

# 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-18-009  
Opening Date: 04 October 2017  
Closing Date: Open Until Filled  
1st Cut-Off Date: 11 October 2017 (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.

**Non-Appropriated Fund (NAF) Human Resources (HR) Office**  
**U.S. Naval Air Station Sigonella (NAS I) Bldg. 157**  
**Phone number: Com. 095-56-0522 DSN 624-0522**

**INSTRUCTIONS FOR U.S. APPLICANTS**

- Copies of vacancy announcements and forms are available at the NAF HR Office, or they can be downloaded from <http://tinyurl.com/mwrsig-naf-jobs>
- It is your responsibility to submit a complete application package. Incomplete or incorrect information may affect the status of your application.
- If you wish to use education as a substitution for experience attach a copy of your unofficial transcripts to your application package. Upon request, you may have to submit official transcripts as well.
- Résumé and supporting documents must be received by the closing date of the announcement. Applications and supporting documents will not be returned.
- Two relatives may not be permitted to work in the same section.
- Preference will be given to military spouses in filling NAF positions at the NF-03 pay band and below. Military spouse preference may be exercised no more than one time per permanent relocation of the sponsor and it is terminated upon accepting or declining a tentative offer for a regular full-time or a regular part-time position.
- Applicants with dual citizenship (Italian/U.S.) are ineligible for employment.
- All qualified candidates who are not selected for a position may be considered for future vacancies of the same title, series and grade that may occur within 90 days of the closing date of the first vacancy announcement.
- Civil service employment law (5 U.S.C. 3328) requires that male candidates, born after December 31, 1959 and at least 18 years of age, must register with the Selective Service System, unless they meet certain exemptions (attach proof of registration to your application package). Additional information may be found on [www.sss.gov](http://www.sss.gov)

**INFORMATION REQUIRED ON RÉSUMÉ**

- Announcement number, title and grade of the job for which you are applying.
- Full name, mailing address (with 9-digit zip code), local phone numbers and e-mail address
- High school (name and full address) and date of diploma or GED
- Colleges and universities (name and full address). Type the date of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours)

**GIVE THE FOLLOWING INFORMATION FOR YOUR PAID/UNPAID WORK EXPERIENCE:**

- Job title (include series/grade if Federal)
- Detailed description of duties
- Employer's name and full address
- Starting/ending dates and hours per week

You can submit your application forms to the NAF HR Office, to [mwrjobs\\_sigonella@eu.navy.mil](mailto:mwrjobs_sigonella@eu.navy.mil), or you can deposit it in the NAF HR (MWR & NGIS) box near the Pass & ID window at the NAS I gate. It is the applicant's responsibility to verify that documents are received.

For inquiries on the status of your job application, please call the NAF HR Office on Tuesdays or on Thursdays from 1300 to 1530.

Revised October 2017