

US NAF Flexible Positions

FRONT DESK ASSOCIATE



\$9.00 - \$13.00 per hour
Location: Navy Gateway
Inns & Suites (NGIS)

Department of the Navy
Morale, Welfare and Recreation Department
Sigonella, NAS I BLDG. 157
Phone: COM 095-56-0522 DSN 624-0522

Official Position Title: Front Desk Associate, NF-0303-02
Announcement #: NUS-15-014
Opening Date: 3 September 2015
Closing Date: Open Until Filled
1st Cut-Off Date: 10 September 2015 (Subsequent cut-off dates: every 5 working days)

Notes:

1. There are several flexible positions.
2. Work schedule includes rotating shifts, days, nights, weekends and holidays, however **primary working hours are from 0000 to 0800.**
3. In order to meet conditions of employment, selected candidate will be required to satisfactorily complete a background investigation (NACI).
4. Civilian candidates must be in possession of Official U.S. Passport (containing VISA and annotation showing the bearer's residence abroad as a military/civilian dependent), Sponsor's permanent Change of Station (PCS) Orders, including page 2, or Command-sponsorship authorization, and sojourner's permit/application letter.
5. Military personnel must provide this office with written authorization from their command to work during off-duty hours and a copy of their military Orders.
6. Work requires standing, walking, and ability to lift or carry up to 30 lbs.

How to Apply

Applicants must submit: (1) Résumé; (2) OF 306, Declaration for Federal Employment; (3) Family Member/Military Spouse Supplement (Civilians only); and (4) Overseas Residency Questionnaire (Civilians only). **Please make sure your résumé contains all the required information listed on the last page of this announcement.**

Veterans must submit copy of DD-214 (and SF-15 if claiming 10-point preference).

Area of Consideration: **U.S. citizens** in the commuting area who are authorized sponsors and command-sponsored dependents of civilian and military personnel.

Description of Duties: Performs front desk and reservation functions for the lodging program. Ensures privacy and security of all guests are maintained at all times. When rooms are not available, provides a certificate of non-availability and/or alternative lodging in the area. Registers and assigns rooms to guests, issues room keys or cards, keeps records of occupied rooms and guest accounts, makes and confirms reservations, collects payments. Utilizes the Property Management System to access guest information, retrieve reservation information, change or cancel reservations, or register guests. Verifies registration information, secures a credit card for incidental expenses, and authorizes credit card for room charges. Receives and is accountable for a change fund. Prepares Close Bank Reports and deposits cash receipts at the end of each shift. Responsible for inventorying all keys and any other supplies or amenities maintained at the front desk. Answers phone, handles questions and transfer calls to appropriate individuals. Provides information and maps for base and local area. Logs trouble calls and ensures appropriate department is notified. Performs other related duties as assigned.

Qualification Requirements

One (1) year of general experience **OR** two (2) years of education above high school.

General experience: Progressively responsible clerical, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of this position.

YOU MUST ATTACH copies of transcripts, certificates or other acceptable evidence to your application to receive credit for education.

To determine order of referral, qualified candidates will be evaluated in conjunction with the following Knowledge, Skills and Abilities (K.S.A.):

1. Knowledge of basic principles, concepts, standards and regulations related to hospitality operations.
2. Skill in the use of a personal computer and various software programs.
3. Skill in basic math and reading.
4. Ability to communicate clearly and effectively both verbally and in writing.
5. Ability to handle, control, and account for large amounts of cash.

The Department of the Navy is an equal employment opportunity employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factor.