



Gary Nielsen
CSC Administrative Services
Group Manager



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ESC Administrative Services
Group Manager



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WSC Administrative Services
Group Manager

The Administrative Services Group (ASG) is a dynamic group of specialists who are *your* organization's support specialists. We are about "all things people". You may engage our specialists about matters related to administrative program areas such as employee training, performance management, awards, hiring plans, FOIA responses, Congressional inquiries... and more. In this brochure you will find our organization chart, key contact numbers, and a listing of the major program areas that reside within ASG. If you cannot find what you're looking for here, just give us a call.

Our ASG professionals are dedicated to the needs of Directors, Executive Staff, and managers across Terminal, En Route, and Technical Operations. Our goal is to deliver services and products to you that are accurate, timely, and of the highest quality.

We love what we do, and welcome your feedback to make ASG even better!

Service Center Vision
Excellence in Support of
Service Area Success

Administrative Services Group Contact List

Eastern Service Center (ESC)

| | |
|--|--------------|
| Group Manager | 404.305.5502 |
| ASG Fax | 404.305.6345 |
| Employee Services Team | 404.305.5512 |
| Management Support Team | 404.305.5542 |
| Performance Analysis Team | 404.305.5562 |
| Training and Administrative Support Team | 404.305.5538 |

Central Service Center (CSC)

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|--|--------------|
| Group Manager | 817.222.4056 |
| Fax | 817.222.4243 |
| Employee Services Team | 817.222.4249 |
| Fax | 817.222.4243 |
| Management Support Team | 817.222.4016 |
| Fax | 817.222.4299 |
| Performance Analysis Team | 817.222.5540 |
| Fax | 817.222.4978 |
| Training and Administrative Support Team | 817.222.4060 |
| Fax | 817.222.4607 |

Western Service Center (WSC)

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|--|--------------|
| Group Manager | 425.203.4100 |
| Fax | 425.203.4105 |
| Employee Services Team | 425.203.4160 |
| Fax | 425.203.4154 |
| Management Support Team | 425.203.4140 |
| Fax | 425.203.4134 |
| Performance Analysis Team | 425.203.4120 |
| Fax | 425.203.4114 |
| Training and Administrative Support Team | 425.203.4180 |
| Fax | 425.203.4189 |



Federal Aviation
Administration

Service Center

Administrative Services Group



Last Updated: 9/15/2010

Welcome to the Administrative Services Group!

Administrative Services Group (ASG)

Employee Services Team

Management Support Team

Performance Analysis Team

Training and Administrative Support Team

The Employee Services Team (EST) provides staff support services for the Service Units in the following areas:

- Staffing and Resource Management
- Organizational Changes
- Staffing and Payroll System (SAPS) and Datamart
- Training Failures/Hardship
- Return Rights Placement
- Age 56 Waivers
- Upward Mobility Program (UPMO)
- Student Programs (FASIP & Seasonal Oversight)

The Management Support Team (MST) provides support to the Service Units in many program areas, including:

- Freedom of Information Act (FOIA) Administration
- Congressional Inquiries
- Hotline Complaints
- Accountability Board and Equal Employment Opportunity (EEO)/Alternate Dispute Resolution (ADR)
- Reports of Investigation

The Performance Analysis Team (PAT) analyzes data and processes to provide performance support to the Service Units. Services include:

- Employee and Organizational Performance Management
- Metrics Development and Analysis
- Process Improvement Facilitation
- Organizational Success Increase (OSI)/Superior Contribution Increase (SCI) Assistance
- Business Planning/Goal Development and Reporting
- SALC Secretariat

The Training and Administrative Support Team (TAS) provides staff services to the Services Units, including:

- Training Quota Management
- Pay Administration (Cru-X, CASTLE)
- Voluntary/Emergency Leave Transfer Program (VLTP/ELTP)
- Travel Policy (including GovTrip)
- Awards
- Retirement Letters and Plaques
- Financial Disclosures
- Directives Management

For more information, visit the ASG websites from the Service Area home page at <http://servicearea.ato.faa.gov>