**WORKFORCE MANAGEMENT OFFICE**
The Workforce Management Office (WFMO) is the servicing Human Resource Organization for NOAA and is the principal contact point with the Department of Commerce (DOC) Office of Human Resources Management. WFMO is committed to the fair selection and development of NOAA’s workforce. WFMO provides NOAA-wide leadership on workforce management functions, including strategic human capital planning, labor-management and employee relations, performance management and awards, executive resources, employee training and career development, time and attendance for pay, and human resources data management and automation initiatives. The Office of the Director (WFMO/D) develops value-added human resources policies and programs, and provides expert consultation, services and solutions in an efficient and customer-focused manner. WFMO/D plans, designs, and executes policies, programs, and processes that facilitate the recruitment, hiring, development and retention of a highly skilled and diverse workforce and enhance employee productivity, job performance and worklife quality.

**OFFICE OF THE DEPUTY DIRECTOR**
The Workforce Management Office of the Deputy Director shares leadership responsibilities with the WFMO Director to develop value-added human resources policies and programs; and provides expert consultation, services, and solutions in an efficient and customer-focused manner. The office provides its employees with the tools necessary to meet NOAA customer’s needs. The office is committed to the fair selection and development of the NOAA workforce.

**BUSINESS MANAGEMENT DIVISION**
WFMO’s Business Management Division (BMD) supports the business needs of WFMO as a whole. WFMO’s Budget Officer is a member of BMD and is responsible for budget planning, execution, and oversight. BMD provides records and information management, coordinates information collection, storage, dissemination, and destruction. BMD oversees WFMO’s personal property management, Freedom of Information Act responses, Entry on Duty processes for new NOAA employees assigned to the DC Metropolitan region, travel management, and executive correspondence review and processing. BMD administers the Return to work program, NOAA Rotational Assignment Program and coordinates the NOAA Award programs.

**EXECUTIVE RESOURCES DIVISION**
The Executive Resources (Exec Res) Division provides human resources services to members of the Senior Executive Service (SES), political appointees, Non-Career SES, Schedule C, Scientific and Professional (ST), and Senior-Level (SL) employees. Exec Res ensures that merit system principles are followed for SES and SL recruitment selections. In addition, Exec Res implements DOC and NOAA human resources policies and procedures for all SES, ST, and SL employee personnel actions. Exec Res advertises positions, reviews basic qualifications, establishes rating and ranking panels for competitive positions, works with hiring managers on final tentative selection, provides advice on Executive Core Qualifications to SES candidates, and obtains final OPM Qualifications Review Board approvals. Exec Res provides pre-employment support, conducts on boarding of SES employees, and administers the SES Performance Management System. Exec Res facilitates the NOAA Operating Executive Resources Board and advises on personnel policies and topics.
ADVISORY SERVICES DIVISION
The Advisory Services Division (ASD) provides consultative services and establishes procedures for recruiting and selecting high-quality, productive employees with the right skills and competencies, in accordance with merit system principles. ASD develops staffing strategies and plans and establishes applicant evaluation approaches with the hiring manager. ASD also provides consultative services to address planning, organizing, and administering comprehensive human resources management programs in collaboration with the Line and/or Staff Office and program managers to meet their human resources goals and objectives. ASD oversees all new position classification, reviews and validates current position descriptions, and ensures consistency and logical linkage between job analyses, position descriptions, and Job Opportunity Announcements (JOAs) as required by OPM, DOC, and established merit system principles.

In conjunction with the Kansas City Staffing Division (SD), ASD recruits and selects high-quality, productive employees with the right skills and competencies in accordance with merit system principles. ASD implements staffing strategies and plans, issues JOAs, implements the established applicant evaluation approach, sources and evaluates candidates against the position’s competency requirements, initiates pre-employment activities, and finalizes hiring NOAA employees for a few NOAA components nationwide.

KANSAS CITY STAFFING DIVISION
The Kansas City Staffing Division (SD) provides consultative and support services in the following functional areas: recruitment, delegated examining, staffing and placement, personnel processing, pay setting, and a range of other special human resources programs and projects, including providing information from a variety of data requests (i.e.; EEO, FOIA, and Congressional), conduct pre-appointment and entrance on duty (EOD) services, initiate security clearance for new appointments, review and recommend pay incentives requests, in addition to processing the following personnel actions, such as promotions, reassignments, appointment extensions, change to lower grades, and other staffing requests. Advisory services are provided to assist managers in meeting Hiring Reform goals and objectives and meeting NOAA’s 80 Calendar Day End to End Hiring metrics. This Division services to recruit and select high-quality, productive employees with the right skills and competencies, in accordance with Merit System Principles. SD implements staffing strategies and plans; implements the applicant evaluation approach; develops and issues Job Opportunity Announcements (JOAs), sources and evaluates candidates against the position’s competency requirements; initiates pre-employment activities; and hires quality candidates nationwide.

SD provides operational support to plan, organize, and administer an operating personnel/workforce management program for NOAA’s workforce and provides a range of other program support within WFMO. SD is to develop quality products and continuously improve on policies, processes, and systems to support a dynamic workforce and the delivery of HR services. SD ensures compliance with HR laws, regulations, policies, and obligations as we protect the rights of the individual to fair and equitable treatment in all aspects of employment.
PAYROLL, RECORD, AND TIMEKEEPING DIVISION
The Payroll, Records, and Timekeeping Division (PRTD) develops and implements compensation programs; administers bonus and monetary awards; administers pay changes; manages time, attendance, leave and pay; manages payroll, and establishes appropriate NOAA pay communications. PRTD specifically manages employee payroll functions for non-recruitment actions; and provides client support services for such time and attendance issues as advisory and training services, error correction, problem resolution, and administration of the Leave Share Program. PRTD also provides records management for all Workforce Management Office clients except the Office of Marine and Aviation Operations.

The Payroll and Timekeeping team works in concert with the Advisory Services Division and the Kansas City Staffing Division to ensure accurate payroll and WebTA records and processes payroll actions in the National Finance Center system.

The Records team maintains the electronic Official Personnel File (eOPF) records for clients, ensures that accurate and up-to-date information is filed in the record, and closes records upon separation. Both teams advise and assist internal and external clients.

POLICY, OVERSIGHT AND ACCOUNTABILITY DIVISION
The Policy, Oversight and Accountability Division (POAD) is responsible for workplace policy, which includes all activities required to develop and disseminate NOAA Human Resources policies and Department of Commerce (DOC) HR Bulletins. POAD ensures that internal human resources operations and programs comply with applicable laws and regulations as well as DOC and NOAA procedures and plans while preventing waste, fraud, and abuse. POAD functions include program evaluation (analysis of internal and external program effectiveness and the determination of corrective actions as appropriate), program monitoring (data gathering activities required to determine the effectiveness of internal and external programs and the extent to which they comply with related laws, regulations, and policies), and corrective action (the enforcement of activities to remedy internal or external programs that have been found noncompliant with a given law, regulation, or policy) specific to DOC’s and NOAA’s hiring missions. POAD is involved in the examination and review of DOC- and OPM-regulated activities to ensure regulatory compliance. POAD creates NOAA-specific guidance for all human resources policies, functions, services and develops and coordinates input to Administrative Orders for the NOAA workforce. POAD ensures implementation of DOC requirements for performance management, incentive awards, pay, leave, staffing, position classification, position management, for the Commerce Alternative Personnel System. POAD provides oversight and program evaluation of the transactional services provided within the Workforce Management Office. POAD monitors and analyzes NOAA’s performance on all aspects of human capital management policies, programs and activities, which are to be in compliance with Merit System Principles. Additionally, POAD provides training on multiple HR functional areas for internal and/external customers. POAD is also responsible for the design, development, and implementation of organizational and position structures and other organizational restructuring efforts. POAD designs NOAA specific pay and compensation guidance to attract, retain, support, and fairly compensate NOAA employees. POAD provides human resources and human capital consultative support, specific to performance management and the overall improvement of NOAA’s organizational performance. POAD oversees policies and guidance for student programs and telework and is the conduit with DOC for oversight and compliance with HR programs.
BENEFITS AND RETIREMENT DIVISION
The Benefits and Retirement Division (BRD) is responsible for establishing and communicating benefits programs, processing benefits actions, processing name changes, and interacting as necessary with third-party benefits providers. BRD conducts efficient and effective employee separation programs to assist employees transition to non-Federal employment or retirement. BRD provides nationwide benefits and retirement services to NOAA and DOC’s International Trade Administration’s Office of Domestic Service. BRD analyzes, interprets, applies and explains laws, rules and regulations as they relate to the Federal Employees Retirement System (FERS), Civil Service Retirement System (CSRS), CSRS-Offset, Federal Employees Health Benefits, Federal Employees’ Life Insurance, Thrift Savings Plan, Federal Employees Dental and Vision Insurance Program, Flexible Spending Accounts and Federal Long Term Care Insurance Program. In addition, BRD provides comprehensive counseling services to employees and their families as it relates to their benefits entitlements including the impacts one benefit may have on another. BRD also provides training and serves as a resource to WFMO on all benefit and retirement related issues.

EMPLOYEE /LABOR RELATIONS DIVISION
The Employee and Labor Relations Division (ELRD) is responsible for all NOAA, National Telecommunications and Information Administration, and International Trade Administration employee and labor relations matters. ELRD advises managers and supervisors regarding performance and conduct cases. ELRD also offers training in Employee and Labor Relations to managers and supervisors. Labor Relations manages the relationship between the agency and its unions and bargaining units. This includes negotiating and administering labor contracts and collective bargaining agreements; managing negotiated grievances; and participating in negotiated third party proceedings, which include operational services and program management. ELRD provides consultative services to NOAA management representatives who interface with NOAA’s 20 bargaining units, and participates on management bargaining teams. ELRD also provides technical representative support to DOC’s Employment and Labor Law Division for all third-party proceedings. ELRD manages DOC’s Drug-Free Workplace Program.

STRATEGIC HUMAN CAPITAL DIVISION
The Strategic Human Capital Division (SHCD) oversees the development, implementation, reporting, and continuous improvement of NOAA workforce and succession planning. The division consults with Line and Staff Offices on design, development, execution, and monitoring/evaluation of their workforce and succession plans. SHCD serves as NOAA’s focal point for human capital planning, management, measurement, and reporting; competency development/management; and human resource program effectiveness evaluation. In addition, SHCD manages and coordinates NOAA workforce and customer satisfaction survey development, administration, reporting, and action planning, and consults with NOAA Line and Staff Offices on locally developed and administered surveys. SHCD represents WFMO in NOAA and DOC strategic planning processes and has the lead on developing and/or coordinating WFMO planning, measurement, and reporting activities.

SHCD identifies, develops, modifies, reviews, deploys, and evaluates programs and tools to ensure NOAA’s workforce has the technical, managerial, and leadership knowledge and skills needed to accomplish its strategic goals and priorities. The Division leads and leverages NOAA’s training community to evaluate and modify training programs/plans to integrate training into overall mission accomplishment, and to provide specific training to develop managers. SHCD monitors and analyzes training data and reports training activities to DOC and OPM. The Division provides consultative and/or support services to organizations and individual employees in the following functional areas: career development; training needs assessment;
policy interpretation; and administrative controls to review, request and approve training. The Division administers Agency-wide employee and leadership development programs (e.g., Leadership Competencies Development Program).

**WORKPLACE RESOURCES AND ENHANCEMENT DIVISION**

The Workplace Resources and Enhancement Division (WRED) oversees NOAA-wide programs necessary to create and sustain an inclusive, productive, respectful, and supportive workplace. WRED manages the NOAA Alternative Dispute Resolution Program, the Employee Assistance Program and WorkLife4You Program, the NOAA Reasonable Accommodation Program, and sign language interpreting services. These Programs provide employees and managers with the resources and tools that help enhance employee productivity, job performance and quality of worklife. In addition to managing these Programs, WRED provides consultative services to help resolve workplace disputes, offers guidance on EAP and worklife issues, advises on reasonable accommodation and the processing of accommodation requests for employees with disabilities, coordinates requests for sign language interpreter services, and implements Federal government and Department of Commerce initiatives on wellness, financial literacy and retirement readiness, and diversity and inclusion.

**WORKFORCE SYSTEMS DIVISION**

The Workforce Systems Division (WSD) provides information technology (IT) program/project management, system development, and application customer support for WFMO activities. WSD is the IT liaison with DOC on all human resources technical matters.

WSD provides program and project management for the information systems it supports. Using generally accepted project management approaches to define requirements, prepare business cases, determine budgets, draft and negotiate Inter Agency Agreements (IAA), contracts, and other procurement vehicles to implement new it systems. WSD is responsible for the full life cycle of the applications it supports. Application and system support also includes end user training and help desk support.

WSD manages the WFMO web site, the Management and Analysis Reporting System (MARS) WFMO data web site, the Commerce Learning Center @ NOAA (CLC) web site, WFMO’s Monster Government Solutions (MGS) web site, WFMO’s SharePoint, the Recruitment Analysis Data System (RADS), HR Connect, National Finance Center (NFC), and other IT systems as assigned. WSD provides reports and analysis on system data NOAA-wide and develops various human resources metrics for WFMO and NOAA as needed. This requires pulling data from and developing reports in the National Finance Center, MARS, RADS, CLC, and other assigned systems. WSD works with WFMO’s Learning Resources Office to support the CLC to provide access to online and instructor-led required training (e.g., IT Security Training, etc.) to all NOAA employees. WSD is integral in the implementation of organizational and position structures for NOAA reorganizations.

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