



NSSC Human Resources (HR) Services

In-Processing

The NASA Shared Services Center (NSSC) provides in-Processing services to new NASA Civil Servants, transferred employees, re-employed annuitants, reinstated, converted and reassigned employees. In-Processing services include, but are not limited to: contacting hires for counseling; ensuring all required documents are received; ensuring applicant forms are electronically accessible through NASA's Entrance on Duty System (EODS), which allows the employee to log in to a secure Web environment to complete paperwork; and scheduling a benefits counseling session based on an employee's appointment type. The NSSC Caseworker reviews the forms for accuracy prior to being printed, signed and sent to the NSSC. This permits the team to assist the employee to correct any errors.

Drug Testing

The NSSC administers the NASA Drug-Free Workplace Program to meet all pre-employment, random, follow-up, reasonable-suspicion, volunteer and post-accident drug testing. Tests are conducted at all NASA Centers and satellites.

Financial Disclosure

The NSSC notifies employees using the Ethics Program Tracking System (EPTS) when financial disclosure forms are required. Public, Periodic Transaction and Confidential disclosures serve to identify and prevent conflicts of interest by providing a systematic review of the financial interests of both current and prospective officers and employees.

These reports assist agencies in administering their ethics programs and providing counseling to employees. An electronic filing and digital signing capability has been implemented. If you have substantive questions on your reporting obligations, please access the Ethics Advisor POCs list at: <https://eptsfiler.nssc.nasa.gov> and click

the Ethics Advisor POCs link to contact your Center Legal Office.

General Employment Inquiries

The NSSC answers general inquiries concerning employment with NASA. These inquiries include requests for information on how to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, rights for veterans and student employment.

Classification Appeals

The NSSC processes the Agency's Classification Appeals. Contact your Center HR office if you have questions regarding your position classification or to request a desk audit.

Employee Notices

The NSSC issues various NASA-wide employee notices. These include annual employee notifications as required by Federal law and regulations, notification of employee rights and notices related to benefits.

HR and Training Information Systems

The NSSC supports operations and maintenance for assigned Agency-wide automated HR systems to include user customer support and system reports. The NSSC also maintains the Agency-wide HR and training Web sites that provide current information to employees and the public.

Awards Support

The NSSC provides administrative and clerical support to Agency and Center-level award programs. Contact your Center Awards Office to nominate an individual for an award or to reprint an award due to error.

Development of Informational Materials

The NSSC supports the design and acquisition of HR-related handbooks, brochures and other forms of printed materials for Agency-wide HR programs. These

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products are used to advertise changes and provide education on HR programs.

Advanced Sick Leave / Voluntary Leave Transfer Programs (ASL/VLTP)

Employees may request advanced sick leave to cover a medical emergency for themselves or a family member (up to 240 hours). These hours may vary depending upon the employee's duty status. An employee may also request to become a leave recipient of donated leave due to a personal or family medical emergency that will require the employee to exhaust all accrued annual and sick leave.

All requests for VLTP, VLTP Donations and ASL are automated in the Web-based Time and Attendance Distribution System (WebTADS) located at <https://webtads.nasa.gov>. Additionally, employees requesting to donate annual leave or restored annual leave must use WebTADS to initiate their request. Appropriate medical documentation must be received by the NSSC HR Office by mail or fax.

Personnel Action Processing

Processing of Personnel Actions include transactional HR activities that are necessary to appoint, separate, record and maintain personnel changes for NASA employees (except Office of Inspector General (OIG) employees). The NSSC supports HR transaction processing and related records to produce updated:

- Senior Executive Service (SES) data;
- (E) Electronic Official Personnel Folder (OPF) data;
- Standard Form (SF) 50s (Notification of Personnel Action); and
- Non-OPF data (e.g., data not recorded on SF 50 – Group Action Request Lists (GARLs) and awards rejected in Federal Personnel Payroll System (FPPS).

Electronic Official Personnel Folder (eOPF)

The NSSC serves as the custodian of employee records: establishing, maintaining, purging, transferring and arranging for archiving in accordance with the appropriate regulations; serves as eOPF System Administrator: establishing initial NASA accounts and adjusting access levels upon formal request; inserts appropriate documents and purges documents as necessary to meet regulatory and NASA guidance; and produces reports providing SF-75 (Request for Preliminary Employment Data) information, as required.

Training Support

The NSSC processes Center-approved training requests for both internal and external training events and documents the training events in the System for Administration, Training and Educational Resources for NASA (SATERN). To cancel or modify a training event, report an

academic grade or expedite a request, please contact your Center Training Office.

SATERN

The NSSC provides administrative oversight support for SATERN operations. This support includes online course management and SATERN customer support operations. To reset your password, please go to the SATERN logon website at <https://satern.nasa.gov/elms/learner/login.jsp>.

Benefits Counseling/Processing

As a NASA employee, you are offered a broad array of benefits programs and family friendly flexibilities to meet the needs of you and your family.

Federal Employee Health Benefits (FEHB)

If you are enrolled, NASA pays approximately 75% of your bi-weekly health benefit premium. There is an annual open season for changing plans. Pre-existing conditions are covered. Coverage may be carried into retirement. More information regarding the FEHB can be found by visiting: <http://www.opm.gov/INSURE/HEALTH/INDEX.ASP>.

Federal Employees Group Life Insurance (FGLI) Program

FGLI provides a variety of coverage and benefit amounts. NASA pays 1/3 of the cost of your basic premium. Visit <http://www.opm.gov/insure/life/index.asp> for more information.

Thrift Savings Plan (TSP)

As a NASA employee, you will be eligible to contribute to this plan, which is similar to a 401K plan in the private sector. For FERS employees the government will automatically contribute 1% of your salary with additional matching funds up to a total of 5% match of your salary. Visit <http://www.tsp.gov/> for more information.

NASA Employees Benefit Association (NEBA) Life and Travel Insurance Program

NASA employees may also enroll in the NEBA Life and Travel Insurance Program. NEBA is an employee-operated not-for-profit association that offers a variety of coverages. Visit <http://neba.nasa.gov/> for more information.

Additional Benefits

Dental and Vision Insurance (FEDVIP)
<http://www.opm.gov/insure/dental/index.asp>

Flexible Spending Accounts (FSA)
<http://www.opm.gov/insure/flexible/index.asp>

Family Friendly Flexibilities
<http://www.opm.gov/oca/leave/index.htm>

Federal Long Term Care Insurance (FLTCIP)
<http://www.ltcfeds.com>

Retirement Counseling/Processing

The NSSC provides retirement counseling and calculates retirement estimates for NASA employees. You may submit a request for retirement counseling by completing the online Retirement Application or Estimate form or by calling the NSSC Customer Contact Center. The online Retirement or Estimate form can be accessed by going to: <https://www.nssc.nasa.gov/benefits>.

A NSSC Retirement Counselor will provide you with ongoing assistance throughout your retirement application process.

Survivor Benefit Counseling/Processing

There are many benefits available to a beneficiary. These may include:

- Payment for accrued annual leave;
- Basic lump-sum death benefit to spouse (FERS only);
- Final paycheck for hours worked;
- Social Security death benefit; and
- Additional benefits are dependent on the employees insurance and retirement plans.

For Survivors

A NSSC Survivor Benefits Counselor will help you complete the necessary forms and advise you of your options. Since each individual circumstance is different, simply contact the NSSC Customer Contact Center at 1-877-677-2123 (1-877-NSSC123) to request assistance.

For Supervisors

Supervisors should contact the NSSC Customer Contact Center at 1-877-677-2123 (1-877-NSSC123) to ensure the NSSC is aware of the death of an employee.

Senior Executive Service (SES) Case Documentation

The NSSC works with the selectee to refine the required Executive Core Qualifications (ECQ) statement for submission to the Qualifications Review Board (QRB). The ECQs are mandatory and describe the leadership skills needed to succeed in the SES. Once ECQs are approved, they are sent to the Office of Personnel Management (OPM) for final approval of the SES candidate's appointment.

SES Candidate Development Program (CDP)

NASA's SES CDP is a competitive program designed to develop a cadre of highly-qualified men and women with a high potential for assuming executive responsibilities. The program includes feedback-intensive and mentoring components to assist in candidate development. Upon completion of the program training requirements, the candidate is ready to apply for OPM's certification through an

ad hoc OPM QRB. A draft of the mentor appraisal memo will be forwarded to the NSSC for development before being reviewed by the QRB for certification approval.

About the NSSC

The NSSC provides services across the Agency in five functional areas including: Agency information technology services and selected activities in financial management, human resources, procurement and business support services.

The NSSC strives to provide customer-focused, consistent, high-quality, easily-accessible and timely support services.

Access the NSSC website at:

<https://www.nssc.nasa.gov>

NASA Shared Services Center

Attn: Human Resources

Building 1111, C Road
Stennis Space Center, MS 39529

NSSC Customer Contact Center

Phone: 1-877-677-2123 (1-877-NSSC123)

Fax: 1-866-779-6772 (1-866-779-NSSC)

E-mail: nssc-contactcenter@nasa.gov

Web: <https://www.nssc.nasa.gov>