



**Front Desk and Reservation Agent  
Announcement # ANNA 0011-12**

**Salary: \$11-\$15 per hour Series/Grade: NF 0303 02**  
Naval District Washington - Fleet and Family Readiness Program  
Department of the Navy Non-Appropriated Funds

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**LOCATION: Navy Gateway Inns & Suites – ANNAPOLIS, MD**

**OPENS: 27 February 2012**  
**First cut off: 05 March 2012**  
**CLOSES: Open until filled**

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**AREA OF CONSIDERATION: ALL SOURCES**

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**Flex position (0-40 hours per week)**

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**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 of the OF-612 and OF-306.* Direct inquiries to: 301-342-3603.

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**DUTIES AND RESPONSIBILITIES:**

Receives requests and processes reservations within established guidelines. When rooms are not available, provides a certificate of non-availability (CNA) and/or alternative lodging in the area. Utilizes the property management system to register guests and assign rooms upon check-in. Secures authorization for credit cards. Collects service charges, damage, and other charges upon checkout. Receives and is accountable for a change fund. Prepares Daily Activity Records (DAR) 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. May be required to run/print various reports from the property management system; such as expected arrivals, departure list, in-house guest list and the night audit. Answers phone, transferring call to appropriate individual and handles guest questions. Provides information on local area. Change and cancel reservations as requested by the guest. Act as the Point of Contact for all Distinguished Visitors/VIPs and groups (over 10 personnel).

**MINIMUM QUALIFICATIONS:**

Requires one year of work experience that demonstrates knowledge of basic principles, concepts, standards, and regulations related to front desk and/or reservation operations. Must be skilled in the use of a personal computer and various software programs. 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. Ability to control, account for and handle large amounts of cash. Must be able to obtain access to base computer system. Experience in Lodging and Operation and Property Management System (PMS) is preferred.

**SPECIAL REQUIREMENTS:**

This position is subject to the possibility of workdays on weekends and holidays, as well as, rotating shifts, often consisting of other than normal duty hours. Must possess a current valid driver's license. Must be able to pass a background investigation.

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**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.**

If you are a male born after December 31, 1959 and at least 18 years of age, employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System (military draft), unless you meet certain exemptions. If applicable, failure to register will prevent you from being considered for employment

**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.**

Visit our web site: <https://www.cnicy.navy.mil/NDW/About/Jobs>