

POSITION DESCRIPTION <i>(Please Read Instructions on the Back)</i>						1. Agency Position No. NAVFAC 3	
2. Reason for Submission <input type="checkbox"/> Reestablishment <input checked="" type="checkbox"/> New <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Active <input checked="" type="checkbox"/> Temp		4. Employing Office Location		5. Duty Station	
6. Explanation (Show any positions replaced) Standard Position Description		7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
		10. Position Status <input type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) SES (Gen) <input type="checkbox"/> SES (CR)		11. Position is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive	
		13. Competitive Level Code		14. Agency Use NAF POSITION			
15. Classified/Graded by		Official Title of Position		Pay Plan		Occupational Code	
a. U.S. Office of Personnel Management						Grade	
b. Department, Agency or Establishment						Initials	
c. Second Level Review		DESK CLERK		NF		0303	
d. First Level Review						02	
e. Recommended by Supervisor or Initiating Office						1/9/03	
16. Organizational Title of Position (if different from official title) DESK CLERK				17. Name of Employee (if vacant, specify)			
18. Department, Agency, or Establishment DEPARTMENT OF THE NAVY				a. Third Subdivision			
a. First Subdivision				d. Fourth Subdivision			
b. Second Subdivision				e. Fifth Subdivision			
19. Employee Review: This is an accurate description of the major duties and responsibilities of my position.				Signature of Employee (optional)			
20. Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationship, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the				knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.			
a. Typed Name and Title of Immediate Supervisor				b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)			
Signature				Signature			
Date				Date			
21. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.				22. Position Classification Standards Used in Classifying/Grading Position			
Typed Name and Title of Official Taking Action				ANNE-MARIE JONES			
Signature				Signature			
Date				Date			
23. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.				Information for Employees: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.			
Typed Name and Title of Official Taking Action				E. LANIER-BALLENGER, PRINCIPAL CLASSIFIER			
Signature				Signature			
Date				Date			
24. Remarks							
25. Description of Major Duties and Responsibilities (See Attached)							

PD NBR: NAVFAC 3

CLASSIFICATION: DESK CLERK NF-0303-02

INTRODUCTION

This position is located in the Visitors Quarters (VQ) operation at *NAME OF COMMAND*. The purpose of this position is to perform front desk clerk functions for the VQ.

MAJOR DUTIES

Receives requests and processes reservations. Ensures guest is authorized to use the facilities. Records and enters all reservations into the property management system if rooms are available. Provides certificate of non-availability (CNA) and/or alternative lodging in the area.

Uses property management system to check-in guests, assign rooms, checkout guests and record charges/payments.

Responsible for the accountability of all room keys and other keys required for daily operations and submits inventory report. Inventories movies available for checkout and submits report.

Receives and is accountable for the change fund. Prepares Daily Activity Records (DAR) and deposits cash receipts at the end of each shift.

Provide information on local places of interest, the installation and local area.

Answers phone, transferring call to appropriate individual and handles guest questions. Keeps the front desk area clean and neat in appearance.

Logs trouble calls and ensures appropriate department is notified. Moves guest to a different room if required.

Performs other related duties as assigned.

FACTOR 1. SKILL AND KNOWLEDGE REQUIRED

Requires one year of work experience that demonstrates knowledge of basic principles, concepts, standards, regulations and administration related to scheduling, coordination, operation and efficient utilization of government quarters.

Must be proficient with word processing and spreadsheet software. Must be able to type by touch with speed and accuracy.

Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests.

Knowledge and ability to control, account for and handle large amounts of cash.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent works under normal supervision. Incumbent is expected to perform daily work on own initiative and present completed work. The supervisor will provide suggestions for handling unusual transactions. Work is reviewed for completeness and accuracy.

FACTOR 3. GUIDELINES

The incumbent carries out assignments in accordance with DOD and Navy regulations, including but not limited to the DODINST 1015.12, OPNAVINST 11103.1 series and local policies. Judgment and knowledge in interpreting and applying these regulations and policies is necessary.

FACTOR 4. COMPLEXITY

The purpose of this work is to accomplish the functions of a front desk in reservations, check-in/check-out process, collect and account for funds and provide information.

FACTOR 5. SCOPE AND EFFECT

Incumbent is responsible for a variety of functions. Work involves multiple/changing priorities and confidential information. Incumbent must be able to handle unusual circumstances and provide solutions or alternatives.

FACTOR 6. PERSONAL CONTACTS

Contacts can include guests, their sponsors, other staff members and other installation staff.

FACTOR 7. PURPOSE OF CONTACTS

Contacts are made to coordinate and/or obtain information relating to the front desk operation.

FACTOR 8. PHYSICAL DEMANDS

Work is sedentary and primarily in an office environment.

FACTOR 9. WORK ENVIRONMENT

Work is primarily performed indoors in areas that normally have adequate heat, light and ventilation.

SPECIAL REQUIREMENTS

This position is subject to the possibility of workdays on weekends and holidays. Must possess a valid state driver license, as travel to other VQ facilities may be required within the normal scope of duties.

This position is subject to completion of a satisfactory background check and/or National Agency Check (NAC) in accordance with NAVFAC policy.

The incumbent is expected to work towards and obtain certification in front desk operations.