

## Fort Sill Job Skills Program Information Paper

AMIM-SIH

29 August 2023

SUBJECT: Fort Sill Jobs Skills Program for Transitioning Service Members (TSM)

1. Purpose. The Fort Sill Jobs Skills Program allows TSMs that are separating from the military, an opportunity to gain experience as well as Knowledge, Skills and Abilities (KSA) by shadowing General Schedule (GS) employees, performing key functions on Fort Sill, Oklahoma.

2. Discussion.

a. The Fort Sill Job Skills Program provides TSMs an opportunity to obtain work experience and training while preparing to transition from the Military. Transitioning TSMs will benefit from this program by gaining marketable experience in preparation for future Employment opportunities.

b. The Fort Sill Placement Review Board, consisting of representatives from participating organizations and chaired by the Director of Human Resources (DHR), will determine the placement of TSMs into the program based on the chain of command's (CoC) nomination, the TSM's preference, and the ability to establish a training platform that will meet the TSM's and the organization's needs.

c. Once approved, coordination will be made between the unit and organization to begin the TSM's training program. Supervisors will meet with the TSM to establish work schedules and reporting times each day. Supervisors are responsible for teaching, coaching, mentoring, and training all personnel enrolled in the program. Supervisors will clearly define Knowledge, Skills, and Abilities (KSAs) the participant is expected to learn during the program. The TSM will be assigned duties and responsibilities associated with the defined KSAs. The TSM will not be assigned in a vacant GS authorization position or a valid Position Description (PD). The TSM participating in the Fort Sill Job Skills program will not prevent the filling of a vacant civilian authorization position.

3. Basic Eligibility Criteria:

a. The TSM must be in good standing in his unit and not pending any adverse action.

b. The TSM should be separating from the military within 6 months.

c. TSMs interested in the program must obtain a Letter of Release from their Chain of Command nominating them for participation in the program

d. The TSM's Chain of Command is responsible for all Administrative requirements, ie: ACFT, evaluations, awards, and all other essential personnel services.

e. TSMs must meet the required Security Clearance for the duties they are required to perform.

4. Supervisors will:

a. Ensure daily accountability.

b. Provide supervisory and management oversight, teaching, coaching, training, and mentoring of TSMs participating in the Fort Sill Job Skills Program.

c. Assign and monitor training in the areas of interest.

d. Provide recognition. TSMs who successfully complete the Fort Sill Job Skills Program will receive a "certificate of completion" signed by the USAG Fort Sill Commander.

e. TSMs who successfully complete the program will receive a reference letter from the Supervisor highlighting the KSAs, and experience gained.

f. TSMs who fail to perform or show positive interest in the program will be re-evaluated by the DHR. If it is determined the SM has failed to perform, they will be returned to their unit. The TSM's CoC will be notified of the decision.

5. SMs interested in participating in the Fort Sill Job Skill Program for Transitioning SMs should contact the TAP Transiting Assistance Specialist at 580-442-4824.

Mr. M. Lorenzo Heller/580-442-0145

Approved by:

## **Fort Sill Jobs Skills Program for Transitioning SMs Catalog**

### **Directorate of Human Resources (DHR)**

**Workforce Development Specialist:** The purpose of this position is to perform clerical, technical, and administrative work within the Workforce Development section. The Workforce Development section supports the garrison by processing and evaluating hiring actions against established guidelines, liaison with Civilian Personnel Agency Center, providing subject matter expert guidance to all garrison directorates in terms of their hiring actions, and keeping garrison leadership inform. The Workforce Development section also leads the effort for the garrison in developmental opportunities both local and centrally funded across the Army and DOD. Additionally, the Workforce Development section provides guidance, tracks, and processes garrison employee awards.

The recipient of this Fort Sill Job Skills Program will gain knowledge of civilian organizational structures, policies, and knowledge in all areas of the Workforce Development section through review of policy, practical assignments, and hands on application. The recipient will gain knowledge of the laws, rules, regulations, policies, procedures, and precedents relating to civilian hiring and developmental assignment opportunities. The recipient will become familiar with civilian hiring data systems, the performance evaluation system (DPMAPS), and various information gathering data sets used to inform garrison directors and senior leadership. The recipient needs to have a general idea of MS Word, Excel, Power Point, and ability to pick up on various data systems through training. The recipient should also have general knowledge of grammar, spelling, capitalization, and punctuation is needed to complete memorandums, prepare slides sets, and brief slide sets.

**Mortuary Affairs Coordinator:** Responsible for processing current deaths of SMs and their dependents, Department of the Army Civilians (DACs), active-duty National Guard and Army Reservists. This is an extremely sensitive and highly visible position, managing all mortuary incidents. Processes disposition cases, research, and coordinates with appropriate offices (within and outside the organization) to obtain information about the death so that processing may begin. Upon notification of death, determines the primary next of kin (NOK) based on regulatory criterion to direct the disposition of remains. Briefs and provides information to the NOK regarding entitlements involving the removal, preparation, transportation, and interment of remains. Obtains escorts and conducts escort briefing on procedures and responsibilities. Determines allowable costs for the transportation of remains of active-duty dependents and eligible retirees and arranges transportation of the human remains and the escort. Coordinates the appointment of a summary court officer for monitoring the disposition of personal affects. Provides complete uniform, all insignia, name tags, flags, and other necessary items as required prior to the transportation of remains. Maintains stock and prepares completed flag case for each deceased service member for NOK. Responds to oral and written inquiries from family members, congressional personnel as well as government and non-government agencies pertaining to the care and disposition of remains. Decisions made to satisfy NOK requests or questions are highly visible and may impact attitudes of NOK, family members, and the community toward the Army. Orders and maintains accountability of interment flags, flag cases,

forms, and mass casualty supplies. Maintains appropriate suspense systems, files and databases for preparation and submission of all required reports, forms, and files to DA. Collects data and prepares productivity reports and briefings. Prepares correspondence, completes reports, and presents briefings as required. Briefings include senior installation leadership as well as active component units preparing for deployment and USAR/NG units mobilizing in support of Global War on Terror (GWOT). Technical requirements and incidence frequency is dramatically increased due to GWOT related deaths in the Middle Eastern and Balkan operations.

**Human Resources Assistant (Military):** The purpose of this position is to perform clerical or technical work supporting one or more military personnel programs, operations, or functions in the Military Personnel Division (MPD). Functional areas include but are not limited to SM in-processing, out-processing, records management, contingency operations, SM actions/applications, ID card operations, promotions, IPPS-Database managements, awards processing, MOS actions, assignments/reassignments, trainee/student operations, retirements services, and transition processing. The employee performs duties relating to one or more of the following: in-processing/out-processing, SM Readiness Processing and contingency operations, military records, awards, reassignments, MOS classifications/reclassifications, MOS Medical Retention Board (MMRB), special duty pay administration, ID cards, transition/separation/retirement support, promotions, trainee/student operations, and special actions. The employee performs a substantive review of records for determining eligibility for such actions.

Knowledge of military organizational structures, protocol, and similar matters. Knowledge of most of the laws, rules, regulations, policies, procedures and precedents relating to a particular area of assignment, and the ability to apply this knowledge in the interpretation and application of regulatory and procedural requirements to resolve complex procedural and substantive problems in processing military personnel transactions. Skill in operating a computer terminal, and/or related and peripheral equipment, e.g., printers and optical scanners. Knowledge of math to perform computations pertaining to service record entries (e.g., leave, service computation dates, etc.). Knowledge of grammar, spelling, capitalization, and punctuation is needed in order to type a variety of material accurately from written or oral sources.

**SHARP Trainer:** Executes training in support of the Senior Commander's Training initiatives tied to 1SG/Commander courses, newcomer's briefs, senior leader training, and support to commanders with annual refresher training. Maintains the latest SH/SA training information and training support packages. Ensures local SH/SA data and trends are integrated into the Senior Commander's training initiatives. Supports SH/SA training for command teams and within installation schools. Ensures command teams are fully informed of the training resources and services provided by the Fusion Directorate and local resources. Plans, coordinates, develops training materials, and conducts training instruction for the SARCs and VAs on the installation to maintain D-SAACP credentials. Trains all SARCs and VAs utilizing the Bystander Intervention Training Support Package to drive the core elements and execution of the program into the force. Provides incoming/new command teams SH/SA orientation in conjunction with SARC. Establish an internal training SOP that certifies all and new members of the Fusion

Directorate. This training is not designed to replicate training requirements for positions, but to validate a working knowledge of internal and local protocols, procedures, contingencies, and resources. Conducts internal training for SHARP personnel on their administrative responsibilities and verifies that newly appointed or newly hired personnel complete required training. Develop a CEU resource and guidebook to assist SHARP personnel with maintaining their D-SAAP certifications. Researches, develops, conducts and evaluates the effectiveness of the education/training programs in accordance with DOD, DA, or other guidance. Completes any additional tasks as assigned in support of training and SHARP program support.

**Qualifications:** Must already be SHARP and board certified.

### **Network Enterprise Center (NEC)**

**NEC:** Duties would involve all of the following below:

Assisting with life cycle replacement of network switches to include unboxing, configuring, transporting switches, escorting others, ect). Perform desktop support functions to assist customers with hardware or software issues. Imaging computers. Installing patches and software updates to devices. Maintain and troubleshoot network equipment. Assist with inventory of equipment and turn in of unused IT equipment. Supported Command Integration Training (SCIP) - if not already completed. In person or remote training for life cycle replacement network switches. Potentially provide study time for using government training sites to prepare for commercial IT certification (Microsoft, CompTIA, ISC2 ISACA ect).

**Qualification:** Must have an active Secret Clearance and Information Assurance Technical Level I baseline certification.

### **Public Affairs Information Office (PAIO)**

**Management Analyst:** Responsible for management of the Installation Interactive Customer Evaluation and Customer Service Programs. Serve as Installation Status Reporting Manager for ISR-Service-Performance, ISR- Infrastructure, ISR-Mission Capacity, and ISR-Cost. Serve as USAG-Sill Program Manager for the Strategic Management System in developing the Performance Assessment Review.

Receive training in the following areas:

Customer Service feedback analysis and reach back  
Develop Senior Installation leader briefs  
Develop Installation service evaluation metrics  
Utilize Installation Status Reporting tools  
Properly input data into the Strategic Management System in order to build the Performance Assessment Review  
Using proven analytical skills, evaluate Garrison Service level data for accuracy  
Mentor Garrison Action Officers in ratings justification  
Army level decision making  
Senior Leader Briefing development  
Senior Leader Communication

Implement a Wide variety of Analytical Skills

Topics of training include: ICE System Management, Customer Service Analytics Services Metrics Development, IMCOM Services Evaluation, Analytical Skills

### **Directorate of Public Works (DPW)**

**Environmental:** Shadow and complete tasks associated with various environmental Compliance programs including Air, Storm water, Drinking water, wetlands, storage tanks, NEPA and hazardous waste. Work with the Corp of Engineers contractors performing environmental projects on Fort Sill. Work with hazardous waste may involve sampling and use of proper personal protective equipment. Participant will gain a knowledge of Environmental project management and a well-rounded knowledge of environmental compliance permitting and reporting requirements in several compliance areas. Participant will receive a hazardous waste handler's course via a combination of virtual and hands on training. Participant will also receive on the job training by participating in compliance processes with several compliance program managers.

#### **Maintenance Dept.:**

Gain knowledge in documenting contractor performance in response to Demand Maintenance Orders (DMOs) and scheduled Preventive Maintenance Orders (PMO), Project Works Orders (PWO) and Operating Work Orders (OWO) services, including documentation of contract surveillance activities. Gain knowledge monitoring and evaluating status and repairs of electrical distribution, energy management control (EMC), fire prevention, mass notification, and HVAC systems/failures. Perform other duties as directed by DPW management. Training will be hands-on in concert with other DPW O&M professionals, contractors, and support staff.

#### **Sportsman Activity Specialist: Available only Oct-Dec**

Administers the programmed recreational sportsmen activity using computers, various programs, and processes, which has demanding communication and planning requirements because many of the fishing and hunting areas are located in artillery impact areas and there are multiple peaks in recreational use. Provides major input into Buffer Area and other risk assessments. Recommends development or changes in development plans and provides specific examples of suggestions. Assures that resource management and safety requirements are met. Ensures all users meet eligibility criteria. Makes recommendations to supervisor on specific management problems such as regulation updates, recreational use and safety, special use permits, etc. Develops safety training program suggestions and prepares suggestions and draft guidelines and operating procedures that deal with matters-such as regulatory or law enforcement activities and search and rescue problems. Continuously evaluates the effectiveness of ongoing sportsmen activities from the standpoint of resources, unforeseen developments, and program objectives. Adapts and varies activities in the light of funding. Coordinates with Range Operations and Post Safety to ensure

sportsmen activities are accomplished in a safe manner to the optimum extent possible about the military mission. Coordinates with Directorate of Resource Management to ensure financial accounting procedures are efficient and conform to Regulations. Prepares information for, attends Fish and Wildlife Informational meetings with users, and participates as requested by supervisor to provide clarity and understanding to users of fish and wildlife programs and resolve sportsman related complaints. Responsible for developing and carrying out operating plans for the use, improvement, and maintenance of the activity facilities. This includes recommending measures to improve program administration. Coordinates with volunteers to plan and work youth events and provides clarification to users on events, access and requirements. Plans and conducts drawings to select individuals to be issued deer, elk and turkey and other hunting permits. Presents safety classes for hunters and spot checks hunters to ensure safety procedures are not being violated. Conducts safety briefings during drawings and as needed.

Develops and maintains positive and professional relationships with users including active-duty military, retirees and DAC civilians and peers. Coordinates with DPTM, Range Operations daily to change overlays of ranges (i.e., identify ranges being used for firing). Ensures overlays and access are provided as detailed in local regulations and SOPs for daily access. Provides support to access for a variety of other natural resources contractors, partners, and missions

### **Directorate of Plans, Training, Mobilization, and Security (DPTMS)**

**Airfield Ground Equipment Worker:** (1) perform organizational level maintenance and servicing on assigned equipment at Henry Post Army Airfield; (2) perform parking and ground handling to various types of aircraft utilizing Henry Post Army Airfield; and (3) perform airfield facilities maintenance tasks on a shift and rotational basis.

**Garrison Tasking Specialist:** Process, analyze, distribute, and track to completion all Garrison tasking's, operations orders, and calendar events. Reviews drafts of Garrison orders for clarity prior to publishing to subordinate, adjacent, and higher headquarters. Establishes and maintains a continual dialogue and positive functional interface, liaison, and coordination with other elements and representatives. Coordinates with action officers within the Fires Center of Excellence (FCoE) Garrison, Garrison Directorates Management Offices and Installation Support Offices and Directorate Plans, Training, Mobilization and Security (DPTMS) to establish timelines for completion of actions. Tracks actions, suspense dates and priorities, and other major changes as they occur and keeps the DPTMS Director, Plans and Ops Division Chief, Operations Branch Chief, and SACO abreast of status of actions.

**Operations Specialist (Ceremonies):** Serves as Operations Specialist (Ceremonies), for the Directorate of Plans, Training, Mobilization, and Security (DPTMS), United States Army Garrison-Fort Sill. Responsible for all aspects of planning, organizing, and executing a wide variety ceremony including but not limited to Senior Mission Commander, Garrison Commander, and Brigade and Battalion level Changes of Command, Special Observances, Honor Ceremonies for distinguished military and civilian personnel, retirement ceremonies, National Holiday ceremonies, awards and

recognition ceremonies, and mobilization and redeployments ceremonies. Liaises with Senior Leaders including the Commanding General, Commandants, Chief of Staff, Garrison Commander, Garrison Directors, and Brigade and Battalion Commanders during the execution of ceremonies.

**Training Instructor (TADSS):** Works under the general supervision of the Training Services Branch Chief, who provides overall objectives, goals, and priorities. Independently plans and carries out training sessions within prescribed course framework. On unusual matters or questions of program objectives and policy, guidance is obtained before acting. Courses of Instruction are audited and evaluated periodically by higher level instructor. Incumbent must select appropriate source to perform specific duties. May participate in task analysis for determining training requirements for which specific guidance is provided on coverage, methodology, approaches, and sources to use. The primary purpose of this position is to perform duties as a Training Instructor for, but not limited to, the Engagement Skills Trainer (EST) 2000, Instrumental Multiple Integrated Laser Engagement Systems (IMILES), Training Aids, Devices, Simulators and Simulations (TADSS), Call For Fire Trainer, Common Driver Trainer (CDT), HMMWV Egress Assistance Trainer (HEAT), Mine Resistant Ambush Protected (MRAP) Egress Trainer (MET), Training Improvised Explosive Devices, etc... within the Training Support Center (TSC). The work consists of duties involved in non-related processes, procedures, and methods to develop and perform instruction, tours, briefings, simulator operation, discrepancy resolution and TADSS Contact Team support as needed to support training. Serves as Training Support Advisor for tenant units assigned within the AR 5-9 support area footprint, (i.e. Active Army, US Army Reserve, National Guard, ROTC, DA Civilians, and other DOD Agencies). Simulator operation and instruction impact on readiness of SMs and their ability to effectively utilize training enablers to enhance their skills. Briefings and tours impact on the customer's ability to request and receive the proper TADSS support. Instructor skills impact directly on SMs ability to train and carry out their missions. Serves as the subject matter expert on major TADSS systems. Operates, instructs, and maintains all simulators and simulations, along with all associated equipment.

**Range Maintenance Worker:** Performs first and second echelon maintenance on a variety of target equipment to include: gasoline, electric and hydraulic powered infantry and armor moving and stationary target lifting devices (hardwire or remote operated), target kill simulators and related lifting device equipment to include generators, batteries, high and low power boxes, target interface units, transmitters, receivers, power cables/wires, thermal blankets and hit sensors. Sets and adjusts proper function, and switch settings. Ensures continual operation of systems to facilitate uninterrupted unit training. Ensures attachment of strike sensors, checks auxiliary power cables, replaces 110- and 220-volt cables, troubleshoots a variety of system malfunctions, replaces parts or makes repairs to various electrical or mechanical components of the device. Connects auxiliary power cable to all range power sources to eliminate the possibility of damage to either the cable or the power converter systems. Constructs, repairs and installs targets, signs, markers and barriers. Performs range setup and teardown activities during firing densities. Maintains target pits, bunkers, and berms by clearing weeds, picking up debris, etc. Installs, connects, and checks all equipment prior



to use by units for training. Turns-in and picks-up equipment at higher echelon repair facility. Prepares work orders and places entries on a log. Documents equipment usage.

**Range Operations Controller:** Provides continuous inspection of ranges, training areas, and training facilities on Fort Sill, Oklahoma. 1. Plans, schedules, coordinates, and conducts inspections. Organizes and schedules inspections based upon scheduled training events posted on the Range Control daily activity calendar. Reviews unit requests for range and training usage to determine number of personnel trainings, type of weapons to be fired, ammunition, arrival and departure times of the unit, and other pertinent data related to the training exercise. Contacts the requesting unit if additional information is required. Conducts inspections on a scheduled basis to ensure and document operational status. Maintains presence on the ranges, at training facilities, and in the training areas when using units occupy the areas; conducts inspections when units have completed their scheduled training. Ensures that ranges, training areas, and facilities are maintained and utilized according to established policies, regulations, procedures, and safety requirements concerning range/training areas operations, weapons, firing-range limits, ammunition handling, range clearance requirements, etc. Ensures units have all required equipment, roadblocks are established, targets are working and maintained, operations are conducted safely and in accordance with standard operating procedures, etc. Ensures that units utilizing facilities maintain them in a high state of police. Shuts down activities being conducted in an unsafe manner. Specifies on-the-spot corrections, remains on the range or training area until the deficiency is corrected or sets up an appointment for re-inspection at a later date or time. Provides instructions for on-the-spot corrections for minor violations and places unit into a check fire for major violations. Prepares correspondence noting discrepancies in range or training facility condition at unit checkout time. Reviews reports of user complaints. Consults user to determine validity of complaints. Coordinates with user unit personnel and Range Officer to resolve complaints. Prepares reports of findings. Sets up and maintains files on range inspections. Coordinates with the Range Maintenance Section as required when work is needed on a facility that requires the submission of a work request

### **Office of the Staff Judge Advocate:**

#### **Paralegal Specialist**

The training will be in-person, on the job. Specifics will vary contingent on the cases that come into the office but may include such things as: reviewing and drafting responses to Bars to Post, Bars to Army Air Force Exchange Stores, Access Denial Waivers, NCOA Dismissals, and Religious Accommodation. Tracking cases in all forums. Updating trackers and calendars as appropriate. Scanning documents for records management. Conducting thorough legal and factual research, cite checking and investigation; and completing analysis of issues. Demonstrating an understanding of the ethical principles and rules of professional responsibility governing conduct within the legal environment.

Preliminary Legal Review and Drafting of Legal Responses  
Coordination of Support Tasks & Collection and Preservation of Evidence  
Case Management and Records Retention  
Ethics Principles & Professional Responsibilities

## **Element #1: Research, Writing & Communication.**

**Standard 1: Research.** Conduct thorough legal and factual research, cite checking and investigation, and complete analysis of issues.

**Standard 2: Written communication.** Communicates effectively, persuasive, concise and articulate. Employs thorough analysis and logical organization.

**Standard 3: Oral communication.** Communicates effectively and proactively; explains difficult concepts in simple terms; and persuasive, articulate and decisive.

## **Element #2: Preliminary Review & Litigation Support**

**Standard 1: Assess, Summarize & Draft.** Conduct preliminary review and draft responses for Bars to Post, Bars to Army Air Force Exchange Stores, Access Denial Waivers, NCOA Dismissals, Religious Accommodation, and other routine actions. Screen Administrative and Civil Law actions to ensure packets presented are complete. Identify potential issues for the attorney's attention or research.

Participate in prehearing conferences; hearings and other actions before including the MSPB, FLRA, FMCS, FSIP, OSC, EEOC, and other forums. Assist the Litigation Division and DOJ litigating cases appealed to federal court. Prepare questions for witnesses. Assist in the preparation and filing of legal briefs and discovery. Review documents for privilege and relevance. Obtain and summarize medical (and other) records. Meet pre-hearing deadlines.

**Standard 2: Coordination & Collection of Evidence.** Orchestrate tasks related to mediations, arbitrations, and administrative hearings. Coordinate the use of electronic/telephonic equipment, maintain and track exhibits. Prepare for and coordinate depositions. Coordinate witness preparation and testimony. Correspond with courts, parties, attorneys, witnesses, and governmental agencies. Collect factual information. Arrange for service of process of complaints and subpoenas.

**Standard 3: Litigation Tasks.** Coordinate case strategy and prepare case documentation and evidence. Assist with discovery and interview activities. Conduct risk assessment; quickly identify key issues; and quantify the impact of various outcomes. Focus on the objective; and use an analytical approach to solve problems. Follow-through until objective is achieved. Update managers and supervisors appropriately. Convey a professional image; prepared and effective. Meet litigation deadlines.

## **Element #3: Case Management, Training & Leadership**

**Standard 1: Case Management & Responsiveness.** Track cases in all forums. Update trackers and calendars as appropriate. Scan documents for records management. Develop and document Administrative and Civil Law policies, SOPs, procedures, and best practices. Develop and maintain resource library with forms, bibliographies, current case law, resource materials for clients, and list of experts in the field for referrals and consultations. Effectively interacts and manages the information

flow with outside counsel, agencies, and court personnel; fosters partnering relationships; and communicates objectives/needs clearly. Returns phone calls promptly; and is accessible. Effectively utilizes time; delegates appropriately; meets deadlines; organization and planning skills; works in autonomous fashion; and knowledgeable on status of matters. Industrious, dedicated, self-reliant, and efficient; operates with sense of urgency. Fosters camaraderie and teamwork. Enhances the success of others; accepts criticism as an opportunity to grow; patient in instruction of others; and respected by others.

**Standard 2: Ethics, EEO & Training.** Demonstrate an understanding of the ethical principles governing conduct within the legal environment. Comply with AR 27-6. Maintains standard of absolute integrity; complies with spirit of law/regulations. Act IAW EEO/SHARP training requirements within the rating period. Sets/achieves professional development goals; and educates constantly. Provide employee assessment with results-based accomplishments to performance plan, midpoints, and annual appraisal within established timelines. Ensure career development to include completion of mandatory training IAW AR 350-1 and other training guidance.

## **FMWR**

### **Fires Fitness Center, Gym Assistant:**

Working at front desk, checking I.D. cards, registering patrons in Rec-Track system, checking out equipment. Facility maintenance: sanitizing equipment, cleaning fitness areas. Facility management: Become familiar with daily, weekly, monthly, and annual reports, budgeting procedures, personnel management, and fitness facility management. Become familiar with day-to-day operations of a fitness facility. Gain knowledge of budgeting process, personnel management, fitness facility management, reporting procedures, and inventory.

### **Training provided:**

Customer Service  
Financial management  
Personnel management  
Fitness facility management