

Department of Commerce  
Personal Property Official  
Certification Program Handbook

Office of Administrative Services  
Officer of the Secretary

October 2006

## **Section 1 - Overview**

### **1.1 Introduction**

Outlined in this handbook is a competency-based Property Official certification program that identifies a technical personal property management training curriculum. This Department of Commerce (DOC) Personal Property Official Certification Program will yield a qualified “Property Official” with the requisite knowledge, skills, tools and techniques to perform delegated personal property management duties thereby meeting program, business and mission goals, and objectives. Heads of Operating Units and Property Management Officers (PMO) will nominate PMO, Property Accountability Officers (PAO), and Property Custodians (PC) for certification by the Department Property Management Officer (DPMO). This certification is required prior to Property Officials conducting property management duties.

### **1.2 Purpose**

Pursuant to the Deputy Secretary of Commerce’s memorandum of October 3, 2006, subject “Safeguarding Personal Property and Sensitive Information,” the DOC has established this Personal Property Official Certification Program to implement a comprehensive curriculum to systematically develop skill at performing delegated personal property management duties; define competency based training standards to ensure that personal property officials are provided with appropriate minimum and currency training; and to prescribe the procedures for Property Official certification, appointment, and cancellation of Property Official delegations. The purpose of this Property Official Certification Program is to create a results-oriented property official workforce focused on partnering, performing, quality, and accountability that ensures entrusted resources are used and managed wisely throughout all phases of the personal property life cycle.

### **1.3 Policy**

It is the policy of DOC to consider the candidate's experience, training and education when certifying Property Officials. At a minimum, the Property Official candidate shall meet minimum training requirements, as evidenced by a Certificate of Eligibility issued by the DPMO.

### **1.4 Applicability**

The requirements set forth in this section apply to all individuals nominated for assignment as Property Officials, individuals currently serving as Property Officials, alternate and assistant Property Officials, and any individual delegated property management responsibilities for DOC programs. New and current Property Officials have until November 30, 2006, to meet the training requirements outlined in this manual. After November 30, 2006, all Property Officials shall meet the requirements outlined in this manual prior to appointment unless granted a waiver or exception as described in Section 4 - Training Requirements.

## **Section 2 - Program Roles and Responsibilities**

### **2.1 Property Officials**

Property Management Officers may serve in a full-time or part-time capacity.

### **2.2 Principle Role**

The principal role of the Property Official is to provide for the overall management, oversight, and technical direction for property management jointly with the head of each operating unit, office, division, or branch. The Property Official furnishes technical direction, monitors the acquisition, maintenance, and disposal of property. Property Officials carry out their role by performing the property management duties assigned to them by a written appointment memorandum for a particular organization.

### **2.3 Property Official Designation**

#### **2.3.1 Property Management Officer (PMO)**

The head of each Operating Unit will formally appoint a PMO with the responsibility and authority to account for the effective control, acquisition, use, and disposal of personal property. The PMO is responsible for:

- a. Providing direction, leadership, and general supervision in the implementation and maintenance of the property management program throughout the Operating Unit;
- b. Establishing and maintaining Operating Unit's regulations and procedures satisfying the requirements of the Department's *Personal Property Management Manual* (PPMM) and the various laws and regulations referenced therein;
- c. Defining the areas of accountability within the Operating Unit;
- d. Establishing and training the Operating Unit's property management network comprised of PAOs, PCs, and Property Boards of Review;
- e. Developing and implementing inventory schedules for Operating Unit's headquarters activities, monitoring inventory progress, and reconciling property records with the financial accounting system;
- f. Ensuring that required reports are provided;
- g. Assigning, in writing, one or more PAOs to account for and control all the Operating Unit's personal property within their jurisdiction;
- h. Ensuring that PAOs have and sign current records for assigned accountable property;

- i. Implementing procedures for the repair and rehabilitation of property within their Operating Unit;
- j. Providing PAOs with disposition instructions in accordance with the FPMR;
- k. Ensuring that excess property receives a final action is deleted from the PPS after final disposition of property; and
- l. Ensuring that lost, stolen, or damaged property is investigated in accordance with the PPMM §4.900.

### 2.3.2 Property Accountability Officer (PAO).

The PMO of each Operating Unit will formally appoint a PAO with the responsibility and authority to account for the effective control, acquisition, use, and disposal of personal property. The PAO is responsible for:

- a. Ensuring the effective administration and maintenance of a system of control and accountability for personal property assigned to their accountability area;
- b. Defining custodial areas within the accountability area property including storage, handling, and maintenance; and appointing PCs;
- c. Ensuring that PCs have and sign current records for assigned accountable property;
- d. Ensuring that physical inventories are taken, records are reconciled and discrepancies are investigated and resolved;
- e. Ensuring that CD-52s "Report of Review of Property" for lost, damaged, or destroyed personal property are promptly prepared and processed;
- f. Ensuring that all property is fully utilized, safeguarded from misuse or theft, and that unneeded personal property is promptly reported for reutilization, redistribution, or disposal;
- g. Coordinating actions required by Property Boards of Review;
- h. Coordinating with the PMO criteria for replacing or upgrading over-age equipment;
- i. Ensuring that bar code labels are affixed on accountable property;
- j. Ensuring that additions, transfers and deletions are entered into the PPS in a timely manner (Property Custodians should not be given this function); and
- k. Ensuring that survey reports for lost, damaged, or destroyed personal property are promptly prepared and processed.

l. Control exit clearance procedures to ensure that all assigned property is accounted for.

2.3.3 Property Custodian (PC). The PC(s) for a respective PAO is responsible for the immediate physical custody of all personal property under their control. The appointment of a PC may or may not correspond to the individual's official job title. The PC is responsible for:

a. Maintaining current custodial records for all accountable personal property within their assigned custodial area;

b. Initiating or processing, in accordance with Operating Unit's procedures, documents affecting the accountability or custody of personal property;

c. Ensuring that current records for assigned accountable property are on hand and signed;

c. Ensuring that personal property has proper maintenance;

d. Identifying and reporting to the PAO any property excess to the needs of the custodial area;

e. Promptly submitting survey reports for lost, damaged, or destroyed property;

f. Affixing bar code labels on accountable property;

g. Assisting, when necessary, with conducting physical inventories and reconciling inventory records; and

h. Assisting with exit clearance procedures to ensure that all assigned property is accounted for.

### **Section 3 – Property Official Competencies**

Each level of property official must complete initial training and annual refresher training to ensure they are competent to complete the duties of a property official. Annual refresher training is meant to ensure proficiency for fully-trained property officials. The Department of Commerce Property Official should possess the skills described below.

#### **3.1 Logistics Management**

The Property Official's knowledge and/or experience should ensure that the following qualifications are met:

a. Familiar with applicable policies and regulations relating to property disposition.

b. Understands supply chain management concepts, their application in federal agencies; and, inventory management concepts, principles, and practices.

c. Applies effective distribution processes in regard to reuse, transfer, disposal, sales with consideration for environmental and demilitarization issues, as appropriate.

### **3.2 Business Skills**

The Property Official's knowledge and/or experience should ensure that the following qualifications are met:

- a. Understands basic business terms, economic concepts and principles, and basic marketing and market analysis techniques; and
- b. Understands and applies project and financial management, and managerial accounting concepts, principles, and practices.

### **3.3 Analytical Skills**

The Property Official's knowledge and/or experience should ensure that the following qualifications are met:

- a. Uses basic statistical analysis methods to collect, compile, and analyze business information; and
- b. Applies problem-solving methods to analyze organizational, process, or policy problems and assesses the impact of options or conclusions reached on business processes.

### **3.4 Information Technology**

The Property Official's knowledge and/or experience should ensure that the following qualifications are met:

- a. Effectively uses a personal computer to access software applications for sending e-mail, searching for information, performing E-business transactions, and managing files, data, and information; and
- b. Understands and uses the architecture of federal government websites, and how they are used by customers.
- c. Uses applicable information systems for property accountability and disposition to perform job responsibilities.

### **3.5 Interpersonal Skills**

The Property Official should have the ability to perform effectively in a team environment through coaching support and respect of other team members, work ethic, cultural diversity, personal integrity, and the effective application of conflict resolution techniques when necessary.

### **3.6 Communications Skills**

The Property Official should exhibit the following traits:

- a. Practices typical communication techniques including active listening, effective writing, negotiation, and clear transmission of thoughts; and
- b. Communicates clearly when speaking in meetings, during face-to-face discussions, when delivering formal presentations, and when promoting ideas, concepts, and services to internal and external customers.

### **3.7 Customer Service**

- a. Understands customer's working environmental, values, and service expectations and interacts to accurately assess and define requirements and decisively resolve issues.
- b. Develops creative, tailored solutions to meet specific customer requirements and follows up to ensure services provided meet expectations.

### **3.8 Contracting**

The Property Official exhibits the following in regard to contracting:

- a. Understands fundamental contracting concepts, principles, and practices sufficiently to develop complete and accurate functional requirements, Statements of Work, and Performance of Work statements; and
- b. Understands Contracting Officer (CO) Representative responsibilities and authorities.

### **3.9 Leadership**

The Property Officer demonstrates commitment to ethics, professionalism, flexibility, self-motivation, and technical competence.

## **Section 4 - Training Requirements**

### **4.1 Minimum Training**

Supervisors are required to nominate Property Officials that have sufficient knowledge in the appropriate field related to property management. Supervisors should nominate individuals that, in their opinion, meet these competency areas through either formal training or on-the-job experience. Additional training for Property Official competency is prescribed by this section.

### **4.2 Minimum General Management Knowledge and Performance Training**

For management of property used by contractors, supervisors are required to nominate Property Officials that, in their opinion, have sufficient problem solving, teambuilding, conflict resolution, and communication skills to manage the business partner relationship.

### 4.3 Minimum Training

This Section prescribes specific training that enables Property Officials to obtain required competencies.

Training Course	Property Management Officer (PMO)	Property Accountability Officer (PAO)	Property Custodian (PC)
Ethics Training – any Federal Agency Ethics Training	Required	Required	Required
GSA Sponsored Personal Property distance learning course located at <a href="http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm">http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm</a>	Required	Required	Required
NOAA Online PAO Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>		Make take in lieu of GSA training	
NOAA Online PC Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>			Make take in lieu of GSA training
Bureaus on Sunflower: Sunflower Resident Train-the-Trainer Course	Required initially	Required initially	
Bureaus on Sunflower: NOAA Web-based Sunflower Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>	Make take in lieu of resident training	Make take in lieu of resident training	
Bureau-conducted Sunflower Training conducted by a graduate of the Sunflower train-the-trainer course.			Required initially
Bureaus not on Sunflower: Training on the bureau personal property system.	Required initially	Required initially	Required initially

### 4.4 Continuation of Certification

Each Certified Property Official must attend refresher training each year for eight classroom hours or a learning equivalent in Continuing Education Units and Continuous Learning Credits.

Training Course	Property Management Officer (PMO)	Property Accountability Officer (PAO)	Property Custodian (PC)
Travel, Transportation and Personal Property Workshops	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
Ethics Training	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
GSA Sponsored Personal Property distance learning course located at <a href="http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm">http://knownet.hhs.gov/log/propmanDR/PPMLAI/UnitOne/PPMppmintro.htm</a>	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
NOAA Online PAO Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a> in lieu of GSA sponsored Training.	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
NOAA Online PC Training <a href="http://www.pps.noaa.gov/Training.htm">http://www.pps.noaa.gov/Training.htm</a>	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
Bureau-conducted Sunflower Training	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits
Bureaus not on Sunflower: complete training on the bureau personal property system.	8 Continuous Learning Credits	8 Continuous Learning Credits	8 Continuous Learning Credits

Training Course (Continued)	Property Management Officer (PMO)	Property Accountability Officer (PAO)	Property Custodian (PC)
Supply Chain Management, OPER0323, DOC Learning Management System	3 Continuous Learning Credits	3 Continuous Learning Credits	3 Continuous Learning Credits
Supply Chain Management, OPER0313, DOC Learning Management System	3 Continuous Learning Credits	3 Continuous Learning Credits	3 Continuous Learning Credits
The Fundamentals of Supply Chain Management, OPER0501, DOC Learning Management System	2 Continuous Learning Credits	2 Continuous Learning Credits	2 Continuous Learning Credits
Supply Chain Management Strategies, OPER0502, DOC Learning Management System	6 Continuous Learning Credits	6 Continuous Learning Credits	6 Continuous Learning Credits
Supply Chain Planning and Inventory, OPER0503, DOC Learning Management System	5 Continuous Learning Credits	5 Continuous Learning Credits	5 Continuous Learning Credits
Supply Chain Management and e-Business, OPER0504, DOC Learning Management System	6 Continuous Learning Credits	6 Continuous Learning Credits	6 Continuous Learning Credits
Supply Chain Transportation and Facility Design, OPER0505, DOC Learning Management System	5 Continuous Learning Credits	5 Continuous Learning Credits	5 Continuous Learning Credits

#### 4.4 Exceptions to Training

a. In cases of urgent need and subject to the Operating Unit Head’s approval, Property Officials may be appointed on a temporary basis not to exceed 60 days, even though they have not completed all required training. The individual must complete the required training within 60-days or be replaced. No exception shall be granted for ethics training, which must be completed prior to appointment. Initial ethics training satisfies the requirement for property management integrity/ethics training. Furthermore, the DOC Office of General Counsel (OGC) provides mandatory annual ethics training for “covered employees,” i.e. federal employees required to complete financial disclosure forms. This OGC-provided training also satisfies the requirement for procurement integrity/ethics training for the Property Official certification program.

b. Additional ethics training may be found online from other federal agencies and through commercial vendors. Any government-sponsored ethics training is acceptable for this certification program.

#### 4.5 Waivers for Training

Only the Department Property Management Officer may waive training requirements for specific topics. Waiver requests shall be submitted by the Head of an Operating Unit setting forth the rationale for the request, the specific training that is to be waived, and evidence that all other required training has been completed. Ethics training will not be waived.

## **Section 5 – Property Official Performance Evaluation**

### **5.1 Performance Element**

Supervisors of Property Officials, with the assistance of the bureau servicing human resources office, shall include property management in performance plans for new and existing Property Officials performing property management duties.

### **5.2 Performance Rating Input**

Supervisors are encouraged to consider input from the Department Property Management Officer when preparing the performance rating of an employee with Property Official responsibilities described in this handbook. The Department Property Management Officer will offer input to supervisors of Property Official's performance upon request or when performance has been noted as poor or superior.

## **Section 6 - Eligibility, Nomination, Appointment & Cancellation Procedures**

### **6.1 Eligibility**

- a. Upon the conclusion by the Head of the Operating Unit that the PMO has satisfied the training and performance element requirements, the Head of the Operating Unit may request that the individual be certified in accordance with this manual.
- b. Upon the conclusion by the PMO that the PAO has satisfied the training and performance element requirements, the PMO may request that the individual be certified in accordance with this manual.
- c. Upon the conclusion by the PMO that the PC has satisfied the training and performance element requirements, the PMO.

### **6.2 Nomination**

The Head of an Operating Unit will nominate competent PMOs and PMOs will nominate competent PAO and PC candidates to the DPMO. This nomination must include evidence that (1) property management is included in the nominee's performance plan and (2) the nominee successfully completed training as outlined in Section 4 - Training Requirements section of this Training taken within the past three years may be counted toward these training requirements, if the DPMO is satisfied that the course content satisfies the subject matter.

### **6.3 Appointment**

The Property Official's appointment must be officially recorded with a memorandum. In addition:

- a. Once the DPMO certifies a Property Official as eligible, the appointment is formalized by issuing a Certificate of Eligibility; and
- b. The Property Official shall maintain a copy of their appointment memorandum, certificate of eligibility, and training completion certificates on-hand.

#### **6.4 Cancellation**

- a. DPMO reserves the authority to cancel Property Officials certificate of eligibility for individuals who are not, in the judgment of the DPMO, fulfilling their property management duties satisfactorily or staying within the limits of their Property Officials authority. Cancellation actions shall be undertaken only in serious circumstances and only after the DPMO has attempted to have the Property Officials correct the problem and enlisted the assistance of the Property Officials supervisor, if necessary.
- b. The DPMO shall take this action only after consideration of the impact on the individual concerned, in balance with the DPMO's obligation to manage Department of Commerce property in a manner that safeguards the interest of the Department and the taxpayer. The DPMO shall document the basis for the decision and notify the Property Official and their PMO in writing of the cancellation, providing 5 workdays for appeal to the DPMO. The DPMO shall render a decision within 5 workdays of the appeal. The appeal decision is final.
- c. The DPMO may waive the 5-day appeal period and issue an earlier decision in urgent situations. The DPMO may extend the appeal period if requested and justified by the Property Official or PMO. The Property Officials shall be notified of the appeal period at the time a cancellation memorandum is issued by the DPMO.

### **Section 7 - Certification Records of Property Officials**

Property career management information shall be maintained for every Property Official issued a Certificate of Eligibility. The Office of Administrative Operations will develop and maintain the following data for all Property Officials:

- a. Name of Property Official candidate
- b. Series
- c. Bureau
- d. E-mail address
- e. Business Address
- f. Supervisor name and e-mail address
- g. Title: Property Management Officer, Property Accountability Officer, Property Custodian

- h. Date certificate issued;
- i. Completed training by course title, date completed and the topic requirement(s) each course satisfies;
- j. Any exceptions granted;
- k. Any waivers granted;
- l. Information on cancellation of any Property Official appointment, if such action is taken;
- m. Date certificate cancelled, if such action is taken.

### **Section 8 – Questions or Concerns**

- a. This handbook is developed and implemented by the Department Property Management Officer.
- b. Questions should be mailed to the Department Property Management Officer, Office of Administrative Operations, 1401 Constitution Avenue, NW, Room 6316, Washington, DC 20230.
- c. Questions may also be asked of the Department Property Management Officer by telephone (202) 482-1200.
- d. Questions may also be asked in writing of the Department Property Management Officer by faxing them to (202) 219-8890.