

Cryptologic linguist dual qualified; multiqualfication adds flexibility

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Yesterday's Air Force prepared for Cold War adversaries. Today's Air Force is poised to meet global taskings, including contingency requirements.

Such a drastic increase in the breadth and scope of our tasking caused a shift in resource requirements. There are 48 Air Force Specialty Codes dedicated to the cryptologic linguist career field.

Nine have fairly stable requirements with a steady flow of trainees into basic language courses annually: Spanish, Russian, Serbian-Croatian, Chinese-Mandarin, Vietnamese, Korean, Arabic, Hebrew, and Persian-Farsi. All other languages have few authorizations. These are low-density languages and usually support contingencies.

The Air Force created the Cryptologic Linguist Expansion of Abilities and Readiness program to meet operational requirements through more effective use and management of our crypto-linguistic resources.

The basic principle of CLEAR is to train low-density skills from "root language," Chinese into Lao, for example, or from an in-theater skill, such as, Russian fuels Armenian.

The multiqualfified resource provides more flexibility to commanders. Many current low-flow linguists don't have a dual-qualification in a "root" language.

A secondary purpose of CLEAR is to streamline efforts to train and utilize low-density language skills. It's projected that between 15-20 cryptologic linguists will multiqualfify annually.

To match the proper cryptologic linguist trainees with the requirements, the member's Military Personnel Flight, Air Force Personnel Center, and Air Intelligence Agency closely coordinates all training actions.

Mismatched multiqualfifications provide no real benefit to a commander, however, a Russian cryptologic linguist attaining the Kazakh secondary AFSC offers the commander a choice of billet assignments and insightful perspective from

a person versed in two in-theater cultures. Besides the CLEAR program, two other methods of gaining a secondary cryptologic linguist AFSC exist.

The first-term retraining option allows qualifying members to select an additional foreign language course with the objective of being trained in an additional 1N3XXX AFSC. More information on the first-term retraining option is available through the retraining section of the servicing MPF.

The last method of gaining an additional 1N3XXX AFSC is through self-study. Qualified cryptologic linguists who have a current minimum proficiency of "2" in listening and reading comprehension as measured by the Defense Language Proficiency Test (DLPT) may apply for award of an additional 1N3XXX AFSC.

In addition to the current L2/R2 DLPT proficiency, applicants must possess a 1N3XXX AFSC, request a language that has an AFSC in Air Force Manual 36-2108, the Airman Classification Guide, and request a language that does not have a full language course at Goodfellow Air Force Base, Texas.

Goodfellow offers courses in Spanish, Russian, Serbian-Croatian, Chinese, Vietnamese, Korean, Arabic, Persian-Farsi, and Hebrew. To gain an AFSC in one of these nine languages requires formal retraining or CLEAR participation. ■

One-stop information shop provides link

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The 690th Information Operations Group, Kelly Air Force Base, Texas, set a goal that conducting business with the group be a positive experience and to ensure the goal was met, the Customer Advocacy Office was established.

"No organization can exist without customers. Our customers are why we're here," said Col. Gary Davis, 690th IOG commander.

The CAO is the link between customers and the commanders, providing customer compliments, comments and concerns.

If customers feel as if they weren't helped properly or weren't fully satisfied with the products/services they received, they can contact the CAO.

"Too often the customer is forgotten in the day-to-day activity and deserves a one-

stop point-of-contact to find information, answers to problems, and someone to be concerned about the quality of the products and services they receive," said Davis.

The CAO also focuses on management training and wants to have all personnel on Security Hill trained in customer service, said Dr. Paul Smith, chief of the CAO.

"We opened our office in February 1997 and have been measuring customer satisfaction since then. We want to make customer service an ingrained part of business here at AIA," said Smith.

"The Customer Advocacy Office works closely with the IOG squadrons to ensure your satisfaction. That's why the CAO is your one-stop point-of-contact for all these opportunities and more," said Davis. ■