

**JOB OPPORTUNITY
JOINT REGION MARIANAS
NON-APPROPRIATED FUND (NAF) POSITION**

ANNOUNCEMENT NO: JRM-21-433

POSITION TITLE: Front Desk Supervisor, NF-0303-03, Regular Full Time, 1 Vacancy

SALARY: \$33,000 - \$52,000 per hour + Cost of Living Allowance (COLA)

LOCATION: Navy Gateway Inns and Suites (NGIS), Morale Welfare Recreation (MWR) Department, Naval Base Guam (NBG)

WHO MAY APPLY: Open to all

OPEN DATE: 02 September 2021

CLOSING DATE: 08 September 2021

SUMMARY: The mission of Joint Region Marianas (JRM) Warfighter & Family Readiness (WFR) is to enhance quality of life through customer driven services that make a difference every day in the lives of our service members and their families. Through our work at both Morale Welfare and Recreation (MWR), Naval Base Guam (NBG), and at the 36th Force Support Squadron (36FSS), Andersen Air Force Base (AAFB), Guam, we strive to be the global model of professional support services for our customers while they are stationed here under one unified command. Please visit our website for further details: <http://www.militarymwr Guam.com/>.

RESPONSIBILITIES: Major duties and responsibilities are summarized below.

Manage daily operations of the front desk, reservations, and group reservation office for a lodging operation with more than 200 rooms. Ensures security measures are 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 provides information about local attractions. Provide assistance in handling customer complaints, involving management as necessary. The function of the position is to supervise front desk operations and reservations including cashiering, reservations, and room assignments to maximize occupancy. Supervises three or more NF-2 front desk personnel. The incumbent trains, instructs, and supervises personnel assigned to the Front Desk both in a formal training setting and on the job training. Assists the Front Office Manager with planning and scheduling ongoing production oriented work for all front desk personnel on a daily, weekly, monthly, and quarterly basis. Participates in hiring front desk staff, evaluates and counsels staff, completes performance evaluations, approves leave requests, and recommends performance awards. Reviews reports from the Night Audit concerning occupancy, vacancy, call accounting system and other related areas. This includes statistical analysis, reporting procedures and analyzing audit reports to ensure accountability of personnel and revenue. Ensures the front desk operates in accordance with established instructions and procedures. Performs all front desk related duties as required. Acts as the resident expert regarding the Hotel's Property Management System (PMS), key card system and CORE inventory management system. Utilizes the PMS to access guest information, retrieve reservation information, change or cancel reservations as requested by the guest, or register guests. Verifies the registration information, secures a credit card for incidental expenses and authorizes the credit card for room charges. Provides guests with their room key or card. Resolves administrative problems, routine operational issues, and complaints related to front desk operations. Provides recommended solutions and draft procedures for review and implementation to higher management. Oversees the front desk change fund and coordinates cash audits quarterly. Responsible for the accountability of all keys and any other inventory maintained at the front desk. Keeps the front desk and lobby area clean and neat. Reconciles room status with the housekeeping report. Coordinates with the housekeeping department to ensure rooms are ready for occupancy. May be required to run/print and interpret various reports from the PMS; such as Accounts Receivables reports, Expected Arrivals, Departure List, In-House Guest List and Night Audit reports.

Perform other related duties as assigned.

A complete list of duties and responsibilities will be provided at the time of hire.

TRAVEL REQUIRED: Yes – Travel to other NGIS facilities may be required within the normal scope of duties.

SUPERVISORY STATUS: Yes

RELOCATION AUTHORIZED: No

CONDITIONS OF EMPLOYMENT: *SEE QUALIFICATIONS*

QUALIFICATIONS: In order to qualify for this position, resumes must include information which demonstrates experience and knowledge, skills, and ability (KSAs) as they relate to this position. Applicants are encouraged to be clear and specific when describing their experience level and KSAs. If you are relying on your education to meet qualification requirements: Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education (<http://www.ed.gov/admins/finaid/accred/>). Applicants qualifying based on education, time in grade, credentials, certification, training and/or module completion MUST provide proof of education, personnel action or SF50, credentials, statement of service, certification, training and/or module completion at the time of resume submission. Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Requires one year of work experience that demonstrates knowledge of basic principles, concepts, standards, regulations, and administration related to front desk operations. Professional knowledge of the lodging organization, administration, policies/procedures, and supervisory practices in conducting day-to-day operations. 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 and reading skills. Must be able to communicate clearly and effectively both verbally and in writing in English.

This position may be designated ALPHA personnel for inclement weather or in the interest of national security and may be required to work when other employees are excused. This position is subject to the possibility of working on weekends and holidays, as well as, rotating shifts, often consisting of other than normal duty hours.

The staff member may be recalled to duty and/or required to work overtime, as necessary to meet mission requirements. May be required to possess a valid state driver's license. Travel to other facilities may be required within the normal scope of duties. Applicants will be notified when this is a requirement for appointment.

The incumbent is expected to obtain the Certified Hospitality Supervisor (CHS) within 6 months of employment, and all requirement for Navy Lodging Program (NLP) front desk certification, as well as, any other requirements outlined in the Lodging Career Path Guide.

Subject to satisfactory completion of background checks.

EDUCATION: *SEE QUALIFICATIONS*

REQUIRED DOCUMENTS:

- A resume should be provided. It should include relevant work experience (start/end dates stated in month/year, # of hours worked per week, detailed description of duties, and salary), applicable education at a minimum, and your contact information. For current or previous Federal employees, it should also include the Pay Plan, Series and Grade for each work experience entry.
- For current or previous Federal employees, please attach a copy of your most recent SF-50 or agency notification of personnel action form that provides current position, grade level, and duty location.
- Please provide a copy of your College transcript(s) which support those qualifications for which you wish to have considered.

*****SEE HOW TO APPLY FOR ADDITIONAL REQUIRED DOCUMENTS*****

HOW YOU WILL BE EVALUATED: Any experience, education, or other qualification presented on your application and/or resume is subject to evaluation and verification. Submissions are reviewed to determine if applicants meet the hiring eligibility and qualification requirements and to determine the level of KSAs related to the job requirements. Best qualified applicants are referred to the hiring manager in accordance with Military Spouse and Veteran Preference policies where applicable. If your application and/or resume lacks sufficient information, you will be rated accordingly or may be considered ineligible. The hiring manager may choose to conduct interviews, which may also be subject to evaluation and verification.

BENEFITS: A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- Benefits for federal employees
- Healthcare insurance
- Pay and leave

You can review our benefits at: <http://www.navymwr.org/resources/hr/>.

Regular Full-Time (35 - 40 hours per week) All benefits offered including medical, dental, life insurance, spouse & child life insurance, long term disability, annual and sick leave, retirement, and 401(k) savings plan.

Regular Part-Time (20 - 34 hours per week) Medical, dental, life insurance, spouse & child life insurance, annual and sick leave, retirement, and 401(k) savings plan.

Flexible (0 - 40 hours per week) No benefits offered.

HOW TO APPLY: Submit resume and required documentation via email to NAFJOBS@FE.NAVY.MIL. For additional information visit our website at <http://www.militarymwrguam.com/jobs> or contact our office at (671) 349-1154 / 2154 / 2210 / 5154.

All applications **MUST** be submitted by the closing date on the announcement in order to be considered. Due to volume of applications received, applicants may not be notified of non-selection.

ALL APPLICANTS: Applicants qualifying based on education, time in grade, credentials, certification, training and/or module completion **MUST** provide proof of education, personnel action or SF50, credentials, statement of service, certification, training and/or module completion at the time of resume submission.

*Current or prior federal employees, please submit your most recent personnel action or SF50.

*Military retirees, please submit your statement of service.

*Documentation submitted for other/previous vacancies is not considered as part of this submission.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of these requirements.

APPLICANTS CLAIMING HIRING PREFERENCE: Please ensure you complete and submit ALL required documents to claim preference at the time of resume submission. All forms to claim preference can be downloaded via our website at <http://www.militarymwrguam.com/jobs>.

WHAT ARE PREFERENCES? Preferences are advantages in the candidate selection process. Individuals can claim the following preferences:

1. Reemployment Priority List (RPL): Qualifying separated employees shall have priority placement in the NAF activity from which they were separated as a result of a Business Based Action (BBA), when the position has substantially the same duties as the position from which they were separated and it is not a higher grade or employment category, provided the position is not being filled by an internal candidate. To claim this preference, you **MUST**:

- Submit a copy of your BBA Separation Notification indicating eligibility for RPL.

2. Military Spouse Preference (MSP): Qualifying spouses eligible for MSP are spouses of an active duty military member of the U.S. Armed Forces, including members of the National Guard or Reserves on active duty. The marriage must have occurred before the military member received official permanent change of station (PCS) orders to Guam. MSP is applicable only when applying for NAF positions at the NF-03 and below and equivalent craft and trade (CT) positions. To claim this preference, you **MUST**:

- Complete and Submit MILITARY SPOUSE PREFERENCE (MSP) CLAIM FORM. Form may be downloaded from: [Download MSP Form](#); **AND**

- Submit sponsor's PCS orders to Guam.

***If you are not indicated as a spouse on the PCS orders, you **MUST** submit proof of marriage prior to PCS to Guam.

3. Veteran's Preference/Gold Star Veteran's Preference: Qualifying military veterans, and spouses/parents of deceased veterans shall be given employment preference over non-preference applicants if they are equally qualified. Preference applicable for positions open to external candidates. To claim Veteran's preference, you **MUST**:

- Complete and Submit VETERAN'S PREFERENCE WORKSHEET. Form may be downloaded from: [Download Vet Preference Form](#); **AND**

- Submit a copy of your DD-214 (member 4 copy)

To claim Gold Star Veteran's preference, you **MUST**:

- Complete and submit completed SF-15, APPLICATION FOR 10-POINT VETERAN PREFERENCE. Form may be downloaded from: [Download SF-15 Form](#); **AND**

- Submit a legible copy of DD-1300; **AND**

- Submit any other supporting documentation (official statements, document of service, court decree, etc.).

***Qualifying applicants with preferences are considered in the order listed above. Then all other qualifying applicants are considered.

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

WHAT TO EXPECT NEXT: Applicants may be contacted for an interview or may be sent a notice of non-selection within 2-8 weeks of the announcement closing date.

If you are selected for a position, you will be contacted by the JRM Regional NAF Human Resources Office with a temporary job offer. Final job offer upon completion of all pre-employment requirements (typically 2-8 weeks).

We reserve the right to close this position without further announcement.

OTHER REQUIREMENTS: Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of these requirements.

All selections are contingent upon obtaining satisfactory background and employment reference checks.

Males must be registered for or exempt from Selective Service (<https://www.sss.gov/register/>).

Selectees are required to participate in direct deposit.

We are an E-Verify participant.

The Department of 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 email them to: M-GU-JRM-NAFHRO-N9@fe.navy.mil 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.

PRIVACY ACT STATEMENT FOR NAF APPLICANTS: Authority to request this information is derived from 5 U.S.C. 301, Departmental Regulations. The purpose of this information is to determine the qualifications, suitability, and availability of applicants for employment with a NAF activity, and of current employees for reassignment, reinstatement, transfer, or promotion. The information will be used to assess qualifications, entitlement, and overall employment suitability. Completion of information on this form is voluntary. Failure to provide this information may prevent you from receiving full consideration for the position you seek.