

## **NAFHRO LOCATION AND BASE ACCESS**

### **Q: Where is the NAF Human Resources Located?**

A: The NAFHRO is located on the upper deck of Bldg. 1433, off of Sturgis St., between 3<sup>rd</sup> & 4<sup>th</sup> St.

The office is beside the Post Office. Please refer to the base map located at <http://crossroads/commands/29palms/HR/default.aspx>

### **Q: How do I obtain Base Access?**

A: Those without base access may be sponsored aboard the base in certain circumstances:

- (1) Applicants should notify the interview scheduler of this need prior to the interview.
- (2) New hires should notify the HR Generalist at the time their start date is established.
- (3) Current employees should notify their supervisor.

The requester will proceed to the visitor center prior to your interview/start date/etc. to obtain a VISITOR'S PASS. You will need your DRIVER'S LICENSE, VEHICLE REGISTRATION, PROOF OF INSURANCE and SOCIAL SECURITY CARD. Your information will be sent to the visitor center which will allow you to obtain a temporary day pass. Please make sure that you have the proper identification for base access which meets the standard of a REAL ID, driver's licenses with the identification of limited federal use, or not for federal use will not be accepted per the REAL ID ACT of 2005 and MARADMINS Number: 595/18. Please be prepared for a wait time at the visitor's center and plan accordingly. If you have any questions regarding your base access please do not hesitate to give our office a call.

## **PRIVILEGE CARDS**

### **Q: How do I obtain an MCCS Privilege Card?**

A: In accordance with CCO 1710.40B

([https://www.29palms.marines.mil/Portals/56/Docs/Adjutant/Orders/CCO\\_1710.40B.pdf?ver=2019-01-07-164635-070](https://www.29palms.marines.mil/Portals/56/Docs/Adjutant/Orders/CCO_1710.40B.pdf?ver=2019-01-07-164635-070)), certain people are afforded privileges to access facilities and services provided by MCCS. The privilege card grants immediate family members (i.e.: wife, husband, children under the age of 18), Mercy Air employees, MCCS contractors, and MCCS retirees access to certain MCCS affiliated facilities. Facilities may include, but not limited to: Gyms, Theater, Counseling Services, 7-Day store (same day consumables). Those interested in and eligible for an MCCS privilege card should contact the NAFHRO to schedule an appointment at 760-830-4492 or 760-830-4606, extension 1.

### **Q: What if my card expires? Can I get a new one?**

A: Yes, to get an updated card you will need to make an appointment with the NAFHRO. Be sure to bring your expired card, your sponsor, and a valid CAC or DBIDS card.

### **Q: What should I expect at my appointment?**

A: When you arrive at the HR office, use the lobby phone and dial 760-830-4492. You will then complete an application and have your photo taken.

**Q: Does my Privilege card grant me access onto the base?**

A: No, the card does not grant you base access. You will need to be accompanied on base with your sponsor.

## **HIRING PROCESS AND BACKGROUNDS**

**Q. How do I apply for a position on the MCCA Careers website <https://careers.usmc-mcca.org/> ?**

<PDF>

- A. For a step by step guide, please review the linked PDF titled “The Applicant’s Experience”. This guide will walk you through creating and completing an application with MCCA. The last page of the user aid defines the different tools available on your profile in the career site.

**Q. What is the status of my application?**

A. The most recent status can be found under the “My Job Notifications” link below the welcome banner when you log in to your MCCA Careers website. You may also contact the NAFHRO at 760.830.4606. Please be prepared to provide the Job Opening ID Number (located under the “My Job Applications” on the career site).

**Q. What is the hiring process and timeline?**

A. From the time the job announcement closes, the selection process may take one to four weeks, but will vary depending on the position and business needs. The process includes:

Application/Resume Review

Interviews and Selection

Notification to Applicants

Extension of Offers

Preliminary Background Screenings

Once a candidate receives their tentative offer, most positions are able to on board within 4 weeks. This timeline is dependent on the applicant being responsive to the backgrounds requirement and other pre-employment requirements which vary for each position. Once all pre-employment items are complete, the Human Resource Generalist will communicate a tentative start date and provide orientation information.

**Q. Can I apply for and interview for more than one position?**

A. Applicants are encouraged to apply for any position they are interested in and meet the minimum qualifications for. It is common for applicants to apply for many positions throughout their employment search and there may be times that an applicant is selected for multiple positions and more than one

offer is made to them. If this occurs, the applicant will need to determine which position they will accept and move forward with.

**Q: What should I expect during the Backgrounds Process?**

A: MCCA hires a great variety of positions in which requires a range of specific background requirements. Once your application has been sent to the Backgrounds department, you will work with an HR Technician through the eQIP application process, the scheduling of your fingerprinting appointment, and completion of required documents specific to the position in which you were hired for. It is imperative that the applicant remain in constant communication throughout the entirety of the backgrounds process, which includes checking emails and voicemails regularly for additional requests of information or corrections.

**Q: What is the E-Verify Statement & Acceptable I9 Documents?**

A: This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment. Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9.

Form I-9 is used for verifying the identity and employment authorization of individuals hired for employment in the United States. All U.S. employers must ensure proper completion of Form I-9 for each individual they hire for employment in the United States. This includes citizens and noncitizens.

Acceptable I9 documents:

Please see list located at <http://crossroads/commands/29palms/HR/default.aspx>

**MCCA ON-THE-SPOT HIRING EVENTS**

**Q. What is a Hiring Event?**

A. Each hiring event hires for different positions and/or divisions such as Retail facilities, Child Development facilities, and Food and Hospitality facilities. Information for each hiring event can be found on the MCCA Facebook Page. All participants, who arrive with the required documentation will have an opportunity to meet with management and may be selected for hire into a flexible position. Flexible positions are those scheduled between 0 and 40 hours per week and may require an open availability, to include nights, weekends and holidays. Flexible positions do not come with benefits. All offers are tentative until a complete background check has been conducted with favorable results.

**Required Documentation:**

1. Completed installation consent forms. Form can be found at <http://www.mcca29palms.com/index.cfm/employment/personnel-employment/>.

2. A resume describing your experience and education. You may interview with more than one hiring manager at this event. You are encouraged to bring multiple copies of your resume.

3. Your spouse's Original Orders authorizing your movement to Twentynine Palms, *if claiming spousal preference*.

Applicants are assured of equal consideration regardless of race, age, color, religion, national origin, gender, GINA, political affiliation, membership or non-membership in an employee organization, marital status, physical handicap which has no bearing on the ability to perform the duties of the position.

**Q. What do I do if don't have base access, but want to attend a Hiring Event?**

A. Please note that MCCS may sponsor interested applicants onto the base who provide the required PMO form to the NAFHRO by the advertised deadline. Please email a completed installation consent form to [HRMCCS29Palms@usmc-mccs.org](mailto:HRMCCS29Palms@usmc-mccs.org) and you will receive a confirmation email with instructions explaining how to get aboard the base.

Please note that not all hiring events will be open to the public. To confirm, you may call 760.830.4606.

**Q. What should I expect during the event?**

A. Applicants should arrive prepared to interview. All applicants must check in with the registration table upon arrival to sign in, turn in original orders *if* claiming spousal preference, fill out an availability form, and turn in the backgrounds forms for review.

You may interview for as many positions as you are qualified for. Some positions may require open or specific availability prior to interviewing.

Before you leave the event, check in with the registration table for information on notification of selections and the hiring process.

**Q. What should I expect after interviewing at a hiring event?**

A. An email will be sent to you no later than 2 business days after the event. For example, if the event is on Wednesday, you will receive an email by close of business the following Friday. This email will identify your place in the hiring process. If you were selected for a position, please respond to the email within 48 hours. If a response is not received, it will be considered declination and the offer will be rescinded. As a condition of employment, you will be required to complete a pre-employment backgrounds investigation, which is initiated via email from an HR Backgrounds Technician the week following the event. You will have 48 hours to submit the required responses. The backgrounds technician will remain in contact with you until all responses have been approved (please continue to check your email regularly). Once approved, you will be scheduled for a fingerprint appointment. Then, an HR Generalist will be in contact with you to confirm a start date.

**Q. Why haven't I received an email after attending the hiring event?**

A. Double-check the email address you provided on your resume. Often times the email can be found in your spam or junk folder if you didn't receive it in your inbox. If you experience any issues with communication throughout the hiring process, please contact the HR office at 760.830.4606 so you can be directed to someone who can assist.

**NEW EMPLOYEE ORIENTATION**

**Q: What to expect during New Employee Orientation (NEO)?**

A: NEO is a two day training that is required of all new M CCS employees. The training will be conducted at the M CCS Human Resources Office at building 1433. It is designed to welcome aboard new employees by providing training on the M CCS culture, desktop orientation for Ethos and PeopleSoft, and an overview on performance appraisals and learning development plans. Breaks will be given throughout the training day, but please keep in mind that you will be seated for extended periods of time. There is a microwave, refrigerator, and vending machine on site and available for new hires to use. Click the link below to see the schedule for NEO.

[NEO Schedule](#)

[Dress Code](#)