

## **POLICY**

### **Are the various HR policies consolidated into one source or point of contact?**

Yes. The various policies that our Nonappropriated Fund (NAF) HR Office follows can be found on the internet or by visiting the local MCCS Human Resources Office. In addition, our office hours are 0730-1630 Monday – Friday and we are always available to answer questions specific to customer's inquiries.

### **What guidance or policy does the HR Office follows?**

MCCS Okinawa follows the guidance of the various volumes of the Department of Defense Instructions (DoDI) 1400.25, Civilian Personnel Management volumes, and MCO P12000.11a, NAF Personnel Policy Manual.

### **What is the difference between a 59 minute early release and a one-hour administrative leave authorization?**

The Assistant Chief of Staff (AC/S) MCIPAC MCCS or Deputy AC/S MCCS may authorize a one hour paid administrative leave in accordance with MCCS Directive 01-07. When issued, this administrative leave authorization is for all MCCS employees when deemed in the best interest of employee morale. If an employee is unable to participate in this authorization due to mission requirements, an "alternate day" within a 7-day window following the designated authorization may be allowed.

The III MEF command deck 59 minute early release is separate from the AC/S MCIPAC MCCS one hour authorization. This 59 minute early release will typically only be authorized on the day of the authorization and not authorized for an alternate day.

## **TALENT ACQUISITION (TAS)**

### **What are the basic Hiring Preferences?**

There are four basic hiring preferences that NAF follows:

Priority 1: Military Spouse Preference - Grants employment preference to eligible spouses of members of the Uniformed Services {military sponsor) in the same geographical area as the permanent duty station of their military sponsor.

Priority 2: Transition Assistance Employment Preference - Grants employment preference for the following service members and their dependents: (a) An involuntary separating service member, as defined in 10 U.S.C. 1141, 1143d, (b) A separating service member who separated under the Special Separation Benefit (SSB), as defined in 10 U.S.C. 1174a, (c) A voluntary separating service member who separated under the Voluntary Separation Incentive (VSI) program, as defined by 10 U.S.C. 1175.



Priority 3: Family Members in Foreign Areas - Grants Family members of active duty military members and civilian employees stationed in foreign areas hiring preference for all NAF jobs. Preferences apply when not at variance with the Status of Forces Agreements, country-to-country agreements, and treaties.

Priority 4: U.S. Citizens without SOFA - Grants local hiring preference to those U.S. Citizens that do not meet Priority 1-3 criteria. In addition, Per the guidance of DoDI 1400.25 v1403, Veterans Preference will be applied and those who identify themselves as Veterans will be identified and given preference within the Priority 4 category.

### **Why does MCCS offer jobs at a lower pay scale for skill sets and have no room for negotiations?**

The NAF pay ranges have been established under the authority of DoDI 5120.39 (Department of Defense Wage Fixing Authority) and based on an individual grade range (e.g., NF1, NF2, NF3, NF4, NF5). Per that guidance along with local guidance, hiring managers have the ability to extend an offer (within the established pay ranges for a specific grade) based on a candidate's experience, the program's internal equity, and budgetary constraints.

### **Can spouses be considered for employment prior to arrival on island?**

Yes. Per MCO P12000.11a, para 2113(2a.6), the time period of spouse preference eligibility begins 30 days before the military sponsor's reporting date to the new duty location. It continues during the entire tour unless placement into, or declination of, any offer of a continuing position at any grade level. It should also be noted that a hiring manager may elect not to hire an applicant that is not currently on island if business/missions needs dictate otherwise.

### **Is the hiring process for spouses different for each service and is there a standardization of those practices available to make the transition to Okinawan life considerably easier?**

Yes, the hiring process could be significantly different between the branches and based on several factors. MCCS Okinawa follows the standard guidance of the DoDI 1400.25, volume 1232, volume 1403, and MCO P12000.11a, Chapter 2, Chapter 7, and Appendix A.

### **Why is the hiring process unnecessarily long and why can't information pertinent to it be communicated to spouses earlier?**

The hiring process in itself is not very long in terms of days. The typical recruitment process starts with a minimum to maximum announcement period of 7 – 30 days. Following the recruitment process, there is a vetting and selection of applicants process that will extend the hiring process due to background checks and paperwork processing. Please visit our MCCS Okinawa web page (<http://usmc-mccs.org/careers/>) for more information concerning vacancies and other MCCS information. In addition, MCCS follows the guidance of MCO P12000.11a, Chapter 2, Chapter 7, and Appendix A concerning the hiring process. In doing so, we must also



ensure that the establishment of qualification standards and requirements for all NAF position are followed. These standards must be based on factual job duties and established in a manner that encourages competition for the job with the goal of hiring the most qualified applicant available. Then once qualification requirements have been determined and placed on an appropriate vacancy announcement, we can proceed with the hiring process.

In addition to the above-mentioned MCO, MCCS Okinawa also follows the guidance of the DoDI 1400.25, volume 1232, volume 1403. Although the hiring process may seem long for some applicants, on average, our hiring process typically takes 14-45 days; however, there are cases and other factors that could extend that timeline (most of which involve the applicant turning in completed and accurate vetting documents which include their background check forms and its process). With that said, a detailed hiring process is as follows: (1) An announcement is posted for a period of 7-30 days; in some cases, closed and re-announced for the same periods of time if a selection is not made. (2) Once an announcement closes, all applications/resumes are screened for minimum qualification standards based on each specific billet that is being recruited for. (3) Once the screening process is completed, the applications/resumes are then routed through a rating and ranking process. (4) At the completion of the rating and ranking process, a recommendation and determination is made to interview the top candidates (typically the 3-5 candidates). (5) Once the interview process is completed, hiring managers have an option to conduct subsequent interviews until a final selection is made. (6) Once a selection is made, the hiring manager creates a selection packet and routes it through the appropriate chain of command (via the HR office) for final vetting/approval. (7) Once approved, an official offer is made and the candidate may accept, decline, or counter the offer. (8) Once an offer is accepted, then the candidate must complete an in-processing packet as well as a Declaration of Federal Employment (OF306), and an Electronic Questionnaire Packet (eQIP) for the purpose of conducting a background check. It should also be noted that we are bound by policy to hire U.S. Citizens and may also hire non-U.S. Citizens if they have an SSN or ITIN and can meet the conditions of an adjudicated eQIP and local background checks.

Furthermore:

For our Military Spouses and Command Sponsored Family Member - MCCS Okinawa follows the guidance of the DoDI 1400.25, volume 1232, volume 1403, and MCO P12000.11a, Chapter 2, Chapter 7, and Appendix A.

For our locally hired U.S. Citizens - We must follow the guidance of the aforementioned as well as the Status of Forces Agreement, and the United States Forces Japan 36-2611 which provides details pertaining to immigration status', and other applicable polices concerning criminal history checks (e.g., Executive Order 10450, DoDI 1400.25, volume 731, DoDI 1402.05) that are conducted through various agencies (e.g., General Information Services (GIS), Local, Federal, State).



The following information captures our average processing times once an announcement closes:

Minimum Screening: 1-2 days

Rating and Ranking: 1-3 days

Interviews: 2-5 days (based on number of interviews and availability)

Selection Packet processing/vetting: 1-3 days

Offers extended: 1-3 days or more (based on acceptance or counters)

Background check process:

Fingerprints results: 2-14 days (only affects childcare positions because they are unable to start until their fingerprint results are received and cleared)

GIS: 4-5 days or longer

eQIP processing: 1-7 days (based on a successful submission as determined by applicants inputted data)

### **Is there an actual process for employment hiring?**

Yes. Please visit our website <https://www.mccsokinawa.com/jobs> and select "Apply Now" or <https://www.usmc-mccs.org/careers/> for employment opportunities and information. In addition, our HR Office is available to answer any specific questions.

### **What is Military spousal preference and could you explain the "Use once and you lose it" benefit?**

Military Spouse Preference (MSP) is for spouses of active duty military member of the Armed Forces and offers priority placement (if minimally qualified) for MCCS jobs graded at NF-3 and below, Craft and Trades, and Child and Youth positions. Per MCO P12000.11a, para 2113(2a.6), the time period of spouse preference eligibility can begin 30 days before the military sponsor's reporting date to the new duty location. It continues during the entire tour unless placement into, or declination of, any offer of a continuing position at any grade level.

### **Is there a visible and accessible tracking system for job applications?**

Yes. Our online application process is managed through the Human Resources Management System (PeopleSoft). Once an applicant submits their application, they will receive an email notification that the application has been successfully submitted. Note: Applicants have the ability to check the progress of their application by logging into their MCCS user account via MCCS Careers website ([www.usmc-mccs.org/careers/](http://www.usmc-mccs.org/careers/)) to view their application status. In addition, the Position Description within the job announcement also provides information to contact HR - [jobs@okinawa.usmc-mccs.org](mailto:jobs@okinawa.usmc-mccs.org) or DSN 645-3052 or Int'l 011-81-970-3052.

### **Are there any weekly Facebook seminars to inform spouses about the job options available to them?**

Yes. Our MCCS Facebook page is managed by our MCCS Marketing Department. Our HR Department works closely with Marketing and provides bi-weekly feeds for input to Facebook that promotes our vacant "Hot Jobs". In addition, we also have broadened our advertisement



scope to reach more of the community via Marketing's "Digital Spotlight", which is a free email subscription with useful information to include jobs and employment. However, the most effective way to view our job vacancies is by visiting our website ([www.usmc-mccs.org/careers/](http://www.usmc-mccs.org/careers/)) or by visiting the NAF HR Office, building 5966 and viewing our open jobs via our Kiosk or by speaking with a Talent Acquisitions Specialist. We can also be reached by phone at DSN 645-3052 or Int'l 011-81-970-3052.

### **Why do jobs, both MCCS and otherwise, have such high requirements for education?**

MCCS Okinawa offers multiple entry-level positions where the basic education requirement is a high school level education. As with any organization, there are jobs that will require a specialized skill set or specific academic requirements. Our jobs range in grade from NF-01 to NF-05 and the level of experience and/or education required for these positions are determined by the position description's basic requirements and often dictated based upon a level of standard requirements in order to provide the specialized support to our customers.

### **There are low paying jobs and a large expense of childcare making it more economical for some spouses to stay at home instead of seeking employment. Can anything be done to fix this?**

The NAF pay ranges have been established under the authority of DoDI 5120.39 (Department of Defense Wage Fixing Authority). Per that guidance along with local guidance, hiring managers have the ability to extend an offer (within the established Pay Ranges) based on a candidate's experience, the program's internal equity, and budgetary constraints. In addition, effective 2018, our Family Care Branch billets now offer up to 50% off of child care expenses if an applicant is employed by the Family Care Branch. NOTE: This applies to ALL Family Care Branch employees (except and billets (e.g., Management, Trainers, Support Staff, Assistants, and Technicians). However, it does not apply to Exceptional Family Program or School Liaison Program.

### **Why do we hire so many nationals?**

Under the Treaty of Mutual Cooperation and Security between the United States of America and Japan, the Status of Forces Agreement (SOFA), between the Secretary of the State of the United States of America and the Prime Minister of Japan, local labor requirements of the United States Armed Forces SHALL be satisfied with the assistance of the Government of Japan while recognizing the fundamental rights of labor as provided in Japanese law and as provided for in the SOFA with the desire to accomplish the smooth performance of the mission of the United States Armed Forces, Japan. As agreed under the SOFA and updated regularly via a Special Measures Agreement, GOJ as the legal employer of Japanese labor on USFJ installations, will bear "all or part" of the cost of their wages and will bill Service Components for amounts exceeding the funded ceiling.

USFJ Commands and Units have surmised that the local workforce, which resides in the local area and is not affected by tour rotations, provides a highly desired level of continuity, is readily



available for a wide spectrum of position experience work sets, and provides to some extent a cultural liaison with the local community in which we work. In addition, our MLC/IHA workforce in its entirety is more economical in consideration to our labor funding budgets.

In addition, the MLC/IHA labor force provides a level of dedication and professionalism rarely seen in government service, and while it is not free, it is financially subsidized by GOJ which provides a multi-faceted benefit to USFJ.

**Can greater emphasis be made for spouses to attend local job fairs instead of being so reliant on MCCS positions?**

Yes. The MCCS Okinawa HR Office is present at the mandatory Newcomers Brief every Wednesday at the Camp Foster Community Center. In addition, MCCS hosts an Annual Job fair each September and invites other agencies throughout the island to attend and promote their job opportunities. In addition, there are multiple smaller scale job fairs hosted at the various camps that offer job opportunities for family members. I would encourage spouses to consistently tune into AFN and also view the various websites such as MCCS Okinawa, 18<sup>th</sup> Force Support Squadron, Navy MWR, and Torii MWR for other job fair dates/times.

**Can you further explain the process of applying as a Priority 3: Command Sponsored Family Member?**

Per DoDI 1400.25, volume 1232, enclosure 2, para 1, family members may apply for employment with overseas Human Resources Offices (HROs) 30 days before their anticipated arrival within the command. However, family members may not receive preference until arrival at the foreign location. Also, Per DoDI 1400.25, volume 1232 para 2 (b.4), family member preference does not apply to family members of locally hired civilian employees. Additionally, per DoDI 1400.25, volume 1232, enclosure 2, para 4, family member employment preference shall be terminated when a family member receives an appointment without time limitation or a time-limited appointment expected to last more than 1 year at his or her sponsor's assigned duty location.

**How frequently do you update the job postings?**

Job postings are updated daily with the addition of new positions and the removal of closed positions.

**Are all sections of the online application required?**

Not all fields are required, however submitting a complete application ensures that you are providing information needed to accurately evaluate your qualifications for the position you are applying.

**Can I apply for more than one job at the same time?**

Each job requires that you apply individually. Simply select the job you are interested in applying for and click the "Apply for Job" button at the bottom of the screen.



**How do I know if I am qualified for a position?**

Each job announcement will include a position description in the body of the announcement. To determine if you are minimally qualified, go directly to the "Minimum Requirements" or "Basic Requirements" section of the position description to view the specific minimum requirements needed to be determined minimally qualified. Note: these requirements must be showcased on your resume and/or application in order to be determined minimally qualified.

**Will I be contacted for a job interview?**

Once an announcement closes, all applications are screened against position qualifications. If you are selected to interview, a hiring manager will reach out to you directly to extend an interview invitation.

**Will I need to monitor my Careers page?**

Yes. You will need to login and monitor your careers page periodically for important notifications with regard to your application status.

**What if I have forgotten my User ID and/or password?**

Upon sign-in, you will see two links below the sign-in boxes that say "forgot password" or "forgot User ID". Click either or both of these links to have your password and/or User ID emailed to you.

**Why do you exclusively accept electronic applications? Why don't you accept paper or emailed resumes?**

The advantages of an electronic application system benefit both the applicant and organization. The online application system provides more search options for applicants, more timely updates to job postings and faster processing of qualified applicants.

**I do not have a computer or internet connection at home or I am having technical issues submitting my application. What can I do?**

External candidates can access the MCCS Career site from any local military library or through kiosks made available at MCCS facilities.

**Can I change my application and resume information once it has been submitted for a specific job?**

Once you have submitted and applied online to a specific position, you will not be able to change the information. However, you can update your profile information (external applicants) for future job opportunities, such as address, email, phone number and also make updates to your resume.



## PERSONNEL SECURITY

### Why are the background checks involving multiple hiring agencies so slow (e.g., MCCS, OPM, NCIS)?

The background check process varies widely from person to person. Our MCCS HR Security Team is mandated to perform various background checks through multiple entities per Executive Order (EO) 13764, Code of Federal Regulations, DoD 5200.R, DoDI 1402.05, SECNAV M5510, MCO P12000.11a, and others. MCCS also conducts an initial document screening of local record checks within 48 hours of receipt - this occurs AFTER a job offer has already been made. These checks are conducted through various agencies such as, the General Information Services (GIS), Local, State, and Federal checks. There are two other factors that can also cause a delay in the applicant's background check, which also delays an applicant's start date: these are adverse records that require adjudication and/or the inability of the employee to complete their SF-85 Electronic Questionnaire Packet (eQIP) questionnaire in a timely or accurate manner. In addition, these delays vary based on the severity of any noted criminal history or the capability of the employee to complete the form per the instructions. It should be made clear that once an offer is accepted, the candidate must then complete an in-processing packet as well as a Declaration of Federal Employment (OF306), and an eQIP for the purpose of conducting a background check.

The typical Background check timeline is as follows:

For Fingerprints: 2-14 days (only affects childcare positions because they are unable to start employment until their fingerprint results are received and adjudicated).

For GIS: 4-5 days (or longer).

eQIP processing: 1-7 days (based on a successful submission as determined by applicants inputted data).

### Can we hire people that are on a Tourist Visa or Resident in Japan with an expired Visa or no Visa?

No. Per USFJ 36-2611 (dated 15 Jun 18), MCCS is required to comply with the US-JAPAN SOFA agreement when sponsoring a new employee. Pursuant to that agreement, MCCS is to send any person NOT ALREADY SOFA SPONSORED to the Japanese immigration office to remove their current visa. If a person appears at the Immigration Office on a Temporary Visitor (aka Tourist) visa, expired visa, or with NO visa, the Immigration office may deny the conversion and in the case of expired or NO visa, may begin the deportation process.

### What is MCIPAC's guidance on SOFA?

<https://www.mcipac.marines.mil/Staff-and-Sections/Special-Staff/Office-of-the-Staff-Judge-Advocate/Installation-Law/SOFA/>





### **Since SOFA status is not something that is granted or denied. What are the categories based on?**

The categories are based on the following:

Active duty service members in Japan, regardless of purpose or length of stay.

U.S. civilians who are in the employ of, serving with, or accompanying the military in Japan.

"Dependents" of the above categories:

Spouse (same-sex or opposite-sex spouse)

Children, step-children, and adopted children under 21

Children, step-children, and adopted children over 21 (i.e., no maximum age) if dependent on the sponsor for over half their support

Parents and parent-in-law if dependent on the sponsor for over half their support and not ordinarily resident in Japan.

### **What does SOFA status provide to an individual?**

Visa exemption

Criminal jurisdiction procedures IAW Article XVII of the SOFA.

Eligibility for a USFJ driver's license (Commander may deny or place additional criteria on the application).

Eligibility for a USFJ vehicle registration (Commander may deny or place additional criteria on the application).

### **Is the USFJ 36-2611 applicable to NAF employees?**

Yes. This instruction is applicable to all elements of United States armed forces in Japan, to United States government contracting officers and officials who have contracts for performance in Japan for the US armed forces in Japan, and to civilians in Japan desiring to acquire SOFA status as members of the civilian component or as persons or employees under Article XIV of the SOFA.

### **Can an employee have dual status?**

No. An Immigration status must be removed by the Government of Japan (GOJ) authorities before status as a "member of the Civilian Component". Under Article I(b) "Persons or Employees" under Article XIV of the SOFA are granted to a person residing in Japan with an immigration status.

### **Why is the SOFA or immigration status so important?**

When the US authority grants SOFA status to an individual who had been residing in Japan with an immigration status, the granting activity must undertake all obligations in the SOFA for individuals brought into Japan pursuant to Article IX of the SOFA.



### **Are individuals required to change their immigration status if they are requesting SOFA via government employment?**

Yes. Individuals wishing to obtain SOFA status must comply with the laws and procedures of Japan regarding the change of their immigration status in Japan. For specific questions regarding these laws, individuals should contact local Immigration Offices.

### **What documents should I present to the immigration office?**

For those who have status other than the permanent residency status, they must bring the following to the local Immigration Office:

Passport or Certificate of status of residence.

Application of eligibility under the Status of Forces Agreement.

Residence card for mid-to-long term resident (if applicable).

Certificate to prove those who are permitted to engage in more activities than their visa allow (if applicable).

Confirmation of Eligibility under Status of Forces Agreement. For specific questions regarding confirmation, individuals should contact local Immigration Offices.

### **Where can I find information concerning the change of immigration status to an authorized SOFA status category?**

[http://www.usfj.mil/Portals/80/Documents/Instructions/36-2611%20\(USFJI\).pdf](http://www.usfj.mil/Portals/80/Documents/Instructions/36-2611%20(USFJI).pdf)

### **Where can I find information on the Japanese immigration Law and VISAs?**

<https://www.juridique.jp/immigration.php>

### **Can I work while on a non-working visa?**

Yes. It is possible to work under a non-working visas, but only if you work below the limited hours per week (except for temporary visitor and trainee visa holders), and if you obtain permission from the immigration office.

### **How long does the investigation take?**

Tier 1 investigations vary in completion time from as quick as 60 days to as long as 2+ years. The average time is approximately 120 days from initiation to adjudication which is also based on many variables, such as number of places lived and worked, responsiveness of POCs, and the presence of any adverse records.

### **What is the cost of my background investigation?**

There is no direct cost to you as an applicant/employee. The cost of the investigation is billed to the Department of the Navy.

### **Does my previous investigation impact my new investigation?**

No, unless a person has more than a 2 year break in service from a vetted position – they will require new investigations regardless. However, personnel with relatively recent investigations



(of the type performed since 2014) tend to see their processing go a bit quicker UNLESS the previous investigation had returned any adverse information which now will require re-adjudication as part of the new investigation.

## **BENEFITS**

### **Are MCCS employees and their spouses authorized to use the Space Available (Space A) services provided at Kadena Airbase or Futenma Air Station?**

Yes. If an MCCS employee is on a Service Agreement, or a retiree of the military, they would be authorized to utilize this entitlement. Please contact the Air Terminal and seek further assistance/guidance. You can also visit the following: <https://www.spacea.net/space-faq-answers-your-questions>

### **Can an MCCS employee (or spouse) improve their Space A priority category, and if so, what documents are needed?**

Yes. Basically, your travel status "category" is your priority. There are six categories (CAT-I thru CAT-VI). CAT-I is highest priority (first to get offered a Space-A seat) and CAT VI is the lowest Category (last to get offered a Space-A seat after CAT I thru CAT V). Please contact the Air Terminal and seek further assistance/guidance appropriate for each category/upgrade. You can also visit the following: <https://www.spacea.net/space-faq-answers-your-questions>

## **HUMAN RESOURCE DEVELOPMENT**

### **What policy provides guidance on the completion of the mandatory Fiscal Year and Calendar year training requirements?**

All MCCS employees are to follow the guidance of the CMC Letter of Instruction (LOI) for Implementation of Enterprise Training Strategy, paragraph 3a (2i), which states, "All employees must complete DoD/DoN/HQMC compliance training as prescribed. Supervisors should emphasize the need to complete the annual mandatory training requirement. Failure to complete these requirements without sufficient justification should be reflected in the employee's performance appraisal." In addition, failure to complete these requirements without sufficient justification should be reflected appropriately in the employee's performance appraisal under the appropriate "Critical Element(s).

