



**NON APPROPRIATED FUNDS (NAF)  
JOB OPPORTUNITY**



**ANNOUNCEMENT NUMBER: MWR 61-2020**

**OPENING DATE:** June 22, 2020

**CLOSING DATE:** July 1, 2020

**POSITION:** Front Desk Associate, NGIS, NF 0303 02 (2 positions)

**SALARY:** \$10.29 hr

**EMPLOYMENT CATEGORY:** Regular Part-Time, Must be able to work days, nights, weekends and holidays as required

**LOCATION OF POSITION:** Navy Gateway Inns and Suites, NAS Jacksonville, FL

**AREA OF CONSIDERATION:** Local Commute Area

**JOB SUMMARY:** This position is located at the Navy Gateway Inns & Suites operation at NAS Jacksonville. The purpose of this position is to perform front desk and/or reservation functions for the lodging program.

**MAJOR DUTIES:**

Ensures security of all guests is maintained at all times. Ensures guest privacy is maintained at all times. Must possess a welcoming manner and positive attitude; demonstrate effective communication skills; professionally interact with guests; answering guest questions concerning hotel facilities; and provide information about local attractions. Provide assistance in handling customer complaints, involving management as necessary. Utilizes the Property Management System (PMS) to access the guest information, retrieve reservation information, change or cancel reservations as requested by the guest, or register guests. Verifies registration information, secures a credit card for incidental expenses, and authorizes credit card for room charges. Provides guests with their room key or card. 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. Registers and assigns rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guest accounts, making and confirming reservations, and presenting statements to and collecting payments as necessary. Receives and is accountable for a change fund. Prepares Close Bank Report and deposits cash receipts at the end of each shift in accordance with established procedures. Responsible for inventorying all keys and any other supplies or amenities maintained at the front desk. Keeps the front desk and lobby area clean and neat. May be required to run and print various reports from the PMS such as Expected Arrivals, Departure List, In-House Guest List and Night Audit reports. Answers phones and transfers calls to appropriate individuals and replies to guest questions. Logs trouble calls in the PMS and ensures the appropriate department is notified. Relocates guest to a different room when required. May be required to retrieve Lost and Found items and contact the guest regarding lost or found items. Performs other related duties as assigned.

**KNOWLEDGE AND SKILLS REQUIRED:** Preferred 6 months of work experience, that demonstrates knowledge of basic principles, concepts, standards, and regulations related to hospitality 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



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effectively both verbally and in writing in English. Ability to handle, control, and account for large amounts of cash.

**NOTE:** Some positions have special requirements. Selection may be tentative pending the completion of the satisfactory employment reference checks and receipt of proof of education (where applicable). Selectee may be required to complete a one (1) year probationary period. Participation in the Direct Deposit/Electronic Fund Transfer within the first 30 days of employment is required. We utilize E-Verify to confirm selectee's eligibility to work in the United States. Salary is dependent on experience and/or education. This announcement may be used to fill additional vacancies within 60 days of closing date.

**HOW YOU WILL BE EVALUATED:** All resumes will be reviewed to determine if they meet the hiring eligibility and qualification requirements listed in this announcement, and will be rated based on the information provided in the resume to determine the level of knowledge, skill, and ability, related to the job requirements. Using the qualifications of the position, a predetermined rating criterion of knowledge, skills and abilities will be used for each resume. Best qualified applicants will be referred to the hiring manager. The selecting official may choose to conduct interviews.

The Department of the Navy is an Equal Opportunity Employer where employees are respected and valued. All qualified applicants will be considered without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factor. Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, contact the NAF HR Office. The decision on granting reasonable accommodations will be on a case by basis.

**HOW TO APPLY:** All interested applicants should submit an application OR resume as well as the Declaration of Federal Employment (OF 306) ([http://www.opm.gov/forms/pdf\\_fill/of0306.pdf](http://www.opm.gov/forms/pdf_fill/of0306.pdf)) in one of the following ways:

**BY FAX TO:** (904) 542-3424

**SUBMIT VIA EMAIL TO:** [JAXS\\_NAS\\_MWRJOBAPPS@NAVY.MIL](mailto:JAXS_NAS_MWRJOBAPPS@NAVY.MIL)

NAF Application form and Request for Military Spouse Preference form can be picked up at the MWR Personnel Office or can be downloaded from [navymwrjacksonville.com](http://navymwrjacksonville.com) under the "Jobs" tab.

### **CONDITIONS OF EMPLOYMENT**

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.

The staff member may be recalled to duty and/or required to work overtime as necessary to meet mission requirements or on an emergency basis.

Employment is contingent upon a successfully completed and positively adjudicated National Agency Check (NACI) or higher background clearance as required by the position or local security requirements.

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The incumbent is required to obtain a front desk certification or industry equivalent within 6 months of employment, as well as, any other requirements outlined in the Lodging Career Path Guide.

**EMPLOYMENT PREFERENCE:** If requesting any type of employment preference, supporting documentation must be submitted with the application/resume to prove preference eligibility. The submission of a preference does not guarantee a position as applicant still must be highly qualified with the knowledge, skills, and educational requirements of each submittal.

\*If claiming Veteran's Preference, completed SF-15 and a legible copy of DD-214 (page 4) as well as any other supporting documentation (disability, official statements, proof of service, etc.) is required.

\*If claiming Gold Star Veteran's Preference, completed SF-15 and a legible copy of DD-1300 as well as any other supporting documentation (official statements, document of service, court decree, etc.) is required.

\*If claiming Department of Defense (DOD) Non-appropriated Fund (NAF) Business Based Action (BBA) Priority consideration, submit a copy of the notice of separation.

\*If you are a current federal employee, submit your most recent Personnel Action Report (PAR) or SF-50.

\*Proof of education (transcripts/copy of degree/high school diploma), if applicable to position requirements.

**SPOUSAL PREFERENCE:** Spousal Preference can be used only once to gain regular full time employment in the commuting area but may be used multiple times for flexible type position.

To prove eligibility, you must submit the following with your resume/application:

-Request for Military Spouse Preference form

-Copy of spouses' orders that state the "Ultimate Activity" is within the average commuting distance to NAS Jacksonville.

-A copy of the marriage certificate that provides proof that marriage occurred prior to the issuance of the orders.

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