



JOB TITLE	Housing Manager (Fisher House Assistant Manager)
AGENCY	Commander, Navy Installations Command
BRANCH	N924D, Fisher House
JOB ANNOUNCEMENT NUMBER	16/05/16055
SALARY RANGE	\$55,000.00 - \$65,000.00/Annually
OPENING DATE	05/06/2016
CLOSING DATE	05/13/2016
SERIES & GRADE	NF-1173-04
POSITION INFORMATION	Regular Full-Time
NUMBER OF VACANCIES	1
DUTY LOCATION(S)	San Diego, CA
WHO MAY APPLY	All Sources

JOB SUMMARY

Commander, Navy Installations Command (CNIC) offers innovative, exciting and meaningful work linking military and civilian talents to achieve our mission and safeguard our freedoms. CNIC provides competitive salaries, comprehensive benefits, and extensive professional development and training. The mission of the Fleet and Family Readiness (FFR) Programs is to maximize the physical, emotional and social development of the fleet, fighter and family. FFR enables a ready Navy force through its Fleet Readiness, Family Readiness, and Housing Programs. We provide direct and support services to all non-appropriated fund (NAF) employees who work for Morale, Welfare and Recreation (MWR), Navy Gateway Inns & Suites (NGIS), and Navy Getaways throughout the FFR Program worldwide.

The purpose of the Fisher House is to provide temporary, convenient and affordable lodging for families of patients. This position is located at Fisher House San Diego, and provides support to the Fisher House Manager, and assists as the Fisher House Manager in his/her absence.

DUTIES AND RESPONSIBILITIES

Provides direct, onsite management and administration of the Fisher House facilities.

Assists and participates in the development, establishment and implementation of operational policies such as eligibility, referrals, admission, length of stay, expenditure, scheduling of guestrooms, check-ins, checkouts, and orientation of guests upon arrival to the Fisher house.

The incumbent will interact daily with guests in order to support their well-being. Incumbent assists guests regarding NSA & Medical Center services.

Assists Fisher House Manager with general contracting and accounts payable and timekeeping of staff. Assists and participates in the development, execution, review and analysis of Fisher House budget.

Follows established procedures in the receiving of gifts and donations. Ensures compliance with naval regulations for donations of both cash and in-kind gifts. Coordinates with volunteers and groups hosting special events and donations from local clubs and military groups.

Conducts guest satisfaction surveys and works to improve service.

Monitors the assignment of guests to available guest rooms. Conducts joint tenant-management inspection of quarters.

May be called upon at short notice to provide informational briefs and tours on site with military and civilian leadership.

Attends various base and foundation meetings in the absence of the Fisher House Manager. may assist with and or conduct briefings regarding the status of current proposed program.

Assists in the development and updates informational bulletins, brochures, referral forms, and resident packets. Assists with production and maintenance of correspondence relating to the Fisher House.

Under the Fisher House Manager's direction, implements new procedures, regulations and guidelines concerning operations. Ensures facility is in compliance with all rules and regulations.

Directly supervises housekeeping staff, volunteers, Front Desk Supervisor, Housekeeping Supervisor, and maintenance associate. Responsible for employee training and reviews.

Performs inspections of vacant rooms and common areas daily checking for cleanliness and maintenance problems. Ensures that all guest rooms are ready for occupancy at all times. May be required in emergencies to perform all housekeeping duties to ensure rooms are ready for occupancy.

QUALIFICATIONS REQUIRED

Resumes must include information which demonstrates experience and knowledge, skills, and ability (KSAs) as they relate to this position. Applicants are encouraged to be clear and specific when describing their experience level and KSAs.

Must have a valid driver's license issued in the United States.

Must be able to work a variable work schedule including weekends and nights, as needed.

Must have experience in hospitality operations; financial management; recruitment, supervision, training, and scheduling of staff; recruitment of volunteers (to include individuals performing assistance in housekeeping, administration, and event support); guest relations; and marketing (to include public speaking engagements, educational briefings, training for caseworkers, and developing program flyers). Knowledge of basic principles and techniques pertaining to management, planning, scheduling, and coordinating.

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Skill and tact in dealing with emotional situations. Ability to foster a supportive, helpful, and caring environment. Knowledge of group dynamics, grief process and crisis management are important.

Knowledge of Navy and civilian resources for support of families in medical crisis.

TRAVEL REQUIRED

Less than 10%

RELOCATION

Authorized.

OTHER INFORMATION

Some positions have special requirements. Selectee may be required to complete a one (1) year probationary period. Participation in Direct Deposit/Electronic Fund Transfer within the first 30 days of employment is required. We utilize E-Verify to confirm selectee's eligibility to work in the United States. Salary is dependent on experience and/or education.

This announcement may be used to fill additional vacancies within 60 days of issuance of selection certificate. For positions requiring travel more than twice per year, selectee may be required to obtain and maintain in good standing a Government-issued Travel Card for official government travel purposes.

DON is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, national origin, religion, sex, age, mental or physical disability, genetic information, reprisal, marital status, political affiliation, sexual orientation, or any other non-merit factor. The DON provides reasonable accommodations to applicants with disabilities. Applicants with disabilities who believe they may require reasonable accommodation(s) should email their request to MILL_MWR_Recruitment@navy.mil to ensure proper consideration is given.

HOW YOU WILL BE EVALUATED

All resumes will be reviewed to determine if they meet the hiring eligibility and qualification requirements listed in this announcement, and will be rated based on the information provided in the resume to determine the level of knowledge, skills and abilities (KSAs) related to the job requirements. Using the qualifications of the position, a predetermined rating criterion of KSAs will be used for each resume. Best qualified applicants will be referred to the hiring manager. The selecting official may choose to conduct interviews.

BENEFITS

Comprehensive benefits package available (medical, dental, life insurance, spouse & dependent life

insurance, long-term disability, retirement, and 401(k) savings plan, annual and sick leave, tuition reimbursement, etc.).

You can review our benefits at: <http://www.navymwr.org/resources/hr>

HOW TO APPLY

Interested applicants may apply online at www.USAJOBS.gov. We no longer accept emailed applications. The direct link to this position is:

<https://www.usajobs.gov/GetJob/ViewDetails/438306900>

REQUIRED DOCUMENTS

- Resume
- If claiming Veteran's Preference, a legible copy of DD-214 (page 4).

AGENCY CONTACT INFO

Commander, Navy Installations Command

CNIC HQ NAF Human Resources N941

5720 Integrity Drive

Millington, TN 38055-6530

Phone: (855) 271-4616

Email: MILL_MWR_Recruitment@Navy.mil

WHAT TO EXPECT NEXT

All applicants will be notified regarding their status by email. Applicants will either be contacted for an interview or sent an email of non-selection 3-6 weeks after the announcement closing date. Please notify us if your contact information changes after the closing date of the announcement. Also, note that if you provide an inaccurate email address or if your mailbox is full or blocked (e.g., spam-blocker), you may not receive important communication that could affect your consideration for this position.