



Naval Academy Business Services Division
Job Announcement Number: 24-056
Vacancy Open: June 20, 2024 – July 3, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Front Desk Assistant, NF-0303-02

Full Time (35-40 hours weekly, Benefited)

\$18.00-\$21.00/hour

JOB SUMMARY

The incumbent of this position works for the Naval Academy Business Services Division as the Facility Front Desk Assistant of the Brigade Sports Complex (BSC). They are responsible for overseeing all front desk operations in support of the daily activities and programs at the BSC.

DUTIES & RESPONSIBILITIES

- The incumbent will provide clerical and administrative assistance to management in support of business operations. This includes, but not limited to: Oversee the BSC front desk point of sale and customer service operations. Training employees in proper use of the Point of Sale system. Training employees in facility programs and offerings. Assists management on maintaining department SOP's. Assist management in formulating department policies. Answers electronic and phone correspondence.
- Manage BSC front desk phone, answer questions, schedule tennis court time, greet guests, check ID's, enroll customers in BSC programs/offerings, and take messages.
- Provides support to management in organizing and requesting to order inventory and supplies. Maintains regular inventory counts, prepares purchase requests, and may be a receiving agent.
- Provide administrative assistance to program coordinators in support of BSC programs such as tennis clinics, fitness classes, Navy Hockey Season tickets, and Learn to Skate program. This includes, but not limited to, clerical items such as customer correspondence, and day of support for programs.
- Assist management team in identifying facility maintenance issues and maintaining a liaison with USNA Public Works Department and contractors.
- Monitor activities and patrons within the facility enforcing rules and policies and ensuring safe conditions, and report any unsafe conditions to the manager. Be familiar with and ensure that BSC rules and emergency and safety procedures are followed.
- Perform cleaning duties such as vacuuming, mopping, sweeping tennis courts, taking out trash.
- Fulfill all BSC training requirements.
- Enforce BSC rules and use decision-making skills to professionally and appropriately address rule infractions and other incidents.
- When proper training and approvals are obtained, employee may: Operate, monitor, and maintain equipment (skate sharpener, racquet stringing machine, resurfacer, ice edger, compressors, etc.)
- The work requires moderate walking, observing, working with hands, sometimes working with equipment, and moderate to heavy lifting.

QUALIFICATIONS & REQUIREMENTS

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a secret security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- One-year probationary period
- U.S. Citizenship is required for Tier 3 Positions

APPLICATION INSTRUCTIONS

A complete online application must be submitted to be considered for a USNA NAF/NABSD position.

Please visit the employment website: <https://www.usnabsd.com/about/careers/>

Applicants may email nabsdjobs@usna.edu if unable to complete the online application.

KNOWLEDGE, SKILLS and ABILITIES (KSAs) for this position are as follows:

****Responses must be included on the KSA portion of the online application****

1. Incumbent must have one year of clerical or administrative assistant experience.
2. Incumbent must demonstrate strong verbal and written communication skills and positive customer service experience.
3. Incumbent must have experience and proficiency working with Microsoft Word and Excel, experience with point of sale software, and the ability to adapt to new programs.
4. Incumbent must have strong organizational skills and experience in leading projects and tasks with minimal supervision.
5. Incumbent must have the ability to multi-task, be a self-starter, and be willing to learn new skills.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **Military Spouse:** most current military member's PCS orders, submit spousal request form and write SPOUSAL PREFERENCE on front page of the application – (*Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below*)
- **Veteran:** Page four (4) of the DD-214
- **Involuntary Separated Military Members and Dependents:** page four (4) of the DD-214 or copy of DD-1173 and write "IVS" on front page of the application. IVS preference is approved only if discharge/reentry code matches eligibility list.

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after the closing date listed above will not be considered. Applications and resumes will not be returned to the applicant.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, etc. All selections are contingent on obtaining satisfactory employment reference checks.

We are an E-verify participant. Please be informed that applicants will be required to submit a federal government background check. As a condition of employment, the selectee will be required to participate in direct deposit/electronic fund transfer as specified in the negotiated agreement.

Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

DON is an EEO 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 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, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case by case basis.