the groups established by the PEPs. For more information regarding this process, see Chapter 9, paragraph 9-6, Promotion Evaluation Process.

Minimum qualifications for 1144 positions are as follows:

GRADE	GENERAL EXPERIENCE	SPECIALIZED EXPERIENCE
GS-5	3 years - 1 year equivalent to GS-4	None
GS-6	None	1 year at least equivalent to GS-5
GS-7	None	1 year at least equivalent to GS-5
GS-8	None	1 year at least equivalent to GS-6
GS-9	None	1 year at least equivalent to GS-7
GS-10	None	1 year at least equivalent to GS-8
GS-11	None	1 year at least equivalent to GS-9
GS-12 and above	None	1 year at least equivalent to the next lower grade level

**General Experience** is defined as experience which provided an understanding of the basic principles of any of the following: merchandising, market research, sales promotion/advertising or the accounting, administration and /or distribution of goods and services.

For positions at the GS-1144-5 grade level, general experience may be gained in any of the following occupations, provided the position was in support of commissary operations.

BAD	Accountant
BAW	Accounting Technician
BAU	Accounts Maintenance Clerk
ARC	Admin Asst/Officer
VTN	Administration
BCU	Budget Analyst

BUA	Budget Assistant
BCW	Budget Officer
CMC	Business/Industry Specialist (Contract Performance Evaluator)
BBR	Cash Clerk/Assistant
BBX	Cashier

AKK	Clerk/Assistant/Technician
APU	Computer Clerk/Assistant
CPV	Computer Management
AKKAMH	EDI Pricing Coordinator
AXV	Financial Administration
BAB	Financial Manager
FJE	General Supply Specialist

AKKAMK	Line Item Manager
AFJ	Management Asst/Clerk
MTB	Meat Cutting
BAF	Operating Accounting
DNT	Procurement Assistant/Clerk
DNR	Purchasing Agency

FKK	Sales Store Checker
FKH	Sales Store Clerk
ANT	Secretary
AKT	Specialist/Analyst
BAM	Staff Accountant
MVR	Store Working
FJJ	Supply Clerk/Technician

FJG	Supply Management
BAH	Systems Accountant
DPD	Trade Specialist
MKV	Warehouse Working
3WS	Warehousing & Stock Handling

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**Education** - post high school education in any of the following fields may be substituted for part of the experience required at the GS-5 level. A bachelor's degree in these field may be substituted for trainee positions at the GS-5 level.

0502	Accounting
0111	Agricultural Economics
0504	Banking and finance
0501	Business
0517	Business Economics
0599	Business management
0506	Business Management & Administration
0598	Business Management & Marketing
0503	Business Statistics

0703	Data Processing
2204	Economics
0517	Food Industry Management
0508	Hotel & Restaurant Management
0505	Investments and Securities
0509	Marketing and Purchasing
0507	Operations Research
0515	Personnel Management
2102	Public Administration

Education Substitution for specialized experience - Education must be gained in the fields described above. One-half year of graduate education or superior academic achievement (2.9 GPA) will qualify a candidate for up to GS-7. Two years of graduate education or possession of a master's degree will qualify a candidate for GS-9. Two and one-half years of graduate education will qualify a candidate for the GS-10 grade level. Three years of graduate education or a doctor's degree will qualify a candidate for GS-11. However, education alone is not qualifying for grades above GS-5. Education must have equipped applicants fully with the knowledge and ability to perform the work of the position. This would be evidenced by on-the-job training in food retail management or an internship or practicum in food retail management.

**Specialized experience** may be gained in any of the following occupations, providing the position was in support of commissary operations. For Wage System positions, must include at least 12 months as Wage Leader (WL) or Wage Supervisor (WS). Holding a WL position for 12 months may qualify a candidate for up to the GS-1144-7 grade level. Holding a WS position for 12 months in the 6901 or 6907 series may qualify for up to GS-7. Holding a WS position for 12 months in a 6914 or 7407 may qualify a candidate for up to the GS-11 grade level.

DPFDPG	Asst Commissary Officer	1144-
DPKURA		1144-
DPKURM	Asst Meat Dept Mgr	1144-
	Asst Produce Dept Mgr	1144-
DPHDPG	Asst Store Manager	1144-
CMC	Performance Evaluator (QAE)	1101-
VTN	Business Spec. (Field Ops Spec)	1101-
AMG		1101-
	Commissary Management Specialist	1144-
DPEDPJ	Commissary Mgt Spec (Merch)	1144-
DPF		1144-
DPZ	Comsy Successor Dev Pgm	1144-
DPK		1144-
EAS		0301-
EAD		0301-
	Groc Dept Mgr (Merchandising)	1144-
DPKURH	Grocery Department Manager	1144-
MKV	Materials Handler	6907-
MKS	Materials Handler Supv/Fmn	6907-
DPKURE	Meat Department Manager	1144-
MTBDPK		7407-
DPM		1144-
MTB	Meatcutter	7407-
MTBLDR		7407-

PKURG		1144-
DPR		1144-
DPA		1144-
DPB		1144-
DPH	Store Manager	1144-
DPP	Store Mgr - Perishable	1144-
DPS		1144-
	Store Mgr (Perish/Semi-Perish)	1144-
MVR		6914-
MVRLDR		6914-
	Store Working - Grocery	
MVRMWA	Store Working - Meat	
MVRMVU	Store Working - Produce	
MVRDPK	Store Working Department Manager	6914-
	Supv. Commissary Mgt. Specialist	1144-
3WS	Warehouse Stocker/Handler	
	Warehouse Worker	

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CCP Promotion Evaluation Pattern Definitions  
Meat Department Manager and Meat Plant Manager

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Meat Dept Mgr, GS-5 (143)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.				K: 4, 7-12, 15-20, 21*  A: 2, 4, 6, 7
Meat Dept Mgr, GS-6 (144)	One year specialized experience at the GS-5 level, or equivalent education.	One year Groc Dept Mgr, Prod Dept Mgr, or Store Mgr (Semi-Perish)	One year Asst Meat Dept Mgr, Meat Dept Mgr (WS or GS), Meat Cutting**, Meatcutter Ldr, Store Mgr (Perish), or Store Mgr (Perish/Semi-Perish)		K: 4, 7-12, 15-20, 21*  A: 2, 4, 6, 7
Meat Dept Mgr, GS-7 (145)	One year specialized experience at the GS-5 level, or equivalent education.	One year Groc Dept Mgr, Prod Dept Mgr, or Store Mgr (Semi-Perish)	One year Asst Meat Dept Mgr, Meat Dept Mgr (WS or GS), Meat Cutting**, Meatcutter Ldr, Store Mgr (Perish), or Store Mgr (Perish/Semi-Perish)		K: 4, 7-12, 15-20, 21*  A: 2, 4, 6, 7
Meat Dept Mgr, GS-8 (146)	One year specialized experience at the GS-6 level, or equivalent education.	One year Groc Dept Mgr, Prod Dept Mgr, or Store Mgr (Semi-Perish)	One year Asst Meat Dept Mgr Meat Cutting**, Meatcutter Ldr, Store Mgr (Perish , or Store Mgr (Perish/Semi-Perish)	One year Meat Dept Mgr (WS or GS)	K: 4, 7-12, 15-20, 21*  A: 2, 4, 6, 7
Meat Dept Mgr, GS-9 (147)	One year specialized experience at the GS-7 level, or equivalent education.	One year Groc Dept Mgr, Prod Dept Mgr, or Store Mgr (Semi-Perish)	One year Asst Meat Dept Mgr, Meat Cutting**, Meatcutter Ldr, Store Mgr (Perish/Semi-Perish),or Store Mgr (Perish)	One year Meat Dept Mgr (WS or GS)	K: 4, 7-12, 15-20, 21*  A: 2-7

Meat Dept Mgr, GS-10 (148)	One year specialized experience at the GS-8 level, or equivalent education.	One year Groc Dept Mgr, Prod Dept Mgr, or Store Mgr (Semi-Perish)	One year Asst Meat Dept Mgr, Meat Cutting**, Meatcutter Ldr, Store Mgr (Perish/Semi-Perish) or Store Mgr (Perish)	One year Meat Dept Mgr (WS or GS)	K: 4, 7-12, 15-20, 21*  A: 2-7
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CCP Promotion Evaluation Pattern Definitions  
Meat Department Manager and Meat Plant Manager (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Meat Dept Mgr, GS-11 Meat Plant Mgr, GS-11 (149)	One year specialized experience at the GS-9 level, or equivalent education.	One year Asst Meat Dept Mgr, Asst Store Mgr, Groc Dept Mgr, Meat Cutting**, Meat Cutter Ldr, Prod Dept Mgr, Comsy Mgt Spec, or Store Mgr (Semi-Perish)	One year Meat Dept Mgr (WS or GS), Meat Plant Mgr, Supv Comsy Mgt Spec, Store Dir, Comsy Off, Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish), or Store Mgr (Perish/Semi-Perish)		K: 4, 7-12, 15-20, 21*  A: 2-7
Meat Plant Mgr, GS-12 (239)	One year specialized experience at the GS-11 level.	One year Supv Comsy Mgt Spec, Comsy Mgt Spec, Comsy Off, Store Dir, Asst Comsy Off, Store Admin, Store Mgr (Perish) or Store Mgr (Perish/Semi-Perish)	One year Meat Plant Mgr		<b>K: 4, 6-12, 15-20, 21*</b>  A: 2-7
Meat Plant Mgr, GS-13 (240)	One year specialized experience at the GS-12 level.	One year Supv Comsy Mgt Spec, Comsy Mgt Spec, Comsy Off, Store Dir, Asst Comsy Off, Store Admin or Store Mgr (Perish), Store Mgr (Perish/Semi-Perish)	One year Meat Plant Mgr		<b>K: 4, 6-12, 15-20, 21*</b>  A: 1-7

\* required for overseas positions

\*\*must include experience as WL

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CCP Promotion Evaluation Pattern Definitions  
Produce Department Manager

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Produce Dept Mgr, GS-5 (150)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.				K: 5, 7-12, 15-20, 21* A: 2, 4, 6, 7
Produce Dept Mgr, GS-6 (151)	One year specialized experience at the GS-5 level, or equivalent education.	One year Comsy Mgt Spec, Asst Comsy Off, Asst Store Mgr, Groc Dept Mgr, Asst Groc Dept Mgr, Meat Dept Mgr (WS or GS), Asst Meat Dept Mgr, Meat Cutting**, Meatcutter Ldr, Groc Dept Mgr (Merchandising), Refrigerated/Contracted Spt Mgr, Business Industry Spec (Contract Performance Eval (QAE)), or Store Working Dept Mgr	One year Asst Prod Dept Mgr, Prod Dept Mgr, Store Mgr (Perish), Store Mgr (Perish/Semi-Perish)		K: 5, 7-12, 15-20, 21* A: 2, 4, 6, 7
Produce Dept Mgr, GS-7 (152)	One year specialized experience at the GS-5 level, or equivalent education.	One year Comsy Mgt Spec, Asst Comsy Off, Asst Store Mgr, Groc Dept Mgr, Asst Groc Dept Mgr, Meat Dept Mgr (WS or GS), Asst Meat Dept Mgr, Meat Cutting**, Meatcutter Ldr, Groc Dept Mgr (Merchandising), Refrigerated/Contracted Spt Mgr, Business Industry Spec (Contract Performance Eval (QAE)), or Store Working Dept Mgr	One year Asst Prod Dept Mgr, Prod Dept Mgr, Store Mgr (Perish), Store Mgr (Perish/Semi-Perish)		K: 5, 7-12, 15-20, 21* A: 2, 4, 6, 7

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CCP Promotion Evaluation Pattern Definitions  
Produce Department Manager (continued)

Produce Dept Mgr, GS-8 (153)	One year specialized experience at the GS-6 level, or equivalent education.	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Mgr, Asst Store Mgr, Store Mgr (Semi-Perish), Groc Dept Mgr, Asst Groc Dept Mgr, Meat Dept Mgr (WS or GS), Asst Meat Dept Mgr, Groc Dept Mgr (Merchandising), Refrigerated/ Contracted Spt Mgr, or Store Working Dept Mgr	One year Asst Prod Dept Mgr, Prod Dept Mgr, Store Mgr (Perish), Store Mgr (Perish/Semi-Perish)		K: 5, 7-12, 15-20, 21* A: 2, 4, 6, 7
Produce Dept Mgr, GS-9 (154)	One year specialized experience at the GS-7 level, or equivalent education.	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Mgr, Asst Store Mgr, Store Mgr (Semi-Perish), Groc Dept Mgr, Asst Groc Dept Mgr, Meat Dept Mgr (WS or GS), Asst Meat Dept Mgr, Groc Dept Mgr (Merchandising), Refrigerated/ Contracted Spt Mgr, or Store Working Dept Mgr	One year Asst Prod Dept Mgr, Prod Dept Mgr, Store Mgr (Perish), Store Mgr (Perish/Semi-Perish)		K: 5, 7-12, 15-20, 21* A: 2, 4, 6, 7

\* required for overseas positions

\*\*must include experience as WL

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CCP Promotion Evaluation Pattern Definitions  
Grocery Department Manager/Assistant Grocery Dept Mgr

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Grocery Dept Mgr, GS-5 (136)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education					K: 3, 7, 9-12, 15-20, 21*  A: 2, 4, 6, 7
Grocery Dept Mgr, GS-6 (137)	One year specialized experience at the GS-5 level, or equivalent education.	One year Business Industry Spec (Contract Performance Eval (QAE)), Meat Dept Mgr, (WS or GS), Meat Cutting**, Meatcutter Ldr, Produce Dept Mgr, or Refrigerated/ Contracted Spt Mgr	One year Groc Dept Mgr, Asst Groc Dept Mgr, Asst Store Mgr, Groc Dept Mgr (Merchandising), Store Working Dept Mgr (WS) or Comsy Mgt Spec			K: 3, 7, 9-12, 15-20, 21*  A: 2, 4, 6, 7
Grocery Dept Mgr, GS-7 (138)	One year specialized experience at the GS-5 level, or equivalent education.	One year Business Industry Spec (Contract Performance Eval (QAE)), Meat Dept Mgr (WS or GS), Meat Cutting**, Meatcutter Ldr, Produce Dept Mgr, Refrigerated/Contracted Spt Mgr, or Store Mgr (Perish)	One year Groc Dept Mgr, Asst Groc Dept Mgr, Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish/Semi-Perish), Store Mgr (Semi-Perish), Asst Store Mgr, Groc Dept Mgr (Merchandising), Store Working Dept Mgr (WS) or Comsy Mgt Spec			K: 3, 7, 9-12, 15-20, 21*  A: 2, 4, 6, 7
Grocery Dept Mgr, GS-8 (139)	One year specialized experience at the GS-6 level, or equivalent education.	One year Meat Dept Mgr (WS or GS), Produce Dept Mgr, Refrigerated/Contracted Spt Mgr or Store Mgr (Perish)	One year Groc Dept Mgr, Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish/Semi-Perish), Store Mgr (Semi-Perish), Assist Store Mgr Store Working Dept Mgr (WS) or Comsy Mgt Spec			K: 3, 7, 9-12, 15-20, 21*  A: 2, 4, 6, 7

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CCP Promotion Evaluation Pattern Definitions  
Grocery Department Manager/Asst Groc Dept Mgr (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Grocery Dept Mgr, GS-9 (140)	One year specialized experience at the GS-7 level, or equivalent education.	One year Meat Dept Mgr (WS or GS), Produce Dept Mgr or Refrigerated and Contracted Spt Mgr	One year Store Working Dept Mgr (WS), or Store Mgr-Perish	One year Groc Dept Mgr, Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish/Semi-Perish), Store Mgr (Semi-Perish) or Comsy Mgt Spec		K: 3, 7, 9-12, 15-20, 21*  A: 2-7
Grocery Dept Mgr, GS-10 (141)	One year specialized experience at the GS-8 level, or equivalent education.	One year Meat Dept Mgr (WS or GS), Prod Dept Mgr, or Refrigerated and Contracted Spt Mgr	One year Store Working Dept Mgr (WS) or Store Mgr-Perish	One year Groc Dept Mgr, Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish/Semi-Perish), Store Mgr (Semi-Perish) or Comsy Mgt Spec		K: 3, 7, 9-12, 15-20, 21*  A: 2-7
Grocery Dept Mgr, GS-11 (142)	One year specialized experience at the GS-9 level, or equivalent education.	One year Meat Dept Mgr (WS or GS), Prod Dept Mgr, or Refrigerated and Contracted Spt Mgr	One year Store Working Dept Mgr (WS) or Store Mgr-Perish	One year Groc Dept Mgr, Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Store Admin, Asst Comsy Off, Store Mgr, Store Mgr (Perish/Semi-Perish), Store Mgr (Semi-Perish) or Comsy Mgt Spec		K: 3, 7, 9-12, 15-20, 21*  A: 2-7

\* required for overseas positions  
02/01/2001

CCP Promotion Evaluation Pattern Definitions  
Grocery Dept Mgr (Merchandising) or  
Night Merchandising Manager

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Groc Dept Mgr (Merchandising), GS-5 <i>(Night Merchandising Mgr)</i> (232)	Three years general experience, at least one- year equivalent to GS-4 or equivalent education.				<b>K: 3, 6-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Groc Dept Mgr (Merchandising), GS-6 <i>(Night Merchandising Mgr)</i> (233)	One year specialized experience at the GS-5 level, or equivalent education.	One year Business Industry Spec (Contract Performance Eval (QAE)), Refrigerated and Contracted Spt Mgr, Warehouse Working (WL/WS), Store Working (WL) or Prod Dept Mgr	One year Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Groc Dept Mgr, or Store Working Dept Mgr (WS)		<b>K: 3, 6-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Groc Dept Mgr (Merchandising), GS-7 <i>(Night Merchandising Mgr)</i> (234)	One year specialized experience at the GS-5 level, or equivalent education.	One year Business Industry Spec (Contract Performance Eval (QAE)), Refrigerated and Contracted Spt Mgr, Warehouse Working (WL/WS), Store Working (WL) or Prod Dept Mgr	One year Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Groc Dept Mgr, or Store Working Dept Mgr (WS)		<b>K: 3, 6-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Groc Dept Mgr (Merchandising), GS-8 <i>(Night Merchandising Mgr)</i> (235)	One year specialized experience at the GS-6 level, or equivalent education.	One year Refrigerated and Contracted Spt Mgr, Prod Dept Mgr or Warehouse Working (WS)	<b>One year Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Groc Dept Mgr, or Store Working Dept Mgr (WS)</b>		<b>K: 3, 6-12, 15-20, 21*</b>  A: 2, 4, 6, 7

Groc Dept Mgr (Merchandising), GS-9 ( <i>Night Merchandising Mgr</i> ) (236)	One year specialized experience at the GS-7 level, or equivalent education.	One year Refrigerated and Contracted Spt Mgr, Prod Dept Mgr or Warehouse Working (WS)	One year Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Groc Dept Mgr, or Store Working Dept Mgr (WS)		<b>K: 3, 6-12, 15-20, 21*</b>  A: 2-7
Groc Dept Mgr (Merchandising), GS-10 ( <i>Night Merchandising Mgr</i> ) (237)	One year specialized experience at the GS-8 level, or equivalent education.	One year Refrigerated and Contracted Spt Mgr, Prod Dept Mgr or Warehouse Working (WS)	One year Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Groc Dept Mgr, Store Working Dept Mgr (WS)		<b>K: 3, 6-12, 15-20, 21*</b>  A: 2-7

\* required for overseas positions

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CCP Promotion Evaluation Pattern Definitions  
 Store Administrator, Assistant Commissary Officer or  
 Store Manager (includes Store Manager (Perish/Semi-Perish))

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Store Administrator, Asst Comsy Off, Store Mgr, GS-5 (127) (224)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.					K: 1-5, 7-12, 14- 20, 21*  A: 1, 4, 6, 7
Store Administrator, Asst Comsy Off, Store Mgr, GS-6 (128) (225)	One year specialized experience at the GS- 5 level, or equivalent education.	One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, or Refrigerated and Contracted Spt Mgr	One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec	One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi-Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1, 4, 6, 7
Store Administrator, Asst Comsy Off, Store Mgr, GS-7 (129) (226)	One year specialized experience at the GS- 5 level, or equivalent education.	One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, or Refrigerated and Contracted Spt Mgr	One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec	One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi-Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1, 4, 6, 7

<p>Store Administrator, Asst Comsy Off, Store Mgr, GS-8 (130) (227)</p>	<p>One year specialized experience at the GS-6 level, or equivalent education.</p>	<p>One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, or Refrigerated and Contracted Spt Mgr</p>	<p>One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec</p>	<p>One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi-Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off</p>		<p>K: 1-5, 7-12, 14-20, 21* A: 1, 4, 6, 7</p>
<p>Store Administrator, Asst Comsy Off, Store Mgr, GS-9 (131) (228)</p>	<p>One year specialized experience at the GS-7 level, or equivalent education.</p>	<p>One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, or Refrigerated and Contracted Spt Mgr</p>	<p>One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec</p>	<p>One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi-Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off</p>		<p>K: 1-5, 7-12, 14-20, 21* A: 1-7</p>

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CCP Promotion Evaluation Pattern Definitions  
 Store Administrator, Assistant Commissary Officer or  
 Store Manager (includes Store Manager (Perish/Semi-Perish)) (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Store Administrator, Asst Comsy Off, Store Mgr, GS-10 (132) (229)	One year specialized experience at the GS-8 level, or equivalent education.	One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), or Asst Groc Dept Mgr	One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec	One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi- Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Administrator, Asst Comsy Off, Store Mgr, GS-11 (133) (230)	One year specialized experience at the GS-9 level, or equivalent education.	One year Store Working Dept Mgr (WS), Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr (Merchandising), or Asst Groc Dept Mgr	One year Groc Dept Mgr, Asst Store Mgr, or Comsy Mgt Spec	One year Store Mgr, Comsy Off, Store Dir, Store Mgr (Semi- Perish), Store Mgr (Perish), Store Mgr (Perish/Semi-Perish), Store Admin, or Asst Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Administrator, Asst Comsy Off, Store Mgr, GS-12 (134) (231)	One year specialized experience at the GS-11 level.	One year Groc Dept Mgr, or Asst Store Mgr	One year Supv Comsy Mgt Spec, Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Semi- Perish), Store Mgr (Perish), or Store Mgr (Perish/Semi Perish)			K: 1-5, 7-12, 14- 20, 21*  A: 1-7

Store Administrator, Asst Comsy Off, Store Mgr, GS-13 (135)	One year specialized experience at the GS-12 level.	One year Comsy Mgt Spec, Store Mgr (Perish), Store Mgr (Semi-Perish), or Store Mgr (Perish/Semi-Perish)	One year Supv Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, or Store Mgr***			K: 1-5, 7-12, 14- 20, 21*  A: 1-7
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\* required for overseas positions

\*\*\*Store Manager left in level 1-3 due to old titling and coding practices

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CCP Promotion Evaluation Pattern Definitions  
Store Manager (Semi-Perishable)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Store Mgr (Semi-Perishable), GS-5 (206)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.				<b>K: 1, 3, 7-12, 15-20, 21*</b>  A: 2-7
Store Mgr (Semi-Perishable), GS-6 (207)	One year specialized experience at the GS-5 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Asst Meat Dept Mgr or Asst Prod Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b>  A: 2-7
Store Mgr (Semi-Perishable), GS-7 (208)	One year specialized experience at the GS-5 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Asst Meat Dept Mgr or Asst Prod Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b>  A: 2-7

Store Mgr (Semi-Perishable), GS-8 (209)	One year specialized experience at the GS-6 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Asst Meat Dept Mgr or Asst Prod Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b> A: 2-7
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\* required for overseas positions

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CCP Promotion Evaluation Pattern Definitions  
Store Manager (Semi-Perishable)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Store Mgr (Semi-Perishable), GS-9 (210)	One year specialized experience at the GS-7 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Groc Dept Mgr (Merchandising), Asst Groc Dept Mgr, Asst Meat Dept Mgr or Asst Prod Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b> A: 2-7
Store Mgr (Semi-Perishable), GS-10 (211)	One year specialized experience at the GS-8 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Groc Dept Mgr (Merchandising), or Asst Groc Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b> A: 2-7
Store Mgr (Semi-Perishable), GS-11 (212)	One year specialized experience at the GS-9 level, or equivalent education.	One year Groc Dept Mgr (Merchandising) or Asst Groc Dept Mgr	One year Groc Dept Mgr, Store Working Dept Mgr (WS), or Asst Store Mgr, Meat Dept Mgr (WS or GS), or Produce Dept Mgr	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)	<b>K: 1, 3, 7-12, 15-20, 21*</b> A: 2-7

Store Mgr (Semi-Perishable), GS-12 (213)	One year specialized experience at the GS-11 level, or equivalent education.	One year Asst Store Mgr or Groc Dept Mgr	One year Comsy Mgr Spec, Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, Store Mgr (Perish/Semi Perish), Store Mgr (Perish), or Store Mgr (Semi-Perish)		<p><b>K: 1, 3, 7-12, 15-20, 21*</b></p> <p>A: 2-7</p>
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\* required for overseas positions

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CCP Promotion Evaluation Pattern Definitions  
Store Manager (Perishable)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Store Mgr (Perish), GS-5 (215)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.				<b>K:1, 3-5, 7-12, 15-20, 21*</b> A: 2-7
Store Mgr (Perish), GS-6 (216)	One year specialized experience at the GS-5 level, or equivalent education.	One year Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Refrigerated & Contracted Spt Mgr, Business Industry Spec (Contract Performance Eval (QAE)), Asst Prod Dept Mgr, or Asst Meat Dept Mgr	One year Store Mgr-Perish, Meat Dept Mgr (WS or GS), Prod Dept Mgr, or Groc Dept Mgr		<b>K:1, 3-5, 7-12, 15-20, 21*</b> A: 2-7
Store Mgr (Perish), GS-7 (217)	One year specialized experience at the GS-5 level, or equivalent education.	One year Asst Groc Dept Mgr, Groc Dept Mgr (Merchandising), Refrigerated & Contracted Spt Mgr, Business Industry Spec (Contract Performance Eval (QAE)), Asst Prod Dept Mgr, or Asst Meat Dept Mgr	One year Store Mgr (Perish), Store Mgr (Perish/Semi-Perish) Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr, Store Mgr, or Store Admin		<b>K:1, 3-5, 7-12, 15-20, 21*</b> A: 2-7
Store Mgr (Perish), GS-8 (218)	One year specialized experience at the GS-6 level, or equivalent education.	One year Store Mgr (Semi-Perish), Asst Prod Dept Mgr, Asst Store Mgr, Groc Dept Mgr (Merchandising), or Refrigerated & Contracted Spt Mgr	One year Store Mgr (Perish), Store Mgr (Perish/Semi-Perish) Meat Dept Mgr (WS or GS), Prod Dept Mgr, Groc Dept Mgr, Store Mgr, or Store Admin		<b>K:1, 3-5, 7-12, 15-20, 21*</b> A: 2-7

<p>Store Mgr (Perish), GS-9 (219)</p>	<p>One year specialized experience at the GS-7 level, or equivalent education.</p>	<p>One year Store Mgr (Semi-Perish), Meat Dept Mgr (WS or GS), Meat Plant Mgr, Prod Dept Mgr, Asst Store Mgr, Groc Dept Mgr, Groc Dept Mgr (Merchandising), or Refrigerated &amp; Contracted Spt Mgr</p>	<p>One year Store Mgr (Perish), Store Mgr (Perish/Semi Perish), Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, or Comsy Mgmt Spec</p>		<p><b>K:1, 3-5, 7-12, 15-20, 21*</b> A: 2-7</p>
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CCP Promotion Evaluation Pattern Definitions  
Store Manager (Perishable) (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Store Mgr (Perish), GS-10 (220)	One year specialized experience at the GS-8 level, or equivalent education.	One year Store Mgr (Semi-Perish), Meat Dept Mgr (WS or GS), Meat Plant Mgr, Prod Dept Mgr, Asst Store Mgr, Groc Dept Mgr, Groc Dept Mgr (Merchandising), or Refrigerated & Contracted Spt Mgr	One year Store Mgr (Perish/Semi-Perish), Store Mgr (Perish), Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, or Comsy Mgmt Spec		<b>K:1, 3-5, 7-12, 15-20, 21*</b>  A: 2-7
Store Mgr (Perish), GS-11 (221)	One year specialized experience at the GS-9 level, or equivalent education.	One year Store Mgr (Semi-Perish), Meat Dept Mgr (WS or GS), Meat Plant Mgr, Asst Store Mgr, Groc Dept Mgr, Prod Dept Mgr or Refrigerated & Contracted Spt Mgr	One year Store Mgr (Perish/Semi-Perish), Store Mgr (Perish), Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Comsy Store Mgr, or Comsy Mgmt Spec		<b>K:1, 3-5, 7-12, 15-20, 21*</b>  A: 2-7
Store Mgr (Perish), GS-12 (222)	One year specialized experience at the GS-11 level, or equivalent education.	One year Store Mgr (Semi-Perish), Meat Dept Mgr (WS or GS), Meat Plant Mgr, Asst Store Mgr, or Groc Dept Mgr	One year Store Mgr (Perish/Semi-Perish), Store Mgr (Perish), Store Admin, Asst Comsy Off, Store Dir, Comsy Off, Store Mgr, or Comsy Mgmt Spec		<b>K:1, 3-5, 7-12, 15-20, 21*</b>  A: 2-7

\* required for overseas positions

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CCP Promotion Evaluation Pattern Definitions  
Refrigerated and Contracted Support Manager

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Refrigerated & Contracted Support Mgr, GS-5 (241)	Three years general experience, at least one-year equivalent to GS-4 or equivalent education.				<b>K: 3, 8-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Refrigerated & Contracted Support Mgr, GS-6 (242)	One year specialized experience at the GS-5 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Store Working Dept Mgr (WS), Prod Dept Mgr, Asst Prod Dept Mgr, Groc Dept Mgr (Merchandising), Store Working (WL/WS), Warehouse Working (WL/WS), Warehousing/Stock Handling (WL/WS) Business Industry Spec (Contract Performance Eval (QAE)), Store Mgr (Perish/Semi-Perish)			<b>K: 3, 8-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Refrigerated & Contracted Support Mgr, GS-7 (243)	One year specialized experience at the GS-5 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Store Working Dept Mgr (WS), Prod Dept Mgr, Asst Prod Dept Mgr, Groc Dept Mgr (Merchandising), Store Working (WL/WS), Warehouse Working (WL/WS), Warehousing/Stock Handling (WL/WS) Business Industry Spec (Contract Performance Eval (QAE)), Store Mgr (Perish/Semi-Perish)			<b>K: 3, 8-12, 15-20, 21*</b>  A: 2, 4, 6, 7
Refrigerated & Contracted Support Mgr, GS-8 (244)	One year specialized experience at the GS-6 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Store Working Dept Mgr (WS), Prod Dept Mgr, Asst Prod Dept Mgr, Groc Dept Mgr (Merchandising), Store Working (WS), Warehouse Working (WS), Warehousing/Stock Handling (WS), Store Mgr (Perish/Semi-Perish)			<b>K: 3, 8-12, 15-20, 21*</b>  A: 2, 4, 6, 7

Refrigerated & Contracted Support Mgr, GS-9 (245)	One year specialized experience at the GS-7 level, or equivalent education.	One year Refrigerated & Contracted Spt Mgr, Store Working Dept Mgr (WS), Prod Dept Mgr, Asst Prod Dept Mgr, Groc Dept Mgr (Merchandising), Store Working (WS), Warehouse Working (WS), Warehousing/Stock Handling (WS), Store Mgr (Perish/Semi-Perish)			<b>K: 3, 8-12, 15-20, 21*</b> A: 2, 4, 6, 7
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\* required for overseas positions  
 02/01/2001

CCP Promotion Evaluation Pattern Definitions  
Commissary Management Specialist (includes interns and staff-level positions)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Comsy Mgt Spec, GS-5 (includes Intern positions) (106)	Three years general experience, at least one- year equivalent to GS-4 or equivalent education.				K: 3, 10-12, 17, 18, 21* A: 3, 4, 5, 6
Comsy Mgt Spec, GS-7 (includes Intern positions) (108)	One year specialized experience at the GS-5 level, or equivalent education.	One year Meat Dept Mgr (WS or GS), Asst Groc Dept Mgr, or Produce Dept Mgr	One year Comsy Mgt Spec, Groc Dept Mgr, Store Mgr, Comsy Off, Store Working Dept Mgr (WS), Store Administrator, Store Mgr (Semi-Perish), Store Mgr (Perish), or Store Mgr (Perish/Semi-Perish)		K: 3, 10-12, 17, 18, 21* <u>AND</u> MINIMUM OF 2 JOB-RELATED K's A: 3-7
Comsy Mgt Spec, GS-9 (110)	One year specialized experience at the GS-7 level, or equivalent education.	One year Groc Dept Mgr, or Asst Store Mgr	One year Comsy Mgt Spec, Store Mgr, Store Mgr (Perish), Store Mgr (Semi-Perish), Store Mgr (Perish/Semi-Perish), Store Dir, or Comsy Off		K: 3, 10-12, 17, 18 <u>AND</u> A MINIMUM OF 2 JOB RELATED K's A: 3-7
Comsy Mgt Spec, GS-11 (112)	One year specialized experience at the GS-9 level, or equivalent education.	One year Store Mgr, Store Admin, Asst Comsy Off, Store Mgr (Semi-Perish), Store Mgr (Perish), or Store Mgr (Perish/Semi Perish)	One year Comsy Mgt Spec, Store Dir, or Comsy Off		K: 3,10-12, 17, 18, 21* <u>AND</u> A MINIMUM OF 2 JOB-RELATED K's A: 2-7

<p>Comsy Mgt Spec, GS-12 (113)</p>	<p>One year specialized experience at the GS- 11 level.</p>	<p>One year Store Mgr (Perish), Store Mgr (Semi-Perish), or Store Mgr (Perish/Semi-Perish)</p>	<p>One year Store Admin, Asst Comsy Off, or Store Mgr</p>	<p>One year Comsy Mgt Spec, Comsy Off, Store Director</p>	<p>K: 3,10-12, 17, 18, 21* <u>AND A</u> MINIMUM OF 2 JOB- RELATED K's  A: 2-7</p>
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CCP Promotion Evaluation Pattern Definitions  
Commissary Management Specialist (includes interns and staff-level positions) (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Comsy Mgt Spec, GS-13 (114)	One year specialized experience at the GS- 12 level.	One year Store Mgr, Store Admin, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi-Perish), or Store Mgr (Perish/Semi-Perish)	One year Comsy Mgt Spec, Supv Comsy Mgt Spec, Store Dir or Comsy Off		K: 3, 10-12, 17, 18, 21* <u>AND A</u> MINIMUM OF 2 JOB- RELATED K's  A: 2-7
Comsy Mgt Spec, GS-14 (115)	One year specialized experience at the GS- 13 level.	One year Store Admin, or Asst Comsy Off	One year Supv Comsy Mgt Spec, Comsy Mgt Spec, Store Dir or Comsy Off		K: 1-21  A: 2-7

\* required for overseas positions

CCP Promotion Evaluation Pattern Definitions  
Store Director or Commissary Officer

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Store Director, Comsy Off GS-8 (120)	One year specialized experience at the GS- 6 level, or equivalent education.	One year Comsy Mgt Spec, Asst Store Mgr, Grocery Dept Mgr, Store Working Dept Mgr (WS)	One year Store Admin, Store Mgr, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi- Perish), or Store Mgr (Perish/Semi-Perish)	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Director, Comsy Off GS-9 (121)	One year specialized experience at the GS- 7 level, or equivalent education.	One year Comsy Mgt Spec, Asst Store Mgr, Grocery Dept Mgr, Store Working Dept Mgr (WS)	One year Store Admin, Store Mgr, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi- Perish), or Store Mgr (Perish/Semi-Perish)	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Director, Comsy Off GS-10 (122)	One year specialized experience at the GS- 8 level, or equivalent education.	One year Comsy Mgt Spec, Asst Store Mgr, Grocery Dept Mgr, Store Working Dept Mgr (WS)	One year Store Admin, Store Mgr, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi- Perish), or Store Mgr (Perish/Semi-Perish)	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Director, Comsy Off GS-11 (123)	One year specialized experience at the GS- 9 level, or equivalent education.	One year Comsy Mgt Spec, Asst Store Mgr, Grocery Dept Mgr, Store Working Dept Mgr (WS)	One year Store Admin, Store Mgr, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi- Perish), or Store Mgr (Perish/Semi-Perish)	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Director, Comsy Off	One year specialized experience at the GS-	One year Comsy Mgt Spec, Asst Store Mgr,	One year Supv Comsy Mgt Spec****, Store	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*

GS-12 (124)	11 level.	Groc Dept Mgr	Admin, Store Mgr, Asst Comsy Off, Store Mgr (Perish), Store Mgr (Semi-Perish), or Store Mgr (Perish/Semi- Perish)			A: 1-7
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CCP Promotion Evaluation Pattern Definitions  
Store Director or Commissary Officer (continued)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	PEP LEVEL 1-5	KNOWLEDGE/ ABILITY
Store Director Comsy Off GS-13 (125)	One year specialized experience at the GS- 12 level.	One year Comsy Mgt Spec, Store Mgr (Perish), Store Mgr (Semi-Perish), Store Mgr (Perish/Semi- Perish)	One year Store Mgr, Store Admin, Asst Comsy Off, or Supv Comsy Mgt Spec	One year Store Dir or Comsy Off		K: 1-5, 7-12, 14- 20, 21*  A: 1-7
Store Director, Comsy Off GS-14 (126)	One year specialized experience at the GS- 13 level.	One year Comsy Mgt Spec or Store Mgr	One year Store Admin, or Asst Comsy Off	One year Supv Comsy Mgt Spec, Store Dir or Comsy Off		K: 1-20, 21*  A: 1-7

\* required for overseas positions

\*\*\*\*added since position exists on job categories form and to be consistent with GS-13.

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CCP Promotion Evaluation Pattern Definitions  
Supervisory Commissary Management Specialist

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Supv Comsy Mgt Spec, GS-12 (102)	One year specialized experience at the GS-11 level.	One year Store Mgr (Perish), Store Mgr (Semi-Perish), or Store Mgr (Perish/Semi-Perish)	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off, or Store Mgr	One year Supv Comsy Mgt Spec, Store Dir, or Comsy Off	K: 3, 10-12, 15, 17-20, 21* <u>AND</u> A MINIMUM OF 2 JOB-RELATED K's A: 1-7
Supv Comsy Mgt Spec, GS-13 (103)	One year specialized experience at the GS-12 level.	One year Store Admin, Asst Comsy Off, or Store Mgr,	One year Comsy Mgt Spec	One year Supv Comsy Mgt Spec, Store Dir, Comsy Off	K: 3, 10-12, 15, 17-20, 21* <u>AND</u> A MIMUMUM OF 2 ADDITIONAL JOB-RELATED KNOWLEDGE S A: 1-7
Supv Comsy Mgt Spec, GS-14 (104)	One year specialized experience at the GS-13 level.	One year Store Admin, Asst Comsy Off, or Store Mgr	One year Comsy Mgt Spec, Store Dir or Comsy Off	One year Supv Comsy Mgt Spec	K: 1-20, 21* A: 1-7
Supv Comsy Mgt Spec, GS-15 (105)	One year specialized experience at the GS-14 level.	One year Comsy Mgt Spec	One year Store Dir or Comsy Off	One year Supv Comsy Mgt Spec	K: 1-21 A: 3-7

\* required for overseas positions  
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CCP Promotion Evaluation Pattern Definitions  
Supervisory Commissary Management Specialist (Zone Manager)

POSITION TITLE/GRADE	PEP LEVEL 1-1	PEP LEVEL 1-2	PEP LEVEL 1-3	PEP LEVEL 1-4	KNOWLEDGE/ ABILITY
Supv Comsy Mgt Spec (Zone Manager), GS-12 (202)	One year specialized experience at the GS-11 level.	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off or Store Mgr	One year Supv Comsy Mgt Spec, Store Dir or Comsy Off		K: 1-5, 7-20, 6*, 21* A: 1-7
Supv Comsy Mgt Spec (Zone Manager), GS-13 (203)	One year specialized experience at the GS-12 level.	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off or Store Mgr	One year Supv Comsy Mgt Spec, Store Dir or Comsy Off		K: 1-5, 7-20, 6*, 21* A: 1-7
Supv Comsy Mgt Spec (Zone Manager), GS-14 (204)	One year specialized experience at the GS-13 level.	One year Comsy Mgt Spec, Store Admin, Asst Comsy Off or Store Mgr	One year Supv Comsy Mgt Spec, Store Dir or Comsy Off		K: 1-5, 7-20, 6*, 21* A: 1-7

\* required for overseas positions

CCP Promotion Evaluation Pattern Definitions  
CSDP PEP Table - All Grades

Position Title	PEP Level 1-1	PEP Level 1-2	PEP Level 1-3	PEP Level 1-4	
Commissary Successor Development Program, GS-1144-12	Permanent assignment to a GS-1144-11 level position.	One year Asst Store Mgr, Comsy Mgt Spec, Meat Plant Manager, Store Mgr-Perish, Store Mgr-Perish/Semi-Perish, or Store Mgr-Perish	One year Asst Comsy Off, Store Admin, or Store Mgr	One year Comsy Off, Store Dir, or Supv Comsy Mgt Spec	K: 1-21 A: 1-7
Commissary Successor Development Program, GS-1144-13	Permanent assignment to a GS-1144-12 level position.	One year Asst Store Mgr, Comsy Mgt Spec or Meat Plant Manager	One year Asst Comsy Off, Store Admin, or Store Mgr	One year Comsy Off, Store Dir, or Supv Comsy Mgt Spec	K: 1-21 A: 1-7
Commissary Successor Development Program, GS-1144-14	Permanent assignment to a GS-1144-13 level position.	One year Comsy Mgt Spec	One year Comsy Off, Store Director, or Supv Comsy Mgt Spec		K: 1-21 A: 1-7

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**APPENDIX J**

Management Control Review Checklist

TASK: Personnel and/or Organization Management

SUBTASK: Recruitment and Placement Activities

THIS CHECKLIST: Commissary Career Program (CCP)

ORGANIZATION:

ACTION OFFICER:

REVIEWER:

DATE COMPLETED:

ASSESSABLE UNIT: The assessable units are all DeCA supervisors who serve as selecting officials for CCP positions.

EVENT CYCLE 1: Recruiting and selecting for CCP positions in accordance with prescribed guidance.

Step 1: Ensure that eligible employees are informed about CCP registration procedures.

Risk: If not registered in the central CCP inventory, eligible employees will not receive consideration for promotion opportunities.

Control Objectives:

1. To ensure that all eligible employees are given the opportunity to be considered for promotions.
2. To ensure that an adequate supply of well-qualified employees is registered for referral for CCP vacancies.

Control Technique: Supervisors must ensure that all eligible employees are informed of CCP program requirements.

TEST QUESTIONS:

1. Have all eligible employees under my supervision been informed of the CCP registration procedures? Response: YES \_\_\_ NO \_\_\_ N/A \_\_\_ Remarks:\*
2. Are the CCP registration forms available to all eligible employees? Response: YES \_\_\_ NO \_\_\_ N/A \_\_\_ Remarks:\*

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Step 2: Comply with published procedures/instructions when staffing CCP positions.

Risk: If published procedures are not followed, merit principles may be violated.

Control Objective: To ensure adherence to merit principles.

Control Technique: Supervisors must ensure compliance with merit principles when staffing actions are taken. DeCA Directive 50-18, Commissary Career Program, contains applicable guidance.

TEST QUESTIONS:

1. Have I complied with the staffing guidance in DeCA Directive 50-18 when recruiting for CCP positions? Response: YES \_\_\_ NO \_\_\_ N/A \_\_\_ Remarks:\*
2. Did I make selections for CCP positions based on job-related criteria, without regard to the candidates' political, religious, or labor organization affiliation or non-affiliation, marital status, race, color, sex, national origin, age or nondisqualifying physical handicap? Response: YES \_\_\_ NO \_\_\_ N/A \_\_\_ Remarks:\*

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\*Explain rationale for YES responses or provide cross references where rationale can be found. For NO responses, cross reference to where corrective action plans can be found. If response is NA, explain rationale.

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I attest that the above-listed management controls provide reasonable assurance that DeCA resources are adequately safeguarded. I am satisfied that if the above controls are fully operational, the management controls for this subtask throughout DeCA are adequate.

Director, Human Resources Management  
FUNCTIONAL PROPONENT

I have reviewed this subtask within my organization and have supplemented the prescribed management control review checklist when warranted by unique environmental circumstances. The controls prescribed in this checklist, as amended, are in place and operational for my organization (except for the weaknesses described in the attached plan, which includes schedules for correcting the weaknesses).

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ASSESSABLE UNIT MANAGER  
(Signature)