



CUSTOMER SERVICE CLERK

Announcement # D- 0012-12

Salary: \$9.25 TO \$10.50 per hour Series/Grade: NF 2091 01

Naval District Washington - Fleet and Family Readiness Program

Department of the Navy Non-Appropriated Funds

LOCATION: Gray's Landing – Dahlgren, VA

OPENED: 6 February 2012

CLOSES: Open Continuous

AREA OF CONSIDERATION: ALL SOURCES

Flexible (0 – 40 hours per week)

TO APPLY: Download forms on <https://www.cnic.navy.mil/NDW/About/Jobs/>

Submit ALL required forms to: Fleet and Family Readiness Program, Attn: HR Office, 47402 Buse Road - Bldg. 467, Patuxent River, MD 20670. *A résumé may be included with the required forms, but NOT in place the OF-612 and OF-306.*

DUTIES AND RESPONSIBILITIES:

Performs a full range of services such as: assisting customers, taking special orders, providing customer services, following up on routine inquiries, resolving routine complaints, and any other customer service related duties or transactions. May operate cash register, receive payment, and make change. Assists in the maintenance of pertinent records and logs relating to the customer service transactions. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Must have basic knowledge of business mathematics, with experience or training in cash handling, operating cash register, and adding machine. Must be able to become familiar with and have understanding of MWR policies, orders and regulations. Six months of experience or training in special order operations, with technical knowledge of services and merchandise availability is desired. Must be able to gain a Health Card. Must be able to gain access to base computer system if necessary.

This position is subject to completion of a satisfactory background check and/or National Agency check (NAC) in accordance with NAVFAC policy.

Must be available to work nights, weekends and holidays.

Visit our web site:

<https://www.cnic.navy.mil/NDW/About/Jobs/>

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. All selections are contingent upon the obtaining of satisfactory employment reference checks.

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 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.

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.

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