



U.S. Department of Homeland Security

USCG

Office of Auxiliary and Boating Safety (CG-BSX)
Auxiliary Division (CG-BSX-1)



Human Resources Officer (FSO-HR)

Ref: Membership Recruiting and Retention Guide, COMDTPUB P16794.12 (Series)
Chapter 1, Appendix 1 D this publication
Prospective Member Interview Record (CGAUX -2) (ANSC 7036)
Enrollment Application (CGAUX-32) (ANSC 7001)
Member Transfer Request (CGAUX-4) (ANSC 7056)
Change of Membership Status (CGAUX-36) (ANSC 7035)
AUXMAN, Chap. 10 - Uniforms
Uniform Procurement Guide (ANNUAL) (ANSC 7053)
Auxiliary Uniform Order Form (ANSC 7051)
Auxiliary Uniform Size Chart (ANSC 7052)
Price List, Uniform Distribution Center (ANSC 7055)
Auxiliary Web Site (<http://www.cgaux.org>).

POSITION SUMMARY

A Flotilla Staff Officer of Human Resources will exercise staff responsibility and supervision over all matters pertaining to the Flotilla's member resources program and keep the Flotilla informed of all developments in this AOR (Area of Responsibility). This officer will maintain close liaison with the Division Staff Officer of Human Resources in order to implement the members resources program uniformly throughout the Division, District, and nationally. He or she will develop, plan and implement programs and activities to promote the growth of the Auxiliary by obtaining new members and providing new members with information.

They should consider developing biographical files of all members in the Flotilla and maintain any appropriate records, training, merits, offices held, etc. on each member. Likewise, the officer will develop and implement programs and activities designed to retain members who may be drifting into inactivity by failing to attend meetings, who fall below their certification quotas in OP, VE or PE, or are not participating in other Flotilla activities and programs. This officer will attempt to meet with each member and brief the FC on the outcome prior to any disenrollment action of any member. In cooperation with the FSO-PE, FSO-VE and the FSO-PA, he or she will make an effort to promote membership in the Auxiliary by public speaking, providing handouts and literature, and following up on all leads of prospective members. Working in cooperation and conjunction with the FSO-MT, the officer will encourage and guide the new member through the new member process, assist those ordering uniforms, materials, etc. and prepare them for any training in areas of interest to the new Auxiliarist.

They will take an active role in the planning and execution of seminars, workshops, forums, and panel discussions. The officer should maintain contact with retired Auxiliary members and be certain they receive newsletters and are invited to functions and fellowship activities, report monthly to the VFC and will provide a report at Flotilla meetings on all AORs. The goal of adding one new prospective member

each month is recommended and name and addresses of these individuals should be provided to the FSO-SR to keep the prospects up-to-date.

RESPONSIBILITIES

To be successful, elected leaders must make certain that staff officers are well briefed on their duties and responsibilities. To carry out these duties, staff officers are encouraged to appoint committees to help them. Staff officers must report progress monthly to the Vice or appointing elected leader. Staff officers will maintain records and correspondence concerning their office. These documents shall be turned over, with all publications and other pertinent material, to the successor when relinquishing office.

DUTIES:

- a. Exercise staff responsibility and supervision over all matters pertaining to the flotilla's member resources program, and keep flotilla members 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 Division Human Resources Staff Officer (SO-HS) in order to implement the member resources programs established for nation-wide, district-wide or division-wide use.
- d. Coordinate and cooperate with the Flotilla Public Affairs Staff Officer (FSO-PA) in publicizing the member resources program.
- e. Effectively implement the member resources program in accordance with prescribed procedures.
- f. Suggested Additional FSO-HR Duties

GENERAL DUTIES:

- a. Develop and implement programs and activities to promote the growth of the Auxiliary, by obtaining new members, so that all nearby boating areas will be better served
- b. Develop biographical files of the members and maintain other records of advanced training and offices held that may be appropriate for use by the Flotilla Commander in filling staff and/or committee positions, recommendations for awards, etc.
- c. Develop and implement programs and activities designed to retain members with particular emphasis to contacting members who are drifting into inactivity by failing to attend meetings or by not actively participating in one or more programs. Look for symptoms of potential drop-out: missed meetings, no VSC, OP, or PE activity. Contact these members directly and try to involve them in any of the cornerstone or other programs, or in advanced training.
- d. Prior to final action by the Flotilla Commander on a disenrollment request, or disenrollment action initiated by the flotilla, contact the member involved. Ascertain what caused the proposed action and provide counsel. Perhaps retired status would be more appropriate than disenrollment. Provide the Flotilla Commander a written summary of the action taken, and results, for each case.
- e. In cooperation with the Flotilla Public Education Staff Officer (FSO-PE) and class instructors, present the Auxiliary Story to each public education class and invite them to apply for membership.

- f. In cooperation with the Flotilla Vessel Examination Staff Officer (FSO-VE), ensure that all Vessel Examiners have a supply of the "Join the Auxiliary" pamphlets, stamped with information on who to contact, to provide to prospective members while conducting a VSC.
- g. Follow-up all prospective membership leads from public education classes, boat shows, telephone queries, and other sources to ensure that every effort is expended to acquire good members.
- h. Encourage members to bring prospective members as guests to the meetings and other suitable activities.
- i. Meet visitors and prospective members who come to flotilla meetings. Ensure they are properly introduced to the membership.
- j. In cooperation with the Flotilla Member Training Staff Officer (FSO-MT), encourage and guide new members through the new member process and encourage their further participation in advanced training.
- k. Actively take part in the planning and execution of seminars, workshops, forums, and panel discussions.
- l. Maintain contact with Retired Members of the flotilla. Ensure they are informed of flotilla activities and are invited to participate where permitted.
- m. Report monthly to the Vice Flotilla Commander on activities and progress in membership growth and retention and the status of the flotilla member resources program.

SPECIFIC DUTIES:

- a. Two weeks before each flotilla meeting follow-up with each prospective member with a phone call. Extend an invitation to the meeting. The aim is not to annoy the individual but to let them know we are genuinely interested and ready to assist. Continue to follow-up until prospect becomes a member.
- b. Follow-up on every member that missed a meeting with a phone call during the week following the meeting. See if there was some problem causing the absence that the flotilla should address. Make another call to those same members during the week of the next meeting to remind them of, and stress the importance of attending. It is not the goal to badger people who miss an occasional meeting, but rather to let them know they were missed and that the flotilla considers them a valuable asset.
- c. Present a "sales pitch" at some time during each PE course. Arrange with the FSO-PE and/or class chairpersons of each course to have instructors mention membership in the Auxiliary at several lessons throughout the course and not depend solely on the pitch by the FSO-PS. Show the Auxiliary slide show and try to create an interest in joining.
- d. At each flotilla meeting report on all phone calls made after the preceding meeting and before the current meeting and the results of each. You should also report on the status of prospective members and any new prospective members added since the last meeting. It should be the goal to add at least one new prospective member each month.
- e. Furnish the FSO-SR with the names and addresses of new prospective members to keep the FSO-SR mailing list of all regular members, and prospective members up-to-date.

SKILLS/QUALIFICATIONS

Note: The technical and functional skills listed below are based on general occupational qualifications for Human Resources Managers commonly recognized by most organizations. Typically, you will not be required to have all of the skills listed to be a successful performer.

- a. Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivating, strong communication & interpersonal skills
- b. Motivating, developing, and directing people, identifying the best people for the job.
- c. Communicating effectively in writing as appropriate for the needs of the audience.
- d. Talking to others to convey information effectively.
- e. Understanding written sentences and paragraphs in work related documents.
- f. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- g. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- h. Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- i. Using mathematics to solve problems.
- j. Adjusting actions in relation to others' actions.
- k. Being aware of others' reactions and understanding why they react as they do.

REPORTS AND FORMS			
Report/Form Name	Sent To	Frequency	Due Date
Staff Officer Report	VFC SO-FN	Monthly	7-days before meeting 25th
Member Activity Log (7029)	FSO-IS	Monthly	End of month
Activity Report (7030)	FSO-IS	Per Mission	After Mission
Enrollment Application (7001)	FC	Per Applicant	When complete
Member Involvement	Retained by FSO-HR	Per Applicant	After joining
Member Disenrollment Interview	FC Retained by FSO-HR	Per Applicant	Prior to disenrollment

TRAINING

OJT (On the Job Training)

NOTE: There may be additional training opportunities. Contact your FSO-MT for more information.