



CAREER DEVELOPMENT ROADMAP

0962

Contact Representative Series

PRIMARY FUNCTIONAL COMPETENCIES

Customer Service
Interpersonal Skills
Oral and Written Communication

Financial Management Systems
Concepts, Policies, and Principles of Payroll

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		Entry/Developmental	Fully Proficient	Lead/Supervisor
Experience	FUNCTIONAL EXPERIENCE >	BROADENED EXPERIENCE >	LEADERSHIP	
	Action	<p>Develop familiarity with regulations and FM systems pertaining to military, retired, & annuitant pay, travel, civilian pay, etc. in order to provide billing/status information to customers</p> <p>Develop/refine customer service skills and interpersonal (particularly listening) skills</p> <p>Develop computer literacy, specifically the ability to navigate quickly among financial management systems, as well as keyboarding proficiency</p>	<p>Build technical depth and seek breadth by developing sufficient knowledge of regulations and policies to explain pay/billing, convey options, and resolve problems within automated financial systems</p> <p>Seek experience with related end-to-end processes to broaden perspective</p> <p>Take a rotational assignment in an FM-related function, series, or in another customer care unit with a different customer base</p> <p>Create innovative ideas to improve work processes / resolve problems / heighten customer experience</p>	<p>Look for opportunities to provide or arrange for just-in-time on-the-job training for both developmental and seasoned employees</p> <p>Develop and implement effective development strategies for staff</p> <p>Develop coaching techniques and practices that assist employees in reaching their maximum potential</p>
	Competencies DFAS Leadership Development Map	.. LEAD SELF > LEAD TEAMS/PROJECTS > LEAD PEOPLE
Leadership	.. BUILD TACTICAL LEADERSHIP > DEVELOP OPERATIONAL > BUILD STRATEGIC LEADERSHIP SKILLS	
	Action	LEADERSHIP COMPETENCE		
	Competencies DFAS Leadership Development Map	<p>Seek mentor(s) / role models</p> <p>Volunteer to participate on organizational improvement projects or other team initiatives</p>	<p>Expand mentoring relationships / mentor employee(s) at Entry/Developmental level</p> <p>Seek opportunities to lead a segment of a team initiative or project</p>	<p>Mentor/coach/advise others</p> <p>Seek a mentor who can advise on "leadership"</p> <p>Offer to lead a project or team initiative or serve in a similar leadership capacity</p>
Education & Training	Certification	<p>Acquire call center training/certification (if available)</p> <p>Lean 6 White Belt Training</p>	Lean 6 Green Belt Training/Certification	
	Training	<p>Complete recommended foundational courses in GS-962 Training Plan, i.e. Mil Pay, Retired Pay, based on FM function(s) supported by assigned call center</p> <p>Take full advantage of one-on-one on-the-job training opportunities</p> <p>Pursue interpersonal / communication (listening) skills training</p>	<p>Pursue additional broadening training that provides end-to-end process perspective</p> <p>Volunteer to provide on-the-job training / shadowing opportunities for developmental employees</p>	<p>Develop/refine leadership skills by way of DFAS Leadership Development courses</p>
	Education		<p>Consider pursuing an Associate's or Bachelor's Degree in a field related to career aspirations</p>	