

*******JOB OPPORTUNITY*******
NON-APPROPRIATED FUND (NAF) POSITION

ANNOUNCEMENT NO: 11-655-656

POSITION TITLE: Guest Services Representative, NF-01
Regular Full-Time with Benefits (1 position)
Flex (1 position)

SALARY: \$7.25 - \$8.25 per hour

LOCATION: Andersen Gateway Inns & Suites
Andersen Air Force Base, Guam

AREA OF CONSIDERATION: Open to all

OPEN DATE: 28 December 2011

CLOSING DATE: Open Until Filled

FIRST CUT OFF: 4 January 2012

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INTRODUCTION: This position is located at the Andersen gateway Inns & Suites, Andersen Air Force Base Guam.

MAJOR DUTIES AND RESPONSIBILITIES: Receives and confirms room reservations by letter, telephone, email, or personal contact. Registers and assigns rooms to guests, makes and issues room keys, and may escort guests to rooms as needed. Ensures that only authorization patrons use government sponsored quarters. Calculates and posts charges to patrons' accounts and balances totals with control records. Accepts payment, makes changes, and presents departing guests checkout statements. Prepares and safeguards cash receipts, prepares daily cashier's report, daily activity report, and may prepare consolidated daily activity report. Maintains and sells sundry sales items to patrons. Ensures housekeeping status of rooms is updated. Records and notifies appropriate person/organization of maintenance problems reported by guests. Ensure front desk area and lobby remains clean. Process night Audit procedures and close credit card machines nightly. Maintains the lost and found program. Ensures that customer service is the first priority. Performs other related duties as assigned.

QUALIFICATIONS: Must have at least 6 months experience in general clerical or cashier work of any kind in which the applicant has demonstrated the ability to perform satisfactorily at the grade level of the positions. . Experience must have demonstrated the ability to resolve common arithmetic problems, and to make change when receiving payment from customers. Applicant must have the ability to perform multiple tasks and provide quality customer service. Must be able to read, speak, and write English. Must meet state and legal age requirement for sale for alcoholic beverages. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI).

HOW TO APPLY: Open to all interested applicants. Submit NAF Employment Application or resume AND Declaration for Federal Employment (OF 306) to NAF Human Resources Office, Bldg 203 Halsey Drive, Nimitz Hill, Piti or storefront office in Bldg 23008, Andersen Air Force Base. Current NAF employees may apply by submitting an "Internal Application" (NAFHRO FM-01) to the NAF Human Resources Office. Applications may also be submitted via email to M-GU-CNRM-NAFHRO-N9@fe.navy.mil. We reserve the right to close this position without further announcement. **All applications MUST be submitted to the NAF Human Resources Office by closing date on the announcement in order to be considered.**

Application packages may be obtained via our webpage at www.36fss.com/naf.html or www.mwrguam.com/content.php?keyword=jobs.

For those claiming hiring preferences, please contact our office or visit our website for required documents:

Military Spouse Preference: Submit MSP form with sponsor's PCS orders.

Veteran Preference: Submit a DD-214, Member Copy 4.

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 obtaining satisfactory employment reference checks.

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 call or email them 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."