



**Colorado Air National Guard
Active Guard Reserve (AGR)
Position Announcement #
COANG 25-325**



<https://co.ng.mil/Jobs/Air-AGR/>

POSITION TITLE: Customer Service Liaison	DAFSC: 2S071	OPEN DATE: 18 Mar 2025	CLOSE DATE: 5 May 2025
UNIT OF ACTIVITY/DUTY LOCATION: 140th Logistics Readiness Squadron Buckley Space Force Base, CO, 80011		GRADE REQUIREMENT: Minimum: E5 Maximum: E6	
SELECTING OFFICIAL: SMSgt Darin Belair DSN: 847-9752 Comm: 720-847-9752	(HRO Use Only) 114738334	QUALIFICATION REQUIREMENTS: *Please see AFSC Requirements below*	

AREAS OF CONSIDERATION

Category A: Current members of the Colorado Air National Guard
Category B: Fully Qualified Nationwide Applicants (those eligible to transfer to the Colorado ANG)

Members must hold 2S0X1 AFSC to apply

All applicants MUST meet the grade requirement and physical/medical requirements outlined

All applicants should be aware that the Colorado National Guard does not permit smoking in the workplace. Smoking is permitted only in designated areas during scheduled breaks. Acceptance of an AGR position will cause termination from Selected Reserve Incentive Programs.

Position Requirements:

1. Position is located at Buckley SFB, Aurora, CO. BAH will be calculated of the 80011 Zip Code.
2. May be required to work other than normal duty hours; overtime may be required.
3. Must possess a valid state driver's license to operate government motor vehicles (GMV) and vehicular equipment for "Maintenance Purposes Only" in accordance with AFI 24-301, Ground Transportation.

Duties and Responsibilities:

INTRODUCTION:

1. This position is in the Air National Guard, Logistics Readiness Squadron, Materiel Management Flight, Customer Support Liaison Element, within the Customer Support Section.
2. Responds to customer logistics concerns and proactively anticipates problems that could stand in the way of wing units fulfilling mission requirements. Responsible for conducting document control functions, demand processing, research and base level records maintenance, base level stock control functions, bench stock management, and customer feedback; troubleshoots all materiel management concerns. Responsible for coordinating Base-Level Supply Customer Training as it pertains to Block training.

DUTIES AND RESPONSIBILITIES:

3. Manages the unserviceable asset listing and waits for disposition instructions from the Air Logistics Centers and Item Managers, etc. Manages and validates the Supply Discrepancy Report (SDR) program and semi-annually submits an SDR analysis report to NGB. Manages Supply Interface Systems files to ensure validation of customer and stock requirements. Oversees and controls in-transit shipments and transfers to the Defense Re-Utilization Marketing Office. Processes unclassified, classified and sensitive item shipments. Verifies serial numbers on serialized controlled assets as well as process serial number loads prior to shipments. Processes routine shipments to include lateral support and redistribution orders (RDO). Manages the customer due-out validation program. Processes force due-out releases for customer demands. Cancels customer due outs when item is no longer required for mission effectiveness. Validates due-ins and reviews and updates status from source of supply. Processes special requisitions (SPR). Manages the issue exception code program. Manages the Tracer Action Reconciliation (TAR) program to ensure all property shipped is received and potentially lost shipments are recovered. Coordinates the special requirements flag "R" program. Validates assignment of Stockage Priority Codes (SPC).

4. Responsible for audit and control of all accountable supplies and equipment documentation. Performs quality control of transaction documents, identifies discrepancies, and coordinates with flight chiefs to correct the problems, and initiates reverse-post action when documentation errors are involved. Manages the delinquent documents program. Manages and files supply transaction reports per AFMAN 23-110. Research computer document register to ensure all transactions are processed. Identifies problems and trends, meets with flight chiefs to resolve difficulties, and recommends training. Responsible for managing the shipment suspense listing; coordinates with cargo movement element and central storage element to resolve discrepancies. Coordinates and maintains the personnel authorization listing for supply and support organizations for receipt of classified property. Maintains letters of authorization for customers to receive property and provide information, upon request. Maintains copy of Forced Record Alteration (FIX) documentation.
5. Performs base level Records Maintenance functions. Responsible to validate locally assigned exception codes and override records for National Stock Numbers (NSNs) semi-annually. Except for issue exception codes and additions or deletions of exception codes, phrases or modifiers will be coordinated with GLSC prior to processing. Maintains an updated copy of the Organizational Effectiveness Report. Maintains and publish current delivery destination listing. Researches, prepares and processes inputs to add, change or delete organizational records for the host, satellite and geographically separated units. Conducts all research actions when customers are not allowed to process their own item record loads, repair cycle loads, changes or deletions. Performs item and part number detail record loads for local purchase and part numbered NSNs only. Verifies accuracy of Repair Cycle records.
6. Performs MICAP verification, report and process cannibalization actions for customers. Establishes, upgrade, downgrade or cancels MICAP due outs. Processes local manufacture (LM) MICAPs and corrects discrepancies identified by the GLSC resulting from MICAP Enterprise Supply Solution (ESS) reconciliation.
7. Establishes, maintains and deletes bench stocks in coordination with supported activities. Reviews on-hand balances and processes replenishment actions. Upon coordination and agreement, the customer may assume the responsibilities for binning, inventory, etc. Schedules and conducts bench stock reviews with the organizations.
8. Responsible to periodically visit/contact all shops to discuss adequacy of support, resolve problems, provide/receive information or conduct informal training as necessary.
9. Conducts Demand Processing responsibilities for on/off base customer order requests.
10. Performs other duties as assigned.

INSTRUCTIONS/INFORMATION FOR APPLICANTS

<p>Applicants must not be entitled to receive Federal military retired or retainer pay or Federal civil service annuities and not be eligible for immediate Federal civil service annuities.</p>	<p>Individuals who have been separated from other military services for cause, unsuitability, or fitness for military service are not eligible to enter the AGR program.</p>	<p>IAW ANGI 36-101 “Initial tours may not exceed 6 years...” AGR tours may not extend beyond an Enlisted member’s ETS or an Officer’s MSD.</p>
<p>In order to properly manage the promotion opportunities and proper career management in the AGR program, Colorado HRO force management policy considers an applicant’s total active federal military service (TAFMS) as a factor in hiring. The organizational standard is >8 years for entry as an E7 or O4, >12 years for entry as an E8 or O5, and >16 years for entry as an E9 or O6. This is a baseline standard that may be waived on a case-by-case basis provided the waiver is in the best interest of the organization. If applicable, the selecting supervisor will seek a waiver on the applicant’s behalf; applicants have no responsibility to seek a waiver to this policy.</p>	<p>Individuals selected for AGR tours must meet the Preventative Health Assessment (PHA)/physical qualifications outlined in AFI 48-123, <i>Medical Examination and Standards</i>. They must also be current in all Individual Medical Readiness (IMR) requirements to include immunizations. RCPHA/PHA and dental must be conducted not more than 12 months prior to entry on AGR duty and an HIV test must be completed not more than six months prior to the start date of the AGR tour. Individuals transferring from Title 10 (Regular Air Force or Reserve Component Title 10 Statutory Tour) are not required to have a new physical unless the previous physical is over 12 months old at time of entry into AGR status.</p>	<p>An applicant’s military grade cannot exceed the maximum military authorized grade on the UMD for the AGR position. Enlisted Airmen who are voluntarily assigned to a position which would cause an over-grade must indicate in writing a willingness to be administratively reduced in grade in accordance with AFI 36-2502, <i>Enlisted Airman Promotion/Demotion Programs</i>, when assigned to the position. Acceptance of demotion must be in writing and included in the assignment application package.</p>
<p>ANGI 36-101 “applicant must be able to complete 20 years of active federal service prior to MSD for officers and age 60 for enlisted members. Exceptions may be considered....”</p>	<p>This vacancy announcement may be used to create an order of merit list (OML) from which additional like vacancies may be filled without further competition. Applicants may remain on this OML for up to 90 days.</p>	<p>Any further questions regarding the AGR program may be answered in ANGI 36-101.</p>

APPLICATION PROCEDURES

- Complete applications must be received no later than 2359 Mountain Time on the close date.
- Applicants without email access may make special arrangements to deliver applications by contacting the Air AGR Office via one of the methods below.
- Applicants may include copies of training certificates or any additional documentation they feel is applicable to the position for which they are applying.

UNSIGNED OR INCOMPLETE PACKAGES WILL BE DISQUALIFIED

Required Documents:

1. NGB Form 34-1, version <https://co.ng.mil/jobs>
2. Military Bio (Cover letter is optional)
3. Current (within 30 days) 8-page Records Review RIP (available on vMPF via AF Portal)
4. Current and passing Report of Individual Fitness from MyFSS (must be current as of the close-out date of this announcement)
5. Last three EPRs/EPBs.
6. **For Nationwide Applicants Only:** submit: [Job Application Prescreen Packet](#) (located under Forms tab on CONG jobs website: <https://co.ng.mil/jobs>)

Attach all files in a single PDF Portfolio except Job Application Prescreen Packet (Send Prescreen as separate PDF). Applications not in Portfolio form will be returned for corrections.

Email applications to: 140.wg.hro.agr.office.org@us.af.mil

Applicants will receive confirmation of receipt and qualification status once the application is processed. If you do not receive confirmation within five business days, please contact 140.wg.hro.agr.office.org@us.af.mil

For questions regarding AGR application procedures, please contact the Air AGR Office via email at 140.wg.hro.agr.office.org@us.af.mil

REMARKS

Federal law prohibits the use of government postage for submission of applications.

The Colorado National Guard is an equal opportunity employer.

All applicants will be protected under Title VI of the Civil Rights Act of 1964. Eligible applicants will be considered without regard to race, age, religion, marital status, national origin, political affiliation or any other non-merit factor. Due to restrictions in assignment to certain units and AFSC/MOS some positions may have gender restrictions.