



\*\*\*\*\*EMPLOYMENT OPPORTUNITY\*\*\*\*\*

NAF CIVILIAN PERSONNEL OFFICE  
NAVAL AIR STATION KINGSVILLE

ANNOUNCEMENT#: MWR 12/2017

SALARY: \$9.27/ HR

POSITION: FRONT DESK ASSOCIATE; NF-0303-02; FLEX/0-29 HRS/WK

MQR: ALL SOURCES AND SPOUSE PREFERENCE ELIGIBLES

LOCATION: NAVY GATEWAY INNS & SUITES, NAS KINGSVILLE, TEXAS

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OPENING DATE: 19 JAN 17                      CLOSING DATE: CONTINUOUS  
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MAJOR DUTIES AND RESPONSIBILITIES: The purpose of this position is to perform front desk and/or reservation functions for the lodging program. Incumbent provides essential lodging and related services to military and civilian personnel. Receives requests and processes reservations within established guidelines. Ensures security of all guests is maintained at all times. Ensures 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. Performs other related duties as assigned. This position is subject to workdays on weekends and holidays.

**KNOWLEDGE, SKILLS, AND ABILITIES:** Preferred six 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 effectively both verbally and in writing in English. Ability to handle, control, and account for large amounts of cash..

**WORKING CONDITIONS:** Required to do considerable standing, long periods of utilizing a computer, resolving issues on the telephone, and periods of intense concentration in respect to charges and preparing room assignments. Work is performed in an office setting that is well lighted, heated, and air conditioned.

**HOW TO APPLY:** Submit applications/resume to: Attention: NAF MWR Personnel, [KNGV\\_MWRPERS@NAVY.MIL](mailto:KNGV_MWRPERS@NAVY.MIL) OR mail to: NAF Personnel, 601 Nimitz Avenue, Kingsville, Texas 78363. Website for applications and job announcements: [www.navymwrkingsville.com](http://www.navymwrkingsville.com)

**SPECIAL REQUIREMENTS:** This position may be designated ALPA personnel for inclement weather or in the interest of national security and may be required to report for 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.

The incumbent is required to obtain Navy Lodging Program (NLP) front desk certification within 6 months of employment, as well as, any other requirements outlined in the Lodging Career Path Guide.

**CONDITION OF EMPLOYMENT:** As a condition of employment, selectee(s) will be required to participate in the Direct Deposit/Electronic Funds Transfer within the first 30 days of employment.

We participate in E-Verify Employment Verification.

**THE DEPARTMENT OF THE NAVY IS AN EQUAL 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 MERIT FACTOR.**