



Desk Clerk

Announcement # JB-12-015A

Salary: \$12.85 - \$13.17 Per Hour Series/Grade: NF-0303-01/02
Naval District Washington - Fleet and Family Readiness Program
Department of the Navy Non-Appropriated Funds

LOCATION: Gateway Inns & Suites, JB Anacostia-Bolling

OPENED: 9 JANUARY 2012
CLOSES: OPEN CONTINUOUS

AREA OF CONSIDERATION: ALL SOURCES

FLEXIBLE (0-40 Hours Per Week) NO BENEFITS OFFERED

Submit required forms OF-612 AND OF-306 (forms available for download on <http://cnic.navy.mil/NDW/About/Jobs/> To: Fleet and Family Readiness Program, ATTN: Human Resource Office, 12 Brookley Ave. Ste. 108, Washington, DC 20032 or email to naf.jbab.fct@navy.mil. A résumé may be included with the required forms, but not instead of the OF-612 and OF-306. Please Direct Inquiries to:
(202) 404-7077

DUTIES AND RESPONSIBILITIES

NF-1

Accepts reservations, registers guests, assigns rooms, issues keys, calculates and posts all charges to guests' account, presents statement, collects payments, maintains records manually and/or on a personal computer. May be responsible for change fund. Answer telephone or operate telephone system. Relays messages to guests. Receives, sorts, and distributes mail. Advises manager of any maintenance or guest problems. Calls emergency maintenance if warranted. May sell retail merchandise. May rent video equipment and tapes. Answer questions about location of activities and tourist attractions in the immediate area. Performs other related duties as assigned.

NF-2

Receives requests and processes reservations. Ensures guest is authorized to use facilities. Records and enters all reservations into the property management system if rooms are available. Provides certificate of non-availability (CAN) and/or alternative lodging in the area. Uses property management system to check-in guests, assign rooms, checkout guests and record charges/payments. Responsible for the accountability of all room keys and other keys required for the daily operations and submits inventory report. Inventories movies available for checkout and submits report. Receives and is accountable for the change fund. Prepares Daily Activity Records (DAR) and deposits cash receipts at the end of each shift. Provide information on local places of interest, the installation and local area. Answers phone, transferring call to appropriate individual and handles guest questions. Keeps the front desk area clean and neat in appearance. Logs trouble calls and ensures appropriate department is notified. Moves guest to a different room if required. Performs other related duties as assigned.

SKILLS AND KNOWLEDGE REQUIRED

NF-1

Knowledge that demonstrates the basic principles, concepts, standards, regulations and administration related to scheduling, coordination, operation and efficient utilization of government quarters. Must be able to type by touch with speed and accuracy. Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests. Knowledge and ability to control, account for and handle large amounts of cash. Must be able to obtain access to base computer system. This position is subject to completion of a satisfactory background check and/or National Agency Check (NAC), in accordance with NAVFAC policy.

NF-2

Requires one year of work experience that demonstrates knowledge of basic principles, concepts, standards, regulations and administration related to scheduling, coordination, and operation of efficient utilization of government quarters. Must be proficient with word processing and spreadsheet software. Must be able to type by touch with speed and accuracy. Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests. Knowledge and ability to control, account for and handle large amounts of cash. Must be able to obtain access to base computer system. This position is subject to completion of a satisfactory background check and/or National Agency Check

(NAC), in accordance with NAVFAC policy.

Note: All applicants must address the qualification requirements on your resume/application. If all required qualifications are not cited on your resume/application you will be disqualified.

Some positions have special requirements. In these cases selection is tentative pending satisfactory completion of these requirements. Applicants may be required to provide proof of education, etc.

As a condition of employment, the selected individual will be required to participate in the Direct Deposit/Electronic Fund Transfer program.

Spouses of active duty military members of the Armed Forces may receive preference in hiring under this announcement if they are among the best qualified referred and are within reach of selection. Please clearly identify in your application that you are asking for spouse preference and submit a copy of current PCS orders. **Failure to submit current PCS orders with application will prevent spousal preference from being granted.**

The Department of 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.

The Department of the Navy provides reasonable accommodation to applicants with disabilities. Applicants with disabilities who believe they require reasonable accommodation should contact our Human Resource Office to ensure that the Department of the Navy can consider such requests. The decision to grant an accommodation will be made on a case by case basis.

Visit our web site:

<http://cnic.navy.mil/NDW/About/Jobs/>