

CHAPTER 4

CUSTOMER SUPPORT DIRECTORATE (S)

4000 DIRECTOR (S)

MISSION: Acts as principal advisor to the DRMS Commander for the management of customer relationships. Represents the Command to the Unified Combatant Commands and Service Commands worldwide regarding the integrated management of personal property disposal operations.

RESPONSIBILITIES:

1. Acts as the DRMS Customer Relations Management (CRM) Program Manager.
2. Interfaces with DLA to determine the DRMS role in DLA CRM efforts.
3. Plans the marketing efforts of DRMS services, to include attendance at service and trade association meetings, DLA/GSA expos, and similar events.
4. Develops processes and practices to provide useful customer analysis information to decision-makers throughout DRMS.
5. Develops customer satisfaction measures and goals, as well as the instruments used to obtain qualitative and quantitative customer feedback.
6. Acts as the virtual contact center liaison. Point of contact for the DLA Customer Assessment Program (DLA Customer Satisfaction Survey). Responsible for the DRMS Customer Comment Card Program.
7. Focal point for the Total Magic System.

4100 CHIEF, UNIFIED COMBATANT COMMAND SUPPORT DIVISION (SA)

MISSION: Ensures visibility of DRMS services and customer support to the Unified Combatant Command through customer liaison, analysis, and identification of issues or mission changes. Advises the DRMS Commander on customer service issues and concerns. Oversees the network of Account Managers. Provides liaison to the Disposal Remediation Team (DRT) effort and directs the DRMS Emergency Essential Program.

4110 CHIEF, PACOM SUPPORT BRANCH (SAA)

4120 CHIEF, EUCOM SUPPORT BRANCH (SAE)

RESPONSIBILITIES:

1. Provides technical advice, liaison, and customer assistance to the nine Unified Combatant Commands regarding property management.
2. Receives customer concerns about DRMS disposal support and coordinates resolution with DRMS field activities.

3. Trains customers in the use of DRMS systems.
4. Develops and maintains in-depth knowledge of UCC customers' missions, structure, and needs.
5. Provides information to UCC customers on current and future DRMS operations.
6. Improves the flow of information between DRMS and its UCC customers.
7. Partners closely with customers to determine short and long-range requirements.
8. Develops, executes, and continually refines specific customer service plans in accordance with evolving customer needs.
9. Negotiates Performance Based Agreements (PBAs) with UCC customers and meets with the customer regarding metrics.
10. Periodically assesses performance metrics and coordinates with the functional areas on corrective action when DRMS fails to achieve the negotiated level of performance.
11. Maintains and analyzes customer information databases. Determines customer profiles, and identifies customer concerns. Determines service and support trends and patterns.

4130 CHIEF, CONTINGENCY SUPPORT TEAM (SAC)

RESPONSIBILITIES:

1. Participates in the planning and execution of contingency operations. Develops disposal solutions to meet the needs of the war fighters.
2. Interfaces with Foreign Embassies, State Departments, and the environmental community on issues affecting contingency operations.
3. Coordinates ongoing contingency support operations and exercise support.
4. Resolves operations plan shortfalls or limitations impacting DRMS' ability to perform its contingency/emergency response and wartime missions.
5. Serves as the DRMS liaison to the Disposal Remediation Team (DRT).
6. Manages the DRMS Emergency Essential Program.
7. Interfaces with appropriate DRMS Offices/Directorates to ensure the most current guidance is incorporated into planning guidance related to ongoing support activities and exercises.
8. Evaluates support efforts to ensure After Action Reports and Lessons Learned correctly reflect DRMS' commitment to the war fighter.
9. Maintains close liaison with DLA Europe and DLA Pacific to retain proficiency in DLA Contingency Support Team (DCST) operational policies, procedures, and techniques.

10. Serves as a member of the DCST International Remediation Team (IRT).
11. Manages the operational transition from IRT resource operations to DRT-manned activities.
12. Manages operational transition from contingency-based operations through sustainment and/or drawdown operations utilizing DRMS or contract employees.
13. Mans the DRMS Crisis Action Center.

4200 CHIEF, SERVICE COMMAND SUPPORT DIVISION (SB)

MISSION: Ensures visibility of DRMS services and customer support to the Major Commands through customer liaison, analysis, and identification of issues or mission changes. Advises the DRMS Commander on customer service issues and concerns.

4210 CHIEF, ARMY SUPPORT BRANCH (SBA)

4220 CHIEF, AIR FORCE SUPPORT BRANCH (SBF)

4230 CHIEF, NAVY SUPPORT BRANCH (SBN)

4240 CHIEF, MARINES & NON-COMBATANT SUPPORT BRANCH (SBO)

RESPONSIBILITIES:

1. Provides technical advice, liaison, and customer assistance to the Major Commands (MAJCOMS) of the Military Services, as well as Federal Civil Agencies, regarding property management.
2. Receives customer concerns about DRMS CONUS disposal support and coordinates resolution with DRMS field activities.
3. Trains customers in the use of DRMS systems.
4. Develops and maintains in-depth knowledge of MAJCOM customers' missions, structure, and needs.
5. Provides information to MAJCOM customers on current and future DRMS operations.
6. Improves the flow of information between DRMS and its MAJCOM customers.
7. Partners closely with customers to determine short and long-range requirements.
8. Develops, executes, and continually refines specific customer service plans in accordance with evolving customer needs.
9. Negotiates Performance Based Agreements (PBAs) with MAJCOM customers and their major installations, as well as Federal Civilian Agencies. Periodically meets with the customer regarding performance against the established metrics.
10. Periodically assesses performance metrics and coordinates with the functional areas on corrective action when DRMS fails to achieve the negotiated level of performance.

11. Maintains and analyzes customer information databases. Determines customer profiles, and identifies customer concerns. Determines service and support trends and patterns.