

(date)

From: Division Captain, Div
To:

Subj: Appointment as Division Personal Services Staff Officer

1. In accordance with the applicable provisions of the U. S. Coast Guard Auxiliary Manual, COMDTINST M16790.1 (Series), I hereby appoint you as the Division Member Resources Staff Officer for the calendar year 2000__.

2. Your duties and responsibilities, consistent with the provisions of the Auxiliary Manual, are as follows:

a. Exercise staff responsibility and supervision over all matters pertaining to the Division's Personal Services Program, and keep the Division Board informed of all developments in the program.

b. Unless otherwise directed, you are to schedule qualified Auxiliarists to perform specific activities in your area of responsibility. The schedule must include a specific time and place for the activity.

c. Maintain close liaison with the District and Flotilla Personal Services Staff Officers in order to implement the member resource programs established for nationwide, District-wide or Division use.

d. Coordinate and cooperate with the SO-PA in publicizing the Personal Services program.

e. Effectively implement the Personal Services program in accordance with prescribed procedures.

f. Maintain such records as may be required to effectively discharge your responsibilities.

g. Immediate supervisory responsibility for your office is vested in the VCP. Cooperate with the VCP in every way to ensure that the Division's Personal Services Program is effectively administered.

h. Upon expiration of your term of office, or when so directed by me, transfer all property and records of the office to your successor.

i. Additional duties of your office include, but are not limited to, the attached.

3. I am pleased to have you as a member of my staff.

Division Captain

SUGGESTED ADDITIONAL DIVISION PERSONAL SERVICES STAFF OFFICER DUTIES

Attend all meetings of the Division. Give the Vice Captain prior notice when such attendance is not possible.

Whenever possible, attend District Board Meetings held in your area.

Be prepared to assist the Flotillas with any workshops, seminars and training sessions called, particularly those for the training of elected and staff officers.

Be familiar with the contents of all the various publications that pertain to member recruiting and retention, including the MEMBERSHIP RECRUITING AND RETENTION GUIDE, COMDTPUB P16794.12(series).

Take positive steps to ensure that the FSOs-PS are well trained. Conduct whatever workshops and/or training program(s) may be necessary to ensure that District policy is followed in your program.

Initiate and maintain contact with the DSO-PS.

Be alert for any reports on problems with supplies from the National Supply Center that affect your area of responsibility. Bring these matters to the attention of the VCP and/or DCP.

Establish Personal Services goals and objectives for your Division along with the necessary plans that are required to achieve your goals. You should develop goals that are measurable and maintain periodic review of the progress toward them. Report this progress to the Division Board at each meeting. A comparison should be made with last year's progress.

As a Division Staff Officer, you are a direct representative of the Division Captain, and as such, you are directed to visit and communicate with the various Flotillas as may be required to assist them. As a courtesy, prior coordination of any visits to the units will be made with the applicable FCs.

Prepare regular mailings to the Flotilla Personal Services Staff Officers. The frequency of such mailing is to be that required to pass down all information received from the DSO-PS. A mailing should also be sent as an introduction prior to the start of the year, with any directions, procedures and reminders that may be necessary to start new FSOs-PS off in the right direction. The purpose of these mailings is to ensure that communication down to the Flotilla level is maintained. When appropriate, copies will be provided to the Division Board and applicable District Staff Officers.

Prepare one or more articles for each issue of the Division publication, to pass information of a general nature or of widespread interest down to the Flotilla members within the Division.

Establish procedures to ensure that the Permanent Members in the Division are not forgotten but are afforded the privileges to which they are entitled.

With cooperation from the SO-IS, review the appropriate AUXMIS data, at least quarterly, to track the progress of the Division's Personal Services Program. When a weakness is observed within a Flotilla, correspond with the appropriate staff officer. Request advice on the nature of the problem and offer assistance. When appropriate, prepare correspondence for the DCP to use in requesting information from the Flotilla Commanders on the perceived problems.

Refrain from requesting information and data from the Flotilla staff officers that is collected by and available from AUXMIS. Such requests are counterproductive, as they turn the staff officers' attention away from their primary tasks to that of duplicate data collection.

Develop and implement programs and activities to promote the growth of the Auxiliary, through member gains and chartering new Flotillas, so that it will ultimately serve all nearby boating areas.

Encourage programs and activities designed to retain members with particular emphasis on contacting members who are drifting into inactivity by failing to attend meetings or by not actively participating in one or more programs. Continually stress that Flotilla staff officers look for symptoms of potential drop-out: missed meetings, and no CME, OP or PE activity. Encourage contacting these members directly and trying to involve them in the cornerstone and other programs or in advanced training.

Prior to final action by the District on a disenrollment request, or disenrollment action initiated by a Flotilla, contact the FSO-PS of the member's Flotilla. Ensure that FSOs-PS were involved "before-the-fact" in all disenrollment actions in their Flotilla and that the District policy of direct contact was followed and the alternatives of Permanent Membership were offered. Advise the DCP of the Flotilla's actions.

Cooperate with the Division Public Education Staff Officer to encourage presentation of the Auxiliary story to each public education class and invitations to the students to apply for membership.

Cooperate with the Division Public Affairs Staff Officer to encourage presentation of the Auxiliary story in articles and by Auxiliary speakers.

Assist the Division Member Training Officer to ensure that new members are guided through the process of basic qualification without undue delay and are given encouragement for further participation in advanced training, particularly the Elected Officers Course.

Ensure that procedures are established and followed, in each Flotilla, to conduct a thorough Perspective Member Interview. This interview should be conducted by the Flotilla Commander and should stress the full and complete meaning of Auxiliary Membership with all of its advantages AND obligations.

At each meeting, report in writing to the Division Board on activities and progress in member resources and the status of the Division's Personal Services Program.

Copies of all correspondence from you, when appropriate, are to be provided to the DCP, VCP, and applicable DSO(s) (for matters concerning their particular area).