



**Non-Appropriated Fund Vacancy  
ANNOUNCEMENT NUMBER NAF-2015-05**

**\*\*Previous applicants of Announcement Number NAF-2014-75 need not re-apply\*\***

**Opening Date** 29 January 2015

**Closing Date:** Open Until Filled  
1<sup>st</sup> Cut-Off: 13 February 2015

**Position:** NGIS Housekeeping Manager, NF-1173-03

**Salary:** \$13.11 per hour

**Employment Category:** Regular Full Time, (35-40) hours per week with benefits. May require working night, weekend and Holiday hours.

**Location:** Navy Gateway Inns & Suites aboard Naval Submarine Base, Kings Bay, GA

**Area of Consideration:** General Public and Military Spouse Preference Eligibles

**Relocation Expenses:** Not Authorized

**Duties:** Provides direct onsite management and administration of the housekeeping department and to ensure guests are provided adequate and timely housekeeping services. Utilizes the Property Management System (PMS) to access reports, daily room requirements, and ensuring that subordinates clean occupied rooms to required standards and make vacant rooms ready. Performs a full range of supervision to include training, planning, work direction, and administration for the housekeeping department. Advises management of all items required to accomplish the housekeeping mission, including accountability and responsibility for bulk items issued from the storeroom. Responsible for coordinating, supervising, and completing the quarterly linen inventory as well as periodic unannounced supply inventories. Develops the organizational structure and staffing requirements of the housekeeping department. Evaluates performance, recommends awards, and/or corrective/disciplinary action. Conducts written daily inspections of rooms. Validates room furniture inventories by condition and count. Handles guest and/or staff suggestions and complaints, resolving problems in a tactful and diplomatic manner, referring difficult and/or unusual situations to management. Performs cleaning duties on an "as needed" basis to cover for staff shortages or other unanticipated occurrences. Performs other related duties as assigned. **NOTE:** This position may be designated ALPHA personnel for inclement weather or in the interest of national security and may be required to report for work when other employees are excused. This position is subject to a favorable National Agency Check (NAC). The incumbent is expected to meet the requirements of a Certified Hospitality Supervisor (CHS) within six months of employment and all requirements for housekeeping, custodial services, and/or laundry operations as outlined in the Lodging Career Path Guide.

**Qualifications:**

- Requires four (4) years of work experience in a housekeeping department that demonstrates knowledge of basic principles, concepts, standards, regulations, and administration related to housekeeping and/or custodial and laundry operations.
- Professional knowledge of the lodging organization, administration, policies/procedures, and supervisory practices in conducting day-to-day operations.

- Knowledge of housekeeping and facility policies and standards, use and care of cleaning solutions, safety, environmental, and fire prevention regulations and practices.
- Must be skilled in the use of a personal computer and various software programs, including knowledge of the property management system.
- Must possess basic math, reading, and computer skills.
- Must be able to communicate clearly and effectively both verbally and in writing in English.

**Physical Demands and Work Environment:** Required to do considerable standing, bending, walking, pushing, pulling, and climbing. Must have ability to perform moderately strenuous physical labor as unassisted lifting, moving and carrying of supplies and equipment weighing up to 45 pounds is required. May be required to climb/descend stairs and properly placed stepladders. Work is primarily performed indoors in areas that normally have adequate heat, light and ventilation. Some facilities will require exposure to outdoors, as access to some rooms is from the outside, resulting in exposure to weather conditions. The incumbent is exposed to dirt, disagreeable odors, and skin/eye irritants.

**Basis of Review:** Applicants will be evaluated based on experience and qualifications described above and presented in written format.