

Department of the Interior Departmental Manual

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Part 145: National Park Service

Chapter 4: Associate Director for Administration, Business Practices, and Workforce Development

Originating Office: National Park Service

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4.1 Associate Director for Administration, Business Practices, and Workforce

Development. This Associate Director provides leadership, policy development, and national level guidance and field support for the following national programs of the National Park Service: administrative program centers in support of Washington, DC, and Denver, CO, offices; contracting; human resources; employee training and development; minority and economic development programs; higher education and park initiatives; concessions management; and recreation fee management. The Associate Director also serves as the Bureau Dispute Resolution Official.

A. Contracting. This office is responsible for policy and oversight of Servicewide contracting and procurement. This includes contract support, management of contracts; and contract review, policy, clearances, and reporting. The office oversees administration of the contracting officer warrant program, charge card and purchase card programs, and policy for competitive sourcing, grants and agreements, and green procurement. The office serves as liaison to the Department's Office of Acquisition and Property Management and bureaus on contracting and procurement matters. It coordinates closely with the Services' Office of the Comptroller and program offices on financial aspects of contracts, procurement actions and assistance to non-Federal entities.

B. Human Resources. This office is responsible for Servicewide policy direction in human resources. This includes labor-management relations; employee relations (including disciplinary and adverse actions, administrative grievances, awards, leave programs); employee ethics and financial disclosure; worklife/family friendly programs; employee performance management; suitability and security clearances; workers compensation (OWCP); staffing (including centralized seasonal hiring); and, pay, compensation, and benefits. It provides coordination with: the Office of Inspector General; the payroll and personnel system; Senior Executive Service program; Servicewide human resources special initiatives; and human resources evaluation and assessment programs. It also provides personnel services for the Washington headquarters offices in the Washington, DC, metropolitan area.

C. Training and Development. This office coordinates and oversees programs designed to improve both individual and organizational effectiveness. It serves as a catalyst for continuous learning, professional growth, and organization development. It also develops strategies and approaches with the Service's leadership for workforce planning. These functions are carried out through the TEL (Technology Enhanced Learning) network using computer-based programs, audio-conferencing, and satellite television through learning stations in parks and offices throughout the Service. Traditional training functions are carried out by four Training Centers. Each training center has a superintendent who is responsible for the overall management and operation of the training and development program(s), including analysis, design, development, implementation and evaluation. This office also works with the Fish and Wildlife Service on cooperative training efforts at the National Conservation Training Center and manages training centers in Grand Canyon National Park, Washington, DC, Frederick, MD, and Harpers Ferry, WV.

D. Minority Business and Economic Development. This office is responsible for implementing programs described under sections 8 and 15 of the Small Business Act, as amended, (Pub. Laws 95-507 and 96-302), and E.O. 12138 (Women-owned Business.) It provides liaison and coordination on all matters related to: small, disadvantaged, women-owned, (Sec. 8a programs); HUBZone; Veterans; and Disabled Veterans Business Programs.

E. Higher Education & Park Initiatives. This office is responsible for National Park Service compliance with Presidential Executive Orders covering Historically Black Colleges and Universities(12876), Tribal Colleges and Universities (13021), programs to assist/increasing participation of Asian American and Pacific Islanders (13125), and Educational Excellence for Hispanic-Serving Institutions (12900). In addition, the office handles special projects and inquiries for the Director.

F. Concessions Management. This office is responsible for the oversight of commercial visitor services in the National Parks authorized by concession contracts covering a wide range of activities. The office is required by statute to provide oversight of all contracts and is responsible for regulatory and policy information, overview, and program direction and for ensuring that the government receives a fair return for the privileges authorized by concessions contracts.

G. Recreation Fee Program. This office is responsible for the policy formulation, overview, and program direction of the fee collection operation for the National Park Service. It is responsible for the guidance to parks on all aspects of fee collection. It provides oversight and direction to: the National Park Reservation Service contract, the National Parks Pass Program, the Recreational Fee Demonstration Program, and the Golden Age, Golden Eagle, and Golden Access Passport programs. It provides guidance on innovative technology, collection methods, accountability, and implementation issues related to the collection of recreation and transportation fees. It undertakes special studies and analyses related to fee revenue programs and proposes changes in policies and practices.

H. Administrative Program Centers.

(1) Washington Administrative Program Center. This administrative program center, located in Washington, DC, provides oversight, policy guidance, and direction in the following areas: records management, forms management, correspondence management, Freedom of Information Act, Paperwork Reduction Act, and Privacy Act. This center also provides printing and publications and Federal Register services for the Service. This center provides administrative support services for NPS headquarters offices based in the Washington, DC, area, including services in contracting and procurement, office services, building management, property management, controlled correspondence, Congressional document requests, mail services, and other new program initiatives.

(2) Denver Administrative Program Center. This center provides administrative services for NPS organizations and other customers in the program areas of personnel management, equal opportunity, contracting and procurement, budget, payroll, and financial services, building leasing and management services, supply, property, mail services, and other program areas. In addition, the Human Resource Franchise operation provides recruitment and staffing, position classification, and position management services to a variety of customers on a reimbursable basis. The Denver Administrative Program Center is responsible for Administrative Systems development in the National Park Service and serves on the Information Technology Council.

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