



DEPARTMENT OF THE NAVY
COMMANDER NAVY RESERVE FORCES COMMAND
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COMNAVRESFORCOM INSTRUCTION 5450.7

Subj: MISSIONS, FUNCTIONS, AND TASKS OF NAVY OPERATIONAL
SUPPORT CENTERS

Ref: (a) COMNAVRESFORCOMINST 5450.5
(b) OPNAVNOTE 5400 Ser DNS-33/12U102150 of 1 Oct 2012

Encl: (1) Functions and Tasks of Navy Operational Support
Center
(2) Navy Operational Support Center Functions and Tasks
by Work Center

1. Purpose. To publish the authorities delegated to Navy Operational Support Centers (NAVOPSPTCENS), as Echelon V commands under the authority of Commander, Navy Region Reserve Component Commands (NAVREG RCCs) and the missions, functions, and tasks of NAVOPSPTCENS as shore-based activities.

2. Background. Reference (a) establishes NAVREG RCC's missions, functions, and tasks and establishes NAVREG RCCs as the Immediate Superior in Command for NAVOPSPTCENS. Reference (b) establishes NAVOPSPTCENS as an Echelon V subordinate activity.

3. Authorities. Per reference (a), NAVOPSPTCENS are delegated the authority to ensure Navy Reserve strategic goals are met through mobilization readiness of assigned Navy Reserve Units (NRU) for current and future Navy requirements. NAVOPSPTCENS are responsible for assigned facilities, equipment, and personnel resources from their NAVREG RCC.

4. Mission. The mission of NAVOPSPTCENS is to generate mobilization readiness by providing administrative services, training support, and world class customer service to Reserve personnel in support of surge and operational requirements for the Navy and Marine Corps team and Joint Forces.

5. Command Relationships

a. NAVOPSPTCENS are Echelon V shore commands and report to their geographical Echelon IV NAVREG RCC for administrative, training, readiness, and service related matters.

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b. NAVOPSPTCENS execute requirements to maintain assigned Navy Reserve Echelon V and VI units in the highest state of mobilization readiness.

6. Action. In accomplishing the assigned mission, NAVOPSPTCEN Commanding Officers (COs) will ensure performance of the functions and tasks in enclosure (1).

7. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per SECNAVINST M-5210.1.

A handwritten signature in black ink, appearing to read 'B. P. Cutchen', with a long horizontal stroke extending to the right.

B. P. CUTCHEN

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Functions and Tasks of Navy Operational Support Center

1. Navy Reserve Personnel Readiness. Execute administrative requirements to maintain Navy Reserve Force personnel in the highest state of mobilization readiness. Ensure flexibility in meeting combatant commander and theater specific personnel readiness requirements to execute service missions in support of Chief of Naval Operations and operational missions in response to Fleet requirements.

a. In accordance with current year policy guidance, coordinate with NAVREG RCCs and NRUs in administering applicable Navy training and mobilization readiness requirements to include: enlisted and officer training quotas, training aids, personnel records, and technical equipment requirements.

b. Administer order writing and travel support programs and policies to include Annual Training (AT) and discretionary Reserve Personnel Navy accounts for deployment of Navy Reserve Forces.

c. In coordination with NRUs, administer information technology infrastructure requirements to include: Non-classified internet protocol router, secure internet protocol router, policy, support management, framework interoperability, security, and connectivity.

d. Administer all personnel and family readiness programs for all assigned NRUs.

e. Provide a Command Religious Program which accommodates the religious needs, preference, and rights of the members of their command, eligible family members, and other authorized personnel.

f. Execute, track, and report personnel medical readiness requirements to assigned NAVREG RCC.

g. Manage supported command manpower requirements to authorized levels as prescribed by Commander, Navy Reserve Forces Command (COMNAVRESFORCOM) including Unit Action and Billet Management.

h. Develop, manage, and track all required Career Counselor related items and provide career development program management guidance to field activities via NRU career counselors.

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i. Manage and maintain a public affairs program in coordination with NAVREG RCC.

j. Manage the command Operational Security Program and Personnel Security Program. Direct and supervise Active Component (AC), Reserve Component (RC), and Department of the Navy (DON) civilian security management resources to include Personnel Security Investigations and security clearances.

k. For those NAVOPSPTCENS with an inclusive Sensitive Compartmented Information Facility that is not designated as a Joint Reserve Intelligence Center, direct, supervise, and manage facility and ensure physical and network security in accordance with applicable directives and policies.

l. Provide Common Access Card (CAC)/identification card services for military and family members as applicable.

m. Ensure timely administrative compliance of mobilization requirements.

n. Provide personnel support and Quality of Life programs.

o. Facilitate Sexual Assault Prevention and Response (SAPR) educational training and provide SAPR Victim Advocate services to all personnel.

2. Navy Reserve Financial Resource Execution. Support NAVREG RCCs in all phases of Operations and Maintenance, Navy Reserve fiscal execution, reporting, and audit readiness. Commanders and Directors should use the DON audit readiness checklist within their organization to ensure they have the supporting documentation for resource decisions which may be subject to an audit examination.

a. Schedule, process, and maintain all drill and pay records for assigned NRU personnel and assist with pay issues.

b. In accordance with current year policy guidance, serve as liaison for all incentive and special pays through COMNAVRESFORCOM via NAVREG RCC.

c. Provide AT funding in accordance with annual force execution guidance, and ensure proper liquidation of funded Selected Reserve orders.

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d. Manage and supervise the appropriate use of Government Travel Credit Card accounts for assigned AC, RC personnel, and DON civilians.

e. Execute policy, direct, supervise, and coordinate Navy Reserve logistic functions for NRUs to include financial record keeping, procurement, clothing management, berthing, messing, and acquiring/maintaining training equipment.

f. Execute world class customer service and Interactive Customer Evaluation programs.

3. Navy Reserve Equipment Readiness. Execute requirements to properly maintain Navy Reserve equipment necessary for NRUs to achieve mobilization readiness.

a. Ensure all assigned equipment meets Occupational Safety and Hazardous Material requirements.

b. Maintain accurate equipment listing and accountability which may include: Reserve Intermediate Maintenance Activity, auxiliary craft, armories, weapons, Beamhit, simulators, damage control trainers, and medical/dental equipment.

4. Mobilization. Execute and monitor mobilization requirements and advise NAVREG RCCs of the readiness status of assigned AC and RC personnel.

a. Coordinate Reserve Component personnel mobilization and demobilization processing as required.

b. Conduct delay, deferment, and exemption boards as required.

c. In accordance with the Navy Family Accountability and Assessment System (NFAAS) program, ensure accuracy of family contact information and proper mustering of designated personnel.

d. Execute family readiness and employer support programs per higher directives.

5. Shore Installation Coordination. Provide effective and efficient planning and oversight of Reserve facilities and supported infrastructure and utilities, and the efficient and effective application of manpower and funds.

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- a. Manage and identify facility related resource requirements, the material condition, safety and appearance of assigned land and facilities, proper and economic use of assets
- b. Coordinate with Naval Facilities Engineering Command for facility repairs to include invoice verification and contracting work.
- c. Ensure efficient use and identify capability gaps of assigned facilities.
- d. Ensure environmental compliance in accordance with all applicable local, state, and federal laws and regulations.
- e. Coordinate with NAVREG RCCs and Navy Region Installation for regional support of funeral honors and Casualty Assistant Calls Officer duties as required.
- f. Coordinate with Navy Region Installation and NAVREG RCCs to establish Anti-Terrorism Force Protection (ATFP) plans and establish a triennial supervised assessment schedule. During the other two years, a self-assessment shall be conducted.
- g. In support of the Installation Commander, utilize the NFAAS program for mustering of designated personnel and family members in a timely manner during a man-made or natural disaster.

6. Medical Readiness Management

- a. Administer, manage, and coordinate Force Health Protection and Readiness for assigned AC and RC personnel.
- b. Coordinate Health of the Force programs identified to maintain the medical readiness of the Force.
- c. Monitor and manage compliance with Chief, Navy Bureau of Medicine and Surgery and Bureau of Navy Personnel Command standards via NAVREG RCC.
- d. Ensure that assigned AC and RC personnel are fully medically ready for world-wide deployment assignments and that their medical record and Manpower Availability Status codes are accurate.

Enclosure (1)

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Navy Operational Support Center Functions and Tasks
by Work Center

1. Command Leadership/Management

- a. Provide leadership through personal example.
- b. Delegate authority to assure judicious attention to the indoctrination, assignment, training, education, welfare, discipline, evaluation, safety, and security of military and civilian personnel.
- c. Sign or delegate signature authority for all command correspondence, instructions, notices, etc.
- d. Approve assignment of appropriate personnel to boards, committees and collateral duties.
- e. Maintain high morale within the command and ensure that discipline, welfare, privileges of individuals, and related matters are administered in a just and uniform manner.
- f. Direct the operation of a major component of the Navy shore establishment in all matters pertinent to accomplishment of the command mission and tasking.
- g. Initiate and manage programs and policies to be adhered to by command personnel.
- h. Administer military and civilian personnel policies and practices.
- i. Manage and support personnel assigned to the Voluntary Training Unit, Administrative Processing Unit, and Operational Support Unit, as necessary/needed.
- j. Implement provided management techniques and procedures; apply policies and directives prescribed by higher authority.
- k. Schedule and conduct conferences/seminars/meetings with higher authority, other activities, and command personnel.
- l. Direct timely completion of assigned tasking in all phases of command functions; direct expenditure of authorized funds and ensure efficient, economical operation of all command functions.

Enclosure (2)

m. Assign responsibility for accuracy and currency of reports and records.

n. Maintain liaison with higher and lower levels of authority within and outside the command.

o. Conduct frequent inspection tours to ensure the efficient operation of the command and initiate actions required correcting any deficiencies.

p. Supervise and coordinate operational plans and schedules of the command.

q. Ensure that all prescribed security measures and safety precautions are understood and strictly observed.

2. Manpower and Personnel Support

a. Oversee billet management, administer personnel classification, and personnel gains and losses.

b. Administer Navy enlisted advancement system.

c. Monitor temporary rating personnel.

d. Maintain reserve allowance/manning data, and Inactive Duty Training pay and administration.

3. Administrative/Command Services Support

a. Manage administrative systems and conduct an office equipment management program, a form management program, a record management, and a report management program.

b. Maintain:

(1) Enlisted/Chief evaluations and officer fitness report files.

(2) Classified material, unclassified publication file, and a unclassified correspondence file.

(3) Status chart/bulletin board, alert recall roster, and appointment record.

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(4) Legal assistance, awards program, and Defense Messaging System.

c. Perform everyday tasks such as:

(1) Typing communication.

(2) Processing incoming and outgoing communication.

(3) Operate duplicating machine.

(4) Initiate/receive telephone calls and initiate/receive email.

4. Career Counseling

a. Career information Program Management:

(1) Disseminate career development tools.

(2) Coordinate a Sponsorship program.

(3) Provide Indoctrination briefings.

(4) Monitor enlisted personnel separations and losses.

(5) Provide information for off-duty education.

(6) Act as incentives coordinator.

(7) Provide assistance in retirement planning.

(8) Act as Reenlistment Bonus Coordinator.

(9) Monitor Temporary Rating personnel.

5. Supply Support

a. Research publications review supply requests.

b. Process supply documents.

c. Receive requested items.

d. Issue items and process turn-in.

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- e. Provide basic seabag items, messing, berthing.
- f. Fiscal management, minor property and equipment management.
- g. Scheduling of maintenance, dispatch, and mileage reporting for all General Services Administration leased vehicles.

6. Operations/Training Support

- a. Provide general training and administrative support to the NAVOPSPTCEN CO.
- b. Manage and assist with processing of AT, Active Duty for Training requests, provide Individual Duty Training Travel support.
- c. Maintain and operate a training aids library, management information support, Anti-Terrorism Officer/ATFP training.
- d. Manage Site Security, Passport program, and Defense Travel System.
- e. Schedule and oversee trainers (i.e. Damage Control and Beam hit).
- f. Provide/deliver indoctrination briefing, rate and basic military training, and SharePoint administrator/webmaster.
- g. Coordinate and provide support to all aspects of the New Accession Training program.

7. Mobilization Support

- a. Support the Mobilization and de-mobilization processing, Command Individual Augmentee Coordinator responsibilities, Warrior and Family Support program management, and Deployment Readiness Training.

8. Medical/Dental Support

- a. Follow policy and procedures for medical training, Periodic Health Assessments, laboratory functions and immunizations.

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b. Coordinate with government agencies both internal and external to the command to ensure medical support, personnel and facilities are commensurate with mission requirements.

c. Provide medical service, operate medical supply, and perform medical administration.

9. Information Technology (IT) Support.

a. Maintain accurate IT asset accountability of both Secure Internet Protocol Router (SIPR) and Non-secure Internet Protocol Router assets. If the NAVOPSPTCEN is in possession of SIPR assets, ensure that the command has a Trusted Agent program to handle token issuance and resets. The command must maintain an Online Compliance Reporting System account for all non-NMCI IT systems managed at the command level, and comply with all directives therein.

b. Ensure all command members annually complete Information Assurance and Personally Identifiable Information training.

c. Maintain adequate supplies of CAC readers for new members.

d. Maintain the LE in accordance with Naval Communications Security Material System and COMNAVRESFORCOM guidance. Maintain an accurate accountability of Electronic Keying Material System (EKMS) material issued by the cognizant EKMS account manager.

Enclosure (2)