

POSITION DESCRIPTION (Please Read Instructions on the Back) PD-03070

2. Reason for Submission <input checked="" type="checkbox"/> Reestablishment <input type="checkbox"/> New <input type="checkbox"/> Other Explanation (Show any positions replaced) Standard Position Description	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location	5. Duty Station	1. Agency Position No. NAVFAC 16
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Interest		6. OPM Certification No.
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.J) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 2-Critical <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive		13. Competitive Level Code 14. Agency Use NAF POS

19. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review	RESERVATION CLERK	NF	0303	01	MB	4-17-03
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position (if different from official title)

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment DEPARTMENT OF THE NAVY	c. 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.

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, 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)
ANNE-MARIE JONES

Signature	Signature
Date	Date
	Anne-Marie Jones
	3/18/03

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

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	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
E. Lanier-Ballenger	4-17-03								

23. Position Review

a. Employee (optional)	Initials	Date	Initials	Date	Initials	Date	Initials	Date
b. Supervisor								
c. Classifier								

24. Remarks

25. Description of Major Duties and Responsibilities (See Attached)

PD NBR: NAVFAC 15

CLASSIFICATION: RESERVATION CLERK NF-0303-01

I. INTRODUCTION

This position is located in the Visitors Quarters (VQ) operation at *NAME OF COMMAND*. The function of the CBH is to provide lodging to personnel authorized to utilize Navy CBH facilities.

MAJOR DUTIES

The incumbent makes and confirms reservations, assigns rooms and/or issues a Certificate of Non-Availability (CNA).

Acts as the Point of Contact for all DVs/VIPs and groups (over 5 personnel). Checks all DV/VIP rooms prior to guest arrival.

Provides service to patrons utilizing VQ facilities. May oversee the function of conference rooms.

Provides information/maps for base and local area.

Performs duties as front desk clerk as the need arises.

Performs other related duties as assigned.

FACTOR 1. SKILLS 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.

Must demonstrate a knowledge of procedures and practices regarding berthing assignments, Space "A" policy, rates,

services provided, personnel and operating hours sufficient to provide front desk service.

Must have an ability to use judgment initiative, and discretion in solving problems or determine method of handling problems and situations.

FACTOR 2. SUPERVISORY CONTROLS

Works under general supervision, performing recurring duties in accordance with established procedures. Receives instructions on new or revised procedures or new assignments. The supervisor is available for advice and assistance on difficult problems encountered. Work is reviewed for adequacy of overall product, accuracy, and conformance with instructions and procedures. Overall work is evaluated in terms of performance standards established by the supervisor that are qualitative and quantitative in relation to the duties in the position description

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. Situations involving significant deviation from established guidelines or the absence of adequate guidelines are referred to the supervisor.

FACTOR 4. COMPLEXITY

The work requires related clerical tasks that precede or follow other duties 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.