

# MS 124 Office of Management: Organization, Mission, and Functions

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**Effective Date:** April 22, 2025

**Responsible Office:** Office of Management (M)

**Supersedes:** 10/01/19; 04/06/18; 06/15/16; 07/24/13; 07/18/12; 09/29/05; 07/30/85; 03/22/84; 09/16/94; 02/29/04

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Issuance Memo (09/29/2005)

Issuance Memo (07/18/2012)

Issuance Memo (07/24/2013)

Issuance Memo (06/15/2016)

Issuance Memo (04/06/2018)

Issuance Memo (10/01/2019)

Issuance Memo (04/22/2025)

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## 1.0 Purpose

The purpose of this Manual Section is to describe the organization, mission, and functions of the Office of Management.

## 2.0 Authority

- (a) Peace Corps Act, 22 U.S.C. 2501, *et seq.*
- (b) The Freedom of Information Act, 5 U.S.C. § 552
- (c) The Privacy Act, 5 USC 552a
- (d) The Paperwork Reduction Act, 44 U.S.C. Chapter 35

- (e) The Controlled Substances Act, 21 U.S.C. 801-971
- (f) Postal Services Regulations, 39 CFR
- (g) Federal Travel Regulation (FTR), including the Fly America Act, 41 CFR
- (h) Federal Acquisition Regulation (FAR)
- (i) Federal Management Regulation (FMR), 41 CFR 102
- (j) Occupational Safety and Health (OSH) Act, 29 U.S.C. Chapter 15, including 29 CFR Part 1960

### **3.0 Organization**

The Office of Management is headed by the Associate Director for Management (AD/M). The Office of Management includes three sub-units: the Office of Administrative Services; the Office of Freedom of Information Act (FOIA)/Privacy Act; and the Office of Staff Learning and Development.

### **4.0 Office Missions**

#### **4.1. Office of Management**

It is the mission of the Office of Management to provide operational, professional development, administrative and logistics support to the Peace Corps' domestic and overseas activities and organizations.

#### **4.2 Office of Administrative Services**

It is the mission of the Office of Administrative Services (M/AS) to provide operational logistics and administrative support for key Peace Corps programs domestically and abroad, and is organized into four specialized Divisions, each of which plays a crucial role in sustaining Peace Corps Operations.

M/AS oversees official travel, transportation policies, compliance with federal regulations, the transit subsidy program, the government travel card program, fleet management, and household goods relocation; it supports overseas posts through procurement and distribution of medical supplies and equipment, pharmaceuticals, and controlled substances, as well as mailroom, warehousing, commercial shipping and diplomatic pouch services; it manages domestic facility operations, building maintenance, construction, renovations, repairs, and collects Post leases; and it manages the Peace Corps' personal property management program; and it administers the Voting Assistance Program; and it enforces workplace safety regulations, mitigates risks, and safeguards the health, life, and safety of Peace Corps staff worldwide through the Occupational Safety and Health Program.

#### **4.3 Office of FOIA/Privacy Act**

It is the mission of the Office of FOIA/Privacy Act to manage the Peace Corps' responsibilities under FOIA, the Privacy Act, and the Paperwork Reduction Act. This office responds to requests for information under both the FOIA and Privacy Act, provides guidance internally on the restrictions on the use of privacy information, assists offices with form clearances, including Paperwork Reduction Act clearances through the Office of Management and Budget (OMB), and trains employees on their responsibilities and rights under these acts, and relevant implementing guidance. The office is also responsible for preparing and submitting the Peace Corps' Annual FOIA Report, Chief FOIA Officer's Report, and quarterly data metrics to the Department of Justice and the Annual Federal Information Security Modernization Act (FISMA) Report to the Department of Homeland Security, Cybersecurity and Infrastructure Security Agency (CISA).

#### **4.4 Office of Staff Learning and Development**

It is the mission of the Office of Staff Learning and Development (OSLD) to manage professional development programs for onboarding, leadership development, coaching, mentoring, job skills, Federally mandated training, and offboarding for staff worldwide that are consistent in content and delivery. As the central point for communication and collaboration of learning activities at the agency, OSLD serves as a partner and resource for all offices that have a role in professional development programming and work in concert with the agency Staff Learning and Development Council to ensure a high-performing learning organization.

### **5.0 Office Functions**

#### **5.1 Office of Management**

- (a) Advises the Director and senior staff on matters related to the Peace Corps' domestic and overseas management operations;
- (b) Develops and implements Peace Corps administrative policies, procedures, goals and objectives;
- (c) Sets Peace Corps-wide administrative management priorities;
- (d) Oversees the Offices of Administrative Services, FOIA/Privacy Act, and Staff Learning and Development;
- (e) Provides technical assistance and guidance for administrative matters affecting overseas posts;
- (f) Assists in the preparation of specific mandatory reports and Peace Corps responses to directives, circulars, etc., received from oversight agencies, including the Office of Personnel Management, Office of Management and Budget, and General Services Administration; and
- (g) Serves as the Senior Agency Official for Privacy and the Chief FOIA Officer.

## 5.2 Office of Administrative Services

(a) Travel and Transportation Division (TTD) manages the agency's travel and transportation programs, ensuring compliance with federal travel regulations while facilitating efficient mobility for staff, volunteers, and official travelers. Responsibilities include:

- i. Administering official travel policies and ensuring adherence to the Federal Travel Regulation (FTR).
- ii. Managing the Travel Management Center contract and ensuring compliance with travel policies for domestic and international rail, vehicle, and air travel.
- iii. Managing conference planning and coordination, including site selection, contract negotiation, and logistical support for domestic and international conferences.
- iv. Overseeing passport and visa contracts to ensure compliance with issuance and regulatory requirements.
- v. Coordinating medical evacuations for Volunteers and staff, domestically and internationally, ensuring compliance with policies and procedures.
- vi. Overseeing household goods relocation and storage services for agency personnel.
- vii. Managing the transit subsidy program and government travel card program.
- viii. Coordinating domestic and international fleet management, including procurement, inventory, maintenance, and disposal of vehicles.
- ix. Providing domestic and overseas staff training on travel policies, procedures, and regulations, including travel authorizations, vouchering, per diem, expense reimbursement, and online travel tools.

(b) Post Logistics and Support Division (PLS) provides global logistics and supply chain support to sustain Peace Corps operations worldwide. Responsibilities include:

- i. Procuring and distributing medical supplies and equipment, pharmaceuticals, and controlled substances in compliance with federal regulations.
- ii. Managing commercial shipping and diplomatic pouch services to facilitate international logistics for overseas posts.
- iii. Coordinating cold chain shipments to ensure the integrity of temperature-sensitive medical supplies and pharmaceuticals.
- iv. Managing mailroom operations, including reception, security screening, sorting, and distribution of incoming and outgoing correspondence.

- v. Overseeing inventory management and warehouse operations, including fulfillment, order processing, and inventory tracking to ensure timely distribution of essential materials.

(c) Facilities Management Division (FMD) ensures that all Peace Corps facilities, both domestic and international, are safe, secure, and compliant with federal regulations.

Responsibilities include:

- i. Managing domestic building operations including construction, renovations, maintenance, repairs, custodial services, utilities, and supplies to ensure functional workspaces.
- ii. Administering the Peace Corps' personal property management program, including tracking, reporting, and disposals.
- iii. Overseeing space planning and furniture management, including office reconfigurations, furniture acquisitions, and procurement activities.
- iv. Managing domestic lease agreements and collecting overseas real property leases for submission of all domestic and overseas real property lease data to GSA's Federal Real Property Profile (FRPP).
- v. Managing executive driver support for the agency's leadership and director-level staff.
- vi. Managing the HQ parking garage program in compliance with GSA regulations.
- vii. Managing the office shredding program at HQ.
- viii. Coordinating conference and meeting space utilization, including conference room setup and reconfigurations.
- ix. Managing the Voting Assistance Program, ensuring compliance with federal mandates and facilitating voter accessibility for Peace Corps staff.

(d) Occupational Safety and Health (OSH) Program is responsible for ensuring a safe and healthy work environment for all Peace Corps staff. Responsibilities include:

- i. Developing and enforcing workplace safety policies in compliance with the Occupational Safety and Health Act (OSH Act) and federal safety regulations.
- ii. Conducting risk assessments, hazard mitigation strategies, and emergency preparedness initiatives.
- iii. Managing workplace safety training, compliance inspections, and accident prevention programs.

- iv. Implementing vehicle safety protocols, ensuring compliance with federal vehicle safety regulations.
- v. Coordinating with federal occupational health agencies to promote staff wellness and regulatory compliance.
- vi. In collaboration with Office of Health Services/ Peace Corps Medical Officers (PCMO) Support Unit, establishing and monitoring healthcare staff occupational health and training programs (i.e., infection control and prevention, bloodborne pathogens, and respiratory protection) per federal regulations and public health recommendations.
- vii. Providing consultation and quality monitoring of occupational injury/illness and driver medical certification examinations.
- viii. Maintaining records and reporting staff injuries/illnesses and training per federal recordkeeping requirements.

### **5.3 Office of FOIA/Privacy Act**

- (a) Manages the Peace Corps' response to requests under FOIA and the Privacy Act;
- (b) Assists the Peace Corps in developing FOIA and Privacy Act statements for Peace Corps reports and forms;
- (c) Maintains files and records of requests for information under the FOIA and the responses to those requests;
- (d) Compiles, formulates, and submits the Peace Corps' Annual FOIA Report, Chief FOIA Officer's Report, and quarterly data metrics to the Department of Justice;
- (e) Ensures that privacy guidelines are followed for the Peace Corps' systems of records, and conducts training and consultations for Peace Corps offices that maintain systems of records;
- (f) Maintains the Peace Corps' electronic inventory of forms, provides guidance to offices creating or revising Peace Corps forms, and provides clearance for new or revised forms;
- (g) Manages Paperwork Reduction Act submissions for the Peace Corps;
- (h) Compiles, formulates, and submits the Peace Corps' Annual FISMA Report to CISA; and
- (i) Leads the Breach Response Team. (*See MS 899 Breach Notification Response Plan.*)

### **5.4 Office of Staff Learning and Development**

- (a) Develops the agency learning strategy and the annual calendar of training and professional development events for both domestic and overseas staff;

- (b) Disseminates information to Peace Corps staff on training opportunities, coordinates and conducts group training activities and training of supervisors, conducts and develops content for New Employee Orientation (NEO), and promotes leadership development opportunities within the Peace Corps;
- (c) Coordinates, tracks, evaluates, and reports on staff training and conducts an annual assessment of staff training needs;
- (d) Manages the development and implementation of training and professional development that is available to all staff (e.g. NEO, federally mandated trainings, supervisory trainings, and other trainings offered worldwide);
- (e) Designs, coordinates, and manages Overseas Staff Training (OST) and promotes continual learning for overseas staff in collaboration with Posts and Regions for in-country and sub-regional staff training;
- (f) Coordinates and supports the training of subject matter experts and instructional designers in various offices across the Peace Corps (e.g. OPATS, Safety and Security, OHS, OGC, Regional Recruiting Offices, and overseas posts);
- (g) Provides career counseling, coaching, mentoring, organizational development, and change management support;
- (h) Works with stakeholders across the agency to set agency-wide standards, policies, and procedures for staff training and professional development; and
- (i) Acts as the Business Owner of the agency's Learning Management System (LMS), which tracks the status of employee compliance with and completion of mandatory trainings.

## **6.0 Effective Date**

The effective date is the date of issuance.