

Town Hall Briefing, Rapid City, SD – June 18, 2006

Information Paper On Air Force Financial Services Center (AFFSC)

Purpose of AFFSC – more efficient service at less cost

As part of the financial management transformation initiative, the Air Force is consolidating financial services to increase efficiency and reduce the manpower needed to deliver the services. The proposed AFFSC is comprised of a central processing center and a 24/7 contact (call) center. The AFFSC is designed as an Air Force Field Operating Agency, manned by personnel drawn from financial services organizations (FSO) now resident at every Air Force base. The AFFSC will conduct financial services transactions and respond to inquiries from customers and commanders. Consolidation of personnel at one location will reduce the total personnel footprint and drive a more efficient delivery of customer services. Up to 775 military and civilian personnel are proposed for the AFFSC when it becomes fully operational in October 2008.

Site Selection

Approximately 107,000 - 110,000 useable square feet is needed in the facility. A single facility is optimum; however, more than one facility at the same location will work as well. Square footage was determined with 135sf cubicle per person and 160sf office per manager. In addition, the facility should also include appropriate support entities such as break rooms, storage rooms, a customer service/reception area, handicap access, telecommunications equipment spaces, standard building security features, and parking. Access to the facility will be required not later than November 2006 to house a team to configure the furnishings, phone and data lines, etc. Aside from the facility, other overarching criteria include cost of living, force protection, risk for natural disasters, and available pool of qualified workers.

The Air Force conducted site selection visits to several locations. The Secretary of the Air Force announced Ellsworth AFB, in April 2006, as the recommended site contingent upon completion of the appropriate National Environmental Policy Act analysis and meeting labor obligations.

Personnel

An initial cadre of approximately 50-100 Personnel will be in place by April 2007. This group of experienced personnel will implement required processes, testing, and development of the new organization. In the best case scenario, staffing could go up to 775 personnel through September 2009. Personnel will consist of mostly financial technicians. However, there will be a few non-financial positions that support the center, such as administration, information technology, and training personnel. Additionally, a small number of these positions will be filled with contractor support. At the AFFSC's inception, personnel makeup will be 80% military and 20% civilian with planned migration to a majority civilian organization by 2014.

While the Air Force will fill some of the positions internally with existing personnel, local Rapid City citizens and others interested in possible employment at the proposed AFFSC will need to wait until at least October 2007 for the Air Force to announce/post positions for external candidates. At that time, announcements and applications for vacancies will follow the standard Air Force civilian hiring process. The known parameters within this process include the Priority Placement Program, canvassing current FM workforce, and local hiring. This process normally takes six to nine months. Further details will be available on the civilian employment website (<http://ask.afpc.randolph.af.mil>).