



## Korea Region



# "The Personnelist"

Issue 2-04

One Community

September 2004

### Civilian Personnel Advisory Center (CPAC)

Our Korea Region CPACs are comprised of multi-functional professional Civilian Human Resources (CHR) practitioners who provide the commanders and managers with on-ground CHR advisory services, information and tools in support of our organizations' missions. They also serve as resource for employees, providing advice and assistance with respect to job opportunities and career management, human resource development, management-employee relations, injury compensation, counseling for registration in the DoD Priority Placement Program (PPP) and Reemployment Priority List (RPL), and other CHR issues. In addition to referring employees to the Army Benefits Center-Civilian (ABC-C) for benefits action requests and counseling, the CPAC provides benefits forms.

Your CPAC Staff stands ready to assist you with day-to-day issues that affect your local Area matters. Don't hesitate to call on them.

Area I - 732-6090/7305  
Director, Ms. Maggie Thomas

Area II - 738-3057/3629  
Director, Mr. Ken Stark

Area III - 753-8765/8780  
Director, Ms. Debra Cheek-Livingston

Area IV - 768-7316/6650  
Director, Mr. Dean Tom



### FAMILY MEMBER CORNER

#### WHERE DO I GO IF I WANT TO FIND EMPLOYMENT?

The question most often asked by spouses arriving in Korea is "Where do I go if I want to find a job?" In Korea, at each installation, there are many sources of employment that are available for Military Spouses or Family members. The Army Community Services (ACS) should be the first place that you should start at. Each ACS has a coordinator that runs the Employment Readiness Program (ERP)" to assist spouses and family members seeking employment. ERP is a one-stop family member employment assistance and job information center. They can also assist you with developing your resume, help you learn about interviewing skills and career assessments. They also have computers, software and typewriters to help you complete required paperwork to find employment. The lists of the ERP coordinators in Korea are as follows:

Area I: Ms. Gerri Bannister, 732-7277.  
Email: [bannisterg@korea.ak.ds.army.mil](mailto:bannisterg@korea.ak.ds.army.mil)

Area II: Mr. Jose Garcia, 738-8977.  
Email: [garciajl@korea.army.mil](mailto:garciajl@korea.army.mil)

Area III: Ms. LaVita Vincent, 753-8321.  
Email: [vincentl@korea.army.mil](mailto:vincentl@korea.army.mil)

Area IV: Ms. Lettie Villarosa, 768-7112.  
Email: [villarosal@korea.army.mil](mailto:villarosal@korea.army.mil)

In addition to the ERP program, spouses can also seek employment with many of the offices that hire citizens to work for United States Forces Korea (USFK). Some of the organizations that you may be able to seek employment with include:

Army / Air Force Exchange Services: (website: <http://odin.aafes.com/employment/default.asp> )

Department of Defense Schools System: (website: <http://www.odedodea.edu/pers/employment/> )

Contracting Cmd Korea: (website: [https://contracting.korea.army.mil/business\\_opportunities.asp](https://contracting.korea.army.mil/business_opportunities.asp) )

You can obtain information on their websites as to the application procedures for each of these offices or their websites can be accessed from <http://cpoc-www.korea.army.mil>

You can also stop at your friendly neighborhood CPAC to get assistance with both MWR (NAF) and Appropriated Fund job opportunities. Each CPAC has computers you can utilize to access the Department of Army’s Employment website at [www.cpol.army.mil](http://www.cpol.army.mil). Sometimes, this website is inaccessible from off-post computers due to internet security protocols that protect Government websites. CPAC computers are configured to allow you access into the website. CPAC also has employment experts (advisors) that can provide assistance to you with the intricacies of the Government hiring processes and benefits of becoming a Government employee. Points of contact at each Area CPAC are as follows:

Employment POCs for Appropriated Fund Positions:

Area I: Ms. Hwang, Sun Chu (732-7305, email: [hwangsunc@korea.army.mil](mailto:hwangsunc@korea.army.mil) )

Area II: Collette Newman (738-3057, email: [newmancd@korea.army.mil](mailto:newmancd@korea.army.mil) )

Bill Zeigler (738-3603, email: [zeiglerw@korea.army.mil](mailto:zeiglerw@korea.army.mil) )

Area III: Adrienne Barber (753-3958, email: [Adrienne.barber@korea.army.mil](mailto:Adrienne.barber@korea.army.mil) )

Mr. Son, Son (753-8773, email: [sonson@korea.army.mil](mailto:sonson@korea.army.mil) )

Area IV: Jacquelyn Mills (768-6670, email: [Jacquelyn.mills@korea.army.mil](mailto:Jacquelyn.mills@korea.army.mil) )

Employment POCs for Non-Appropriated Fund Positions:

Area I: Ms. Yu, Hye Cha (732-6057, email: [yuhye@korea.army.mil](mailto:yuhye@korea.army.mil) )

Area II: Jeanny Jun (738-3630, email: [junj@korea.army.mil](mailto:junj@korea.army.mil) )

Area III: Mr. Son, Son (753-8773, email: [sonson@korea.army.mil](mailto:sonson@korea.army.mil) )

Area IV: Ms. Chong, Chae Un (768-6649, email: [chongcha@korea.army.mil](mailto:chongcha@korea.army.mil) )

Searching for employment is never an easy task but the above information will at least provide you locations to start your search.



## RESUMIX for Applicants

The Army uses an automated system called Resumix to assist HR Specialists refer best qualified candidates to selecting officials. The system uses state-of-the-art optical character recognition (OCR) software and a patented skills extraction system to read your Resume, extract skills and match them to job requirements.

By using the Army Resume Builder, one will save time and the cost of mailing and be less likely to miss consideration because your Resume was not received in time, was incomplete or was not in the proper format. In addition, by using the Resume Builder, you will receive immediate confirmation your Resume was received and processed. The Army Resume Builder can be found on the Internet at ([https://cpol.army.mil/rb/rb\\_entry.cgi](https://cpol.army.mil/rb/rb_entry.cgi)) or from a hyper-link in the vacancy announcement.

Preparing your Resume – The following guidelines will help you to present your career goals.

**Read the job announcement** of positions you want to consider. This will help you understand the types of skills and knowledge required to do the job.

**Highlight the words and phrases** used in the announcements and job descriptions to describe the duties and the required competencies and use them in your resume.

**Write a list** of your matching skills, experience, training and education.

**Use technical terms** that are commonly used in your occupation or the one you want to consider.

Writing Tips: We want to know **what you did** on the job. The best way to convey that is to use simple sentences and concrete words, not flowery adjectives. Instead of describing what your **responsibilities** were, describe your **accomplishments**:

**Summarize.** Briefly describe your **most important skills** at the beginning of each experience section.

**Focus.** Starting with your most recent experience show where you worked and ending dates, and the name and phone number of your supervisor. Include only **work experiences** and **skills that are relevant** to your career goals. For instance, if your career goals are in the budget area, do not include prior experience such as a clerk-typist.

**Use simple sentences and active voice.** Emphasize nouns and verbs. Instead of describing what your **responsibilities** were, describe exactly what you **did**.

**Do not** write "Performed the full range of project management duties for a new information system."

**Do** write "Used Microsoft Project to develop timelines. Prepared budget requests, hired staff, selected vendors, negotiated contracts, and designed and implemented a new Unix client-server information system."

**Name** any Tool, software, or equipment you used, and any specialized knowledge you acquired:

**Do Not** Write "Responsible for administrative and computer support in a publishing firm. Do Write "Used Microsoft Word, Excel, PowerPoint, and Access in support of a large publishing firm. Familiar with current operating systems, including Windows XP, Windows 2000, and ME. Used Adobe Photoshop."



**Use action words phrases** such as:

- "Designed and implemented new organizational structure plan."
- "Negotiated contracts up to 90K."
- "Delivered report on waste management."

When you finish writing a paragraph, it is helpful to stop and ask yourself the following questions:

- Would a third party who is not familiar with my occupational background understand the kind of work I do?
- Is there nonessential information (nice to have but not helpful in meeting mandatory qualification requirements) in what I have written?
- Have I omitted any unique, but relevant special experience or skills I possess that might distinguish me from other candidates if my resume reaches the desk of a selecting official?
- Have I adequately described major characteristics of my occupation or background and skills that are most common to my occupation?

Describing your duties and accomplishments is perhaps the most difficult part of completing a resume, but the following paragraphs contain some tips and suggestions that may help you to do this more effectively.

Stay focused on the purpose of the resume, which is to represent the key and meaningful skills you possess. These skills should support and demonstrate the competencies and skills you already have in the field you want to enter or the job(s) you would like to have. You should start by thinking seriously and carefully about your personal advancement goals. Concentrate on narrowing your scope of interest to that most sought after position or those very few positions in which you feel your career would be best enhanced. You should describe your competencies and skills in a straightforward manner.

The best resume is one that is focused, concise, and includes only significant skills, knowledge, and abilities from your background. Preparing a resume like this requires an investment of effort, thought, and preparation before putting words on a page.

Before beginning to write your resume, take time to think about your career goals and the kinds of jobs you may want to apply, coupled with your experience, for or consider in the future. Focus on the competencies and qualifications needed to do these jobs. You may want to review job announcements to see what competencies are required for the type of positions you are interested in. This will help you relate these competencies and requirements to your competencies and experience.

**Remember, focus on and describe those items of experience that DIRECTLY SUPPORT your career aspirations.**

List the jobs you have had **that are relevant to your career goals**. For instance, if you had a summer job that was a clerical job and you are applying for a professional position, do not list that job. Except for your current position, you should only include those positions that are relevant to your career objectives, and omit those that do not provide any information on your capability or possession of skills or competencies to perform in the positions for which you want to apply.

Think about:

- the projects you have worked on,
- what your specific duties were,
- what you needed to know to do the job,
- what tools, software, or equipment you used, and
- what you accomplished.

**Center on your achievements and contributions.** Review any performance awards you have received to help you focus. You are in luck if your supervisor required you to list your accomplishments at performance rating time. You can use that as a guide. If not, you can begin by listing your accomplishments of the last 5 or 6 years. Focus on any challenges you met, problems you solved, results achieved, or any awards, promotions, and special benefits received.

The suggestions above take time, but it will help you present yourself as the best possible candidate for the career you really want!

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**Quality results from the way  
managers and supervisors lead.**  
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Edward Deming, Quality Author, Consultant, A founder of TQM  
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## Leading Change

Conflicts are a natural and inevitable part of people working together, sharing diverse thoughts, concerns, perspectives, and goals. As a manager, you're going to have to deal with conflict situations both as a mediator (to help resolve conflicts between others) and as a participant (when you, yourself, are in conflict with someone). These situations can be complex and difficult to manage—such as an ongoing personality clash with a coworker—or simple and easy to manage—such as two associates disagreeing over a meeting agenda.

Unfortunately, managers often make the mistake of treating all conflicts as destructive confrontations that should be avoided or resolved as quickly as possible. In reality many conflicts provide an important opportunity to improve business results. Hard to believe—conflict a good thing? Yes. Disagreements and differing points of view, when managed properly, are essential to an innovative workplace.

For the most part, conflicts are not big, emotional blowouts or scenes of physical violence—although these can and do occur, especially in workplaces in which conflict is not managed well. Conflicts usually involve the small stuff that continuously grinds down working relationships. These can include:

- ✚ Loud radios, talking, or other noises that distract coworkers
- ✚ Someone grabbing the last cup of coffee without making a new pot
- ✚ Someone barging into your office and interrupting your work
- ✚ Someone leaving the copy machine with the message 'refill paper tray'
- ✚ Someone discounting what you say in a meeting

Conflicts come in three general types:

- ✚ **Intrapersonal** Conflict occurs within us: when we are at odds with ourselves, when we are torn between choices we need to make, when we are frustrated with our goals or accomplishments. Conflict with ourselves very often leads to conflict with others.
- ✚ **Interpersonal** Conflict occurs between two or more individuals. We might get into a heated debate in a meeting, get in an argument with a coworker, or have a bad encounter with our boss. This is the type of conflict we are most concerned with in this workshop, although our discussion has bearing on the other types.
- ✚ **Intergroup** Conflict occurs between groups: nations, gangs, work areas, etc. For example, your department at work might have an 'us vs. them' attitude about some other department.

There are numerous causes of conflict, and these causes can be placed into three general categories:

- ✚ Communication
- ✚ Personal
- ✚ Process

**Communication** causes of conflict come from infrequent or ineffective communication (e.g., lack of feedback, misunderstandings, lying, criticism, discounting, and sarcasm).

For example, a husband tells his wife, 'I really like your hair.' But he rolls his eyes when he says it, or giggles to himself as he says it, or immediately turns to another person and whispers something, he may be provoking a conflict.

**Personal** causes of conflict come from ego, personal biases, and lack of empathy (e.g., differing personalities, perceived disrespect or lack of concern, past friction, differing backgrounds, differing values or beliefs, and prejudice).

For example, a husband is late picking up his wife from work for the fifth time in a month. She might think he is inconsiderate and untrustworthy. He might think that waiting around a few extra minutes

after work is no big deal. They have different sensitivities, and they may end up in conflict.

**Process** causes of conflict come from differing views about what should be done or how it should be done (e.g., differing goals, differing approaches to a problem, differing perspectives on an issue, and differing sources of information.)



**Accidental Death and Dismemberment**

**Benefits.** What happens if I have a fatal accident or one that results in the loss of eyesight or a limb? If you are an employee covered by Federal Employee Group Life Insurance (FEGLI) Basic or Option A-Standard insurance, you receive accidental death and dismemberment (AD&D) coverage at no additional cost. AD&D insurance is a source of additional money if you have a fatal accident or one that results in the loss of a limb or eyesight. The death or loss must 1) occur within 90 days of the accident and 2) be a direct result of injury sustained in that accident, not from other causes. (Just to refresh your memory, Basic insurance is equal to your base salary rounded up to the nearest \$1,000 plus \$2,000. Option A-Standard insurance is worth a flat \$10,000. These are your principal amounts of coverage.)

If you lose your life as a result of an accident, your survivors will receive the Principal amount of your insurance coverage plus an equal amount of AD&D. For example, if you were covered by Basic insurance in the amount of \$70,000, the total payment from FEGLI would be \$140,000 (\$70,000 plus \$70,000). If you were enrolled in Option A-Standard, the payable amount would be \$20,000 (\$10,000 plus \$10,000). If you have both kinds of coverage, you'll get both payments.

If you survived that accident and lost a hand, foot or the sight in one eye, you would receive half the amount of your Principal coverage. For example, in the above example, if you lost one limb you would receive you \$35,000 if covered by Basic insurance and \$5,000 if covered by Option A. If you lost two or more limbs, you would receive the full amount, \$70,000 or \$10,000 (or both, if you have both kinds of coverage).

Of course, there is an upper limit to what can be paid under AD&D. For all eyesight or limb losses resulting from any one accident, you may receive no more than an amount equal to the Principal. Note: There is no lifetime limit on coverage. If you suffer a loss in a subsequent accident, payment may be made again.

While AD&D is generous in its coverage, there are some limitations on the circumstances under which it may be paid. The Office of Federal Employees' Group Life Insurance (OFEGLI) will not pay AD&D benefits if your death or loss is in any way the result of, is caused by, or is contributed to by:

- \*physical of mental illness;
- \*the diagnosis or treatment of physical or mental illness;
- \*ptomaine or bacterial infection, unless it is caused by an accidentally sustained external wound;
- \*hernia, no matter how sustained;
- \*a war (declared or undeclared), any act of war, or any armed aggression against the United States, in which nuclear weapons are actually being used;
- \*a war (declared or undeclared), any act of war, or any armed aggression or insurrection in which you are in actual combat at the time the bodily injuries are sustained;
- \*suicide or attempted suicide;
- \*injuring yourself on purpose;
- \*illegal or illegally obtained drugs that you administer to yourself.

In the newest ABC-C Special Edition Newsletter you will find exciting information about the current FEGLI Open Season.

**The FEGLI Open Season** is now in effect and will run until 30 September 2004. All elections must be made via the EBIS website at <https://www.abc.army.mil> or the IVRS automated telephone system at 1-877-276-9287 (TDD at 1-877-276-9833).

Overseas telephone numbers are listed on the back of the Newsletter. No hard copy forms will be accepted! It is available on the ABC-C Homepage at <https://www.abc.army.mil>.

If you have any questions, please contact your servicing Civilian Personnel Advisory Center.

### New Procedures for Payment of Danger Pay and Foreign Post Differential

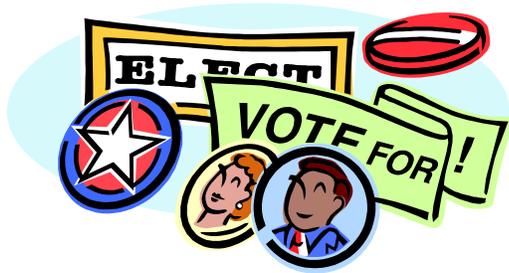
In a memorandum issued by David L. Snyder, Assistant G-1 for Civilian Personnel Policy, it states that effective May 16, 2004, employees serving in approved danger pay or foreign post differential locations in support of contingency operations or in support of the reconstruction of Iraq will submit a SF1190 (Foreign Allowances Application, Grant and Report) for reimbursement **upon arrival** at the danger pay or post differential location.



Previous procedures allowed for filing for reimbursement after returning from detail assignment or temporary duty (TDY) travel. Employees must complete the SF1190 to request payment for the period of time spent in the location. Filing the SF1190 upon entry in country will help to account for deployed civilians who are working under contingency operations.

Employees may relocate between different locations where a variance in the allowances could occur. In addition to updating CIVTRACKS, relocating employees are responsible for timely filing of SF1190s. The CPOC is responsible for processing these transactions in order to avoid overpayments by the Payroll Office.

**Political Don'ts**



**The Hatch Act**

The following list contains examples of both permissible and prohibited activities for employees covered by the Hatch Act, as currently amended. You can contact your local Civilian Personnel Advisory Center if you have questions concerning the appropriateness of certain activities or answers can be located in Hatch Act regulations, Title 5, Code of Federal Regulations. More information can also be found at [www.osc.gov/hatchact.htm](http://www.osc.gov/hatchact.htm).

- May not use their official authority or influence to interfere with an election
- May not collect political contributions unless both individuals are members of the same federal labor organization or employee organization and the one solicited is not a subordinate employee
- May not knowingly solicit or discourage the political activity of any person who has business before the agency
- May not engage in political activity while on duty
- May not engage in political activity in a government office
- May not engage in political activity when wearing an official uniform
- May not engage in political activity while using a government vehicle
- May not solicit political contributions from the general public
- May not wear political buttons on duty
- May not be a candidate for public office partisan election

**Political Do's and Don'ts for Federal Employees:**

**Political Do's**

- May be candidates for public office in nonpartisan elections
- May register and vote as you/they choose
- May assist in voter registration drives
- May express opinions about candidates and issues
- May contribute money to political organizations or attend political fund-raising functions
- May attend and be active at political rallies and meetings
- May join and be an active member of a political club or party
- May sign nominating petitions
- May campaign for or against referendum questions, constitutional amendments, and municipal ordinances
- May campaign for or against candidates in partisan elections
- May make campaign speeches for candidates in partisan elections
- May distribute campaign literature in partisan elections
- May hold office in political clubs or parties



US Army Non-Appropriated Fund (NAF) Employee Benefits Office representatives will be in Korea the week of 3-6 November. This session is a must for regular full or part time NAF employees who are eligible to participate in these valuable benefit programs. Understanding your benefits as a NAF employee is essential for your future financial security.

The briefings will include a comprehensive discussion of your NAF Retirement Plan, 401(k) Savings Plan, Group Life Insurance Plan, NAF Health Benefit Plan, and Group Long Term Care Plan. You'll receive a personalized retirement projection if you are vested with 5 or more years and useful information about participation in these programs and the benefits they offer. You'll also receive useful reference materials and on-line tools to help you calculate your future Retirement Plan benefit and the future value of your 401(k) Savings

Plan. And, you'll learn how to access Financial Engines, the personalized on-line Financial Planning program that's available without charge for all 401(k) Plan participants. Plus, you'll learn about the newest NAF Benefit Programs, now in development; Flexible Spending Accounts and employee access to Benefits On-Line.

Space is limited so contact your servicing CPAC about location, time, and attendance. This session only comes along every few years, so plan now to attend.

FOR DETAILED INFORMATION ON ALL YOUR NAF EMPLOYEE BENEFITS, LOG ON TO OUR WEB SITE AT [WWW.NAFBENEFITS.COM](http://WWW.NAFBENEFITS.COM).

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**People cannot be managed. Inventories can be managed, but people must be led.**  
- H. Ross Perot

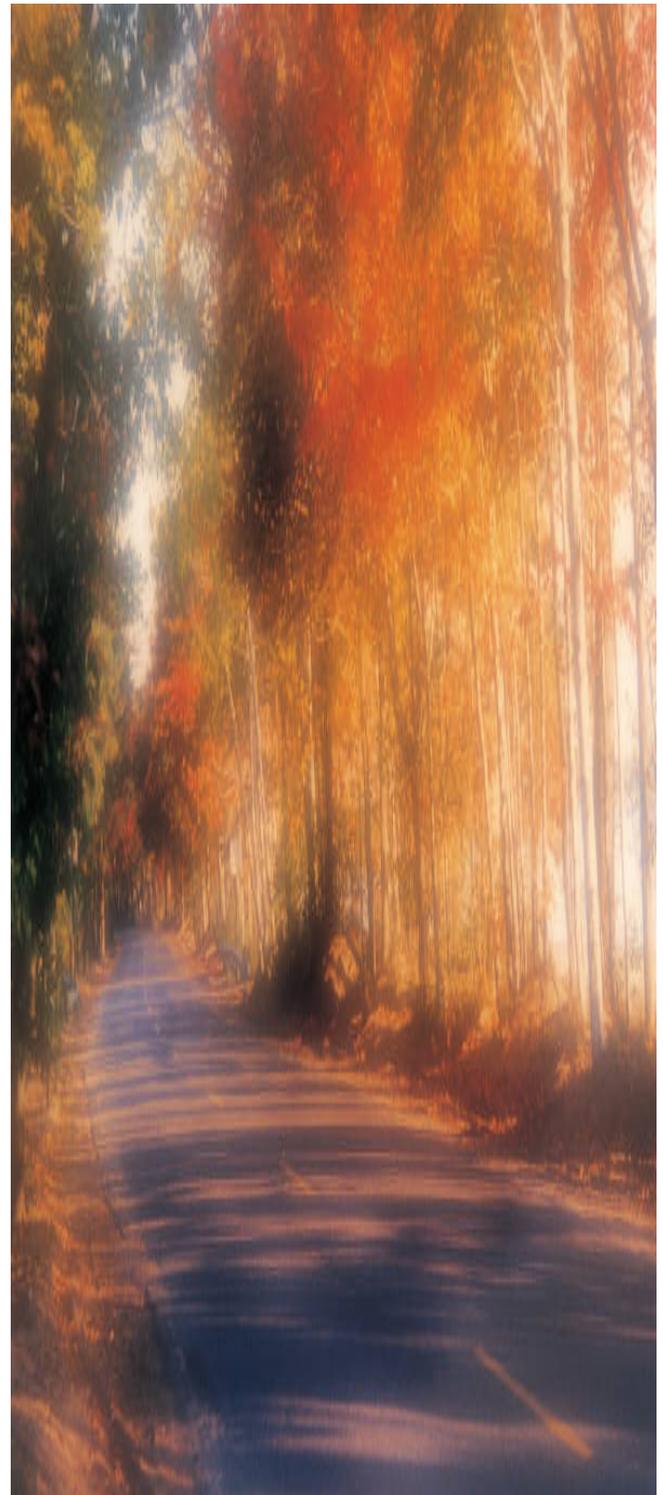
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## GUIDE TO RETIREMENT

The Army Benefits Center-Civilian (ABC-C) is pleased to announce that the publication, **Guide to Retirement**, is now available on the ABC-C website.

This guide contains great information for anyone who is considering retirement, no matter how close (or far) they may be. It is also an ideal "first stop" for those who have just decided to retire, but do not know where to begin.

The **Guide to Retirement** contains information about how to access the ABC-C systems, obtain estimates, questions to ask a retirement counselor and much more. If contacted about retirement, CPACs should direct employees to the **Guide to Retirement** to obtain all of the need-to-know information. Check out the Retirement Guide at: <https://www.abc.army.mil/Information/ABCRetirement/Information/RetirementGuide.doc>.



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