



Package Processor

(NP2/Manage Separation and Retirements – Involuntary Administrative Separation Officer)

The **Package Processor at PERS 834** is a detail-oriented, Navy Officer or Chief, dedicated to efficiently managing separation and retirement cases. Driven by precision and structure, they work to streamline processes while handling high volumes of manual package exchanges. Their primary needs include automated workflows, improved communication channels, and access to centralized resources. Facing staffing shortages and a lack of formal training, they aim to optimize their role through enhanced support systems and clear, updated SOPs.



...lack of knowledge in the process from personnel is the main concern for delays.

Demographics

- Role:** Officer or Chief at PERS 834
- Experience Level:** Mid to Senior-level, experienced in administrative processes and personnel management

Character

- Motivated by:** Precision, order, and efficient package processing
- Approach:** Detail-oriented and process-driven, values structured workflows and continuous improvement
- Personality Traits:** Dependable, diligent, proactive, communicative

Position

Primary Responsibilities:

- Managing involuntary separation and retirement cases for Navy personnel.
- Ensuring packages are processed accurately and in compliance with standards.
- Communicating effectively with Command, Sailors, and other stakeholders.

Technology Used

For tracking, processing, and archiving documentation:

- Email
- SalesForce
- DoD Safe
- OMPF (Official Military Personnel File)
- OPATS (Officer Performance Access Tracking System)
- OAIS (Officer Assignment Information System)

Needs

- Updated SOPs:** Clear guidelines to streamline package processing and reduce errors.
- Increased Staffing:** Additional team members to handle the workload and avoid bottlenecks.
- Automated Systems:** Tools to simplify and automate repetitive tasks, such as package updates and tracking.
- Centralized Resources:** A single repository for forms and required documents.
- Training Programs:** Formal training on the process to ensure efficiency and accuracy.

Challenges

- Manual Processes:** Reliance on email and DoD Safe for package exchange, leading to inefficiencies.
- Lack of Support Resources:** No Helpdesk to address inquiries or provide updates, resulting in a heavy call volume.
- Insufficient Staffing:** Limited team size to meet the high demand for package processing.
- Limited Training:** No formal training, resulting in inconsistent knowledge levels and longer onboarding for new staff.
- Communication Gaps:** Challenges in establishing a reliable and efficient communication process with Command and Sailors.

Goals For Transformation

- Streamlined Workflows:** Establish automated, structured workflows to minimize manual steps.
- Improved Communication Channels:** Develop a clearer and more reliable communication process between Command, PERS 834, and Sailors.
- Efficient Staffing Solutions:** Increase staffing or resources to reduce pressure on existing team members.
- Knowledge and Skills Enhancement:** Provide training programs to ensure team members are well-prepared and knowledgeable.

How We Can Help

- Automate Processes:** Implement automated solutions for package processing and tracking to reduce manual workload and improve accuracy.
- Create a Helpdesk:** Establish a dedicated support system to manage inquiries and provide status updates efficiently.
- Develop Centralized Resources:** Provide a centralized location for accessing forms and SOPs, enabling easy retrieval, and reducing redundancies.
- Offer Training Programs:** Develop a formal training program to equip team members with the skills and knowledge needed to perform efficiently.