



## Family Assistance Center Specialist

**LOCATION: CAMP RIPLEY, LITTLE FALLS, MN**

**POST WILL CLOSE: APRIL 6, 2017**

**HOURLY WAGE: \$14.25**

**MN-RIPL-FAC-3.22.17**

### **Job Summary:**

Family Assistant Center Specialist is responsible for coordinating, facilitating and focusing on needed resources for Army National Guard (ARNG) Service Members and their families through accurate and timely data input into the Family Management Program (FMP) database system required to meet the Family Readiness Standard imperatives, established in National Guard Bureau's (NGB) Family Assistance Centers (FAC) Program. FAC Specialist is knowledgeable regarding regulations, publications, manuals and local policies. FAC Specialist possesses outstanding communication skills (both written and oral) along with a desire to assist Service Members and their family members with available programs and community referrals.

### **Required Knowledge, Skills and Ability:**

- Possess broad based knowledge, experience, and skills in the areas of military personnel, human resources, and family programs as well as an understanding of the ARNG.
- Demonstrate a working knowledge of military well-being programs, family programs, and the deployment support cycle requirements.
- Knowledge of principles and processes for providing customer and personal services.
  - This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Must have excellent oral, written and verbal communication skills and be able to follow verbal and written instructions.
- Possess a current and valid driver's license.
- Must be able to enter US military bases and buildings.

### **Ability:**

- Willingness and ability to work effectively and to interact in a professional manner under pressure or in stressful situations to adapt to changes in the work environment, manage competing demands...
- Ability to pass and maintain any necessary background investigation.
  - All Family Assistant Specialists will be required to obtain a favorable NACI, which will allow for system access.

### **Essential Job Requirements:**

- Excellent communication and relationship-building skills with all levels of associates and departments.
- Minimal supervision and ability to adapt with changing priorities.
- Possess proficiency with the Microsoft Office suite with an emphasis on Word, Excel, PowerPoint, and Outlook, including the ability to create PowerPoint documents and briefings.

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