

HOUSING MANAGER

Complex Manager
NF-1173-04

INTRODUCTION

This position is located in the Visitors Quarters (VQ) operation at *Name of Command*. The purpose of this position is to provide onsite facility coordination and administration in addition to providing quality lodging and timely service for all guests.

MAJOR DUTIES AND RESPONSIBILITIES

The primary function of this position is to supervise personnel (10 or more Building Managers (NF-1173-03)).

Performs a full range of second level supervision to include training, planning, work direction and administration for the facilities management staff. Ensure assignments are carried out in accordance with established policies and procedures through inspection of VQ facilities.

Ensures all staff members receive training on safety, fire prevention, MSDS and environmental/industrial hygiene and that all staff members are provided personal protective equipment (PPE).

Investigates and prepares reports for staff mishaps/accidents. Forwards completed package to the immediate supervisor in a timely manner.

Evaluates performance, recommends awards and/or corrective/disciplinary actions. Interviews and recommend applicants for selection or promotion.

Responsible for organizing, coordinating and evaluating a comprehensive maintenance program.

Responsible for estimating cost, equipment and materials needed for upcoming projects. Evaluate project requests, take corrective action and submit recommendations as required. Prepares purchase request ensuring non-appropriated and appropriated procurement procedures are followed. Receive items and conduct proper inspection and acceptance procedures.

Develops standard operating procedures for all facility management functions and ensures that they are followed. Assists in the preparation, justification, execution and monitoring of the annual non-appropriated and appropriated fund budgets.

Demonstrates proper work methods, inspects work in progress and completion of rooms to ensure that all instructions, procedures and deadlines have been met. Reports the status of work in progress and any causes for delay to management. Evaluates and takes corrective action as required.

Acts as liaison with guests, contractors, vendors and PWC, ROICC and other agencies as needed.

Handles guest and/or staff suggestions and complaints, resolving problems in a tactful and diplomatic manner, referring difficult and/or unusual situations to the supervisor.

Performs other related duties as assigned.

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION

Completion of a formal course in hotel industry facilities maintenance procedures or have six years experience in the same or closely related field. Must possess the ability to supervise and to instruct. 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. A certificate or license in at least one of the major trades (electrical, plumbing, carpentry, etc.) is strongly preferred.

Expert knowledge of housekeeping and facility policies and standards; use and care of cleaning solutions; as well as, safety, environmental and fire prevention regulations and practices.

Operating knowledge of construction, maintenance, repair and improvement practices and methods involved in determining acceptable work performance.

Proven performance of cost effective management pertaining to renovation/repair projects, preferably including military operations.

Basic understanding of computers and computer software programs including Microsoft Office, Word and Excel.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent reports directly to the Manager who provides general assignments and objectives. The incumbent plans and carries out the assigned programs and handles problems and issues in accordance with instructions and official policies. The incumbent is expected to manage day-to-day operations of assigned programs independently and ensure quality control of all projects. Work is reviewed for achievement of overall objectives and goals.

FACTOR 3. GUIDELINES

Guidelines include but are not limited to DOD, SECNAV, OPNAV, NAVFAC, BUPERS, NAVOSH, OSH, installations and local codes, policies procedures and SOPs. Guidelines are often clear but may be outdated or conflicting. The incumbent must be able to apply personal judgment and experience to consider several sources and select the appropriate guidance to apply to a specific situation. Situations in which existing guidelines cannot be applied or when significant proposed deviations exist are referred to others.

FACTOR 4. COMPLEXITY

The Complex Manager is responsible for the management, administration and technical direction of the VQ maintenance/renovation program, involving a variety of types of work, priorities and processes. The incumbent must rely on management experience and sound knowledge of good business practices.

FACTOR 5. SCOPE AND EFFECT

The Complex Manager contributes to the readiness and retention within the Navy by providing and improving facilities and enhancing patron enjoyment and safety within VQ facilities. Efficient and well-maintained facilities generate revenue to improve and expand services offered.

FACTOR 6. PERSONAL CONTACTS

Contacts are with civilian and military personnel in the VQ, co-workers, PWC, ROICC and contract personnel. Occasional contact includes local command representatives, audit/inspection teams, managers of other lodging facilities and vendors.

FACTOR 7. PURPOSE OF CONTACTS

The purpose of these contacts is to plan and effect repair and renovation projects, influence cooperative attitudes and compliance with policies and directives, to resolve conflicts, exchange information and to present program goals, objectives or propose alternative approaches to resolve problems.

FACTOR 8. PHYSICAL DEMANDS

Administrative work is primarily sedentary. Program work involves lifting up to 50 lbs unassisted, higher weights with assistance, outside work and those associated with job sites.

FACTOR 9. WORK ENVIRONMENT

The work involves normal risks or discomforts associated with an office environment that is adequately lighted, heated and ventilated. Work is performed both indoors and outdoors. Occasional exposure to

dusty or dirty conditions exist when visiting rooms or facilities undergoing repair, maintenance or renovation.

SPECIAL REQUIREMENTS

Must possess a valid state driver's 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 CNI policy.

Must actively participate in the Performance Plus and Customer Service training programs. This includes successful completion of the basic exams within the first 90 days of employment and certification within 1 year, if eligibility requirements are met. The incumbent is expected to work towards and obtain certification in maintenance/facility operations.

ASSISTANT
HOUSING
MANAGER

FD NBR: NAVFAC 14

CLASSIFICATION: HOUSING MANAGEMENT ASSISTANT NF-1173-03
ORG TITLE: TRANSIENT SITE MANAGER

INTRODUCTION

This position is located in the Visitors Quarters (VQ) operation at *NAME OF COMMAND*. The purpose of this position is to serve as Site Manager of the CBH complex

MAJOR DUTIES AND RESPONSIBILITIES

Supervisory

Serve as the Site Manager in managing daily operations of NAF funds and NAF staff. Develop guides, procedures, and instructions within the framework of DOD and Navy policy.

Oversee management functions related to facility engineering, maintenance and repair of housing units, and related equipment, cost reporting, and other major activities of the NAF funds.

Specific supervision responsibilities include but are not limited to: approving leave, planning work to be accomplished by subordinates with selective consideration of difficulty and evaluating performance of subordinates; promotes loyalty, morale and job interest, and handles complaints and grievances; monitoring workload, analyzing methods and results, and implementing changes when necessary; giving advice, council or instructions to individuals on both work and administrative matters; interviewing candidates and making selections for appointments, promotion or reassignment; hearing and resolving complaints; reviewing, and effecting disciplinary actions such as warnings, reprimands, suspensions and recommending action for more serious cases such as removals; identifying development and training needs, consulting with specialists on those needs and deciding on training problems.

Ensures that subordinates are fully aware of and comply with appropriate safety and environmental laws, regulations and directions.

Performs internal management control vulnerability studies and reviews, and develops controls to prevent losses and to promote management integrity; complies with policy for acquisition, contracting and standards of conduct

DIRECTLY SUPERVISES:

(LIST PAY PLAN, SERIES AND GRADE OF EMPLOYEES SUPERVISED)

Perform and direct periodic or scheduled surveys, audits, reviews and inspections to determine housing conditions and requirements.

Manage resources used in support of the CBH including NAF personnel, facilities and materials. Estimate expenditures, initiate and audit execution of non-appropriated fund (NAF) budgets.

Reviews APF expenditures for operations and maintenance functions, estimates costs, and develops recommendations for resources to accomplish.

Establish liaison with divisions, departments, directorates and other offices that provide goods or services to the CBH.

Includes Public Works, Navy Exchanges, Supply, Personnel Support Detachments, Morale, Welfare and Recreation, Safety, and Security. Review requirements and initiate input for contracts affecting the NAF, including verifying and documenting all contract requirements.

Establish, manage, and control a proactive resident relations and communications program that includes the Quality of Life and any other resident relations and service organizations.

Establish and manage the training program for all NAF staff members.

Submit long-range housing improvement plans within the framework of established DOD and Navy objectives, policies and standards in conjunction with other installation specialists

Develop operational cost reduction procedures and techniques.

Monitor cost reduction and self-help maintenance efforts.

Analyze, evaluate and implement station and higher authority instructions and notices. Prepare reports for higher authority.

Assess trends and problems that span the operation, recommend necessary changes and evaluate results.

Initiate and verify work requests for maintenance beyond the scope of CBH personnel.

As fund custodian, responsible for the receipt, safekeeping, deposits, disbursement and accountability of all funds.

FACTOR 1. KNOWLEDGE REQUIRED BY POSITION

A combination of experience and education is required. Completion of a formal course in hotel industry management or have four years experience in the same or closely related field. 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 possess knowledge of Navy VQ policies and standards including safety, environmental and fire prevention regulations and practices. Must have knowledge of Navy management procedures and front desk, housekeeping and maintenance principles and practices.

Must understand the daily operation of a hotel and have a working knowledge of the property management system.

Must have the ability to work independently and supervise NAF personnel.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent is responsible for implementing management functions and policies for the VQ operation. The Site Manager carries out the overall objectives with the available resources. The manager provides assistance and support in extremely unusual or controversial situations. Performance is reviewed for compliance with regulations and budget guidelines.

FACTOR 3. GUIDELINES

Work with a variety of DOD, SECNAV, OPNAV, NAVCOMPT, BUPERS, and activity policies, regulations, manuals, and guides related to VQ operations. Use judgment and initiative in the selection, interpretations and application of guides, making compromises and adaptations, when necessary, within the framework of established VQ objectives. These regulations are subject to change, thus the incumbent must keep up to date on these matters.

FACTOR 4. COMPLEXITY

Customer service is of foremost importance in this position. The incumbent will ensure a balanced budget is maintained and will determine CBH improvements within its

limits by formulating short and long-range budget plans for replacement of furnishings, landscaping, and maintenance of facilities.

The incumbent must maintain accountability of all furnishings and plant property inventory through the use of a bar-coding system. He/she must follow all regulations governing the custody of minor property and the proper procedures for survey and disposal of outdated equipment beyond economical repair. management functions related to the management, operation, and maintenance of VQ housing. Priorities must be established to meet commitments and ensure occupant satisfaction. Incumbent must exercise mature and impartial judgment in counseling occupants, resolving problems, etc.

FACTOR 5. SCOPE AND EFFECT

The purpose of the work is to provide direct onsite management and administration of facilities and complexes. The work directly contributes to the military members, retirees and family member's quality of life, and contributes to job satisfaction and retention of valuable members.

FACTOR 6. PERSONAL CONTACTS

Personal contacts include all department heads, tenant commands' executive officers/commanding officers, especially those tenant commands personnel reside in the VQ and supervisors of residents who are experiencing a difficulty which could not be resolved at a lower level. Also has regular contact with contractors, vendors of equipment and services and representatives of private industry.

FACTOR 7. PURPOSE OF CONTACTS

Contact with high level staff managers is for gaining acceptance of analysis and recommendations that may be controversial and which pertain to program executions, financial performance, and managerial effectiveness of operation. Additional contact is made to research staff positions or to present staff briefing papers on various issues which impact VQ operations.

Contacts with representatives of subordinate commands and other Navy officials are transacted to represent and disseminate command position and policies regarding BH matters and to develop solutions to complex problems. Contacts may be skeptical or uncooperative and require skill in approach and methods to obtain the desired effects.

FACTOR 8. PHYSICAL DEMANDS

Work requires significant physical exertion when touring the various facilities and buildings. The purpose of daily visits is to conduct inspections of housing facilities, buildings, and grounds. Work involves long periods of walking, standing, stair climbing, bending, reaching and similar activities.

FACTOR 9. WORK ENVIRONMENT

The work involves normal risks or discomforts associated with an office environment. Most preliminary administrative work is done on a computer, thereby exposing the incumbent to continued video display terminal output. The incumbent is frequently exposed to high heat and humidity, and less frequently cold temperatures when visiting various facilities and buildings. The office work area is usually adequately lighted, heated and ventilated.

SPECIAL REQUIREMENTS

Must possess and maintain a current driver's 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.

Must actively participate in the Performance Plus Training Program. This includes successful completion of basic exams within the first 90 days of employment and certification within 1 year if eligibility requirements are met.

LEAD
ACCOMMODATIONS
HOST

LEAD ACCOMMODATIONS HOST
NF-1101-02

I. INTRODUCTION

This position is located in the Accommodations Branch of the Navy Recreation Center, Solomon's, MD. The purpose of the position is to function as a Lead Accommodations Host during all hours of operation, ensuring the operation of campsites, lodging accommodations, property storage areas and other recreational facilities within the park.

II. MAJOR DUTIES

Responsible for managing, leading, and directing the lodging operation during specified hours in accordance with applicable regulations and the policies and procedures established by the Recreation Accommodations Manager, and NRC Manager. Ensures efficient operation of the park. Maintains manual and automated reservations systems for NRC facilities. Responds to and processes request for future occupancy. Answers questions pertaining to reservations. Assigns and escorts guest to their spaces and explain facilities available.

Responsible for issuing, receiving and controlling cash receipts and change funds under incumbent's custody. May verify cash count of receipts and change funds turned in by individual cashiers, determining cash shortages or overages by comparing total of cash receipts turned in against cash register readings.

Verifies eligibility of guests/patrons, ensuring only authorized patrons utilize Navy Recreation Center facilities. Ensures users of the park are informed of and abide by applicable rules and regulations. Circulates among patrons to maintain order, warns patrons of disorderly behavior, and tactfully removes disruptive patrons from the premises.

Inspects campgrounds, MWR rental lodging units, office, and laundry and restroom facilities, taking required action to correct discrepancies.

Keeps records and prepares reports pertaining to the operation. Prepares and submits daily report of night/weekend operations to include both minor and serious incidents: Personnel/staffing problems related to work situations, equipment breakdown, and repairs, and other information that concerns NRC operations and management. Ensures completion of incident reports in timely manner.

Performs night audit functions including, but not limited to: preparing folder for next day's reservations, check in paid reservations and checking out any reservations that are due out or are unpaid, process and verify confirmation notices. Provide a list of guests on board to security. Maintains an accurate log of maintenance requirements.

Serves as a leader in assuring work assignments of personnel are performed. Ensures necessary supplies are available. Resolves minor problems and complaints of employees. Make recommendations to the appropriate manager regarding the performance of personnel on the shift. Trains night shift employees. Checks work schedules, documenting deviations from established schedules. Arranges for emergency use of on-call personnel as required.

Ensure that all office closure procedures are followed completely and accurately. Completes fire safety checks, secures all doors and windows, and checks all locks to be secured at the facility.

Provides clerical support for NRC operations. Assists in the maintenance and procurement of supplies and equipment. Assists in the inventory of supplies, equipment and resale merchandise.

Assists in the operation of recreation programs and special events.

Performs other duties as assigned.

III. FACTOR STATEMENT

FACTOR 1: KNOWLEDGE

Incumbent should be a high school graduate possessing a basic knowledge of the principles and techniques of camping and lodging operations. Basic mathematical, cashiering, and computer skills are required. Incumbent be able to use cash registers, computers, and office equipment; understand and utilize established guidelines; and interact well with customers and co-workers. A valid state driver's license is required.

FACTOR 2: SUPERVISORY CONTROLS

The incumbent is responsible to the Recreation Accommodations Manager. The incumbent is assigned duties and responsibilities orally and in writing. Once assignments have been learned, employees may work independently, referring to supervisor for guidelines when existing guidelines cannot be applied. Work is reviewed in terms of how efficiently, accurately and dependably duties are performed.

FACTOR 3: GUIDELINES

Basic operating procedures, rules and regulations exist for typical operations. The incumbent applies and follows manuals and instructions pertinent to NRC and recreation accommodations. Actions and activities, which deviate from established procedures, require the supervisor's review and approval. The incumbent is expected to show an increasing ability to apply the existing guidelines to his/her work with less frequent referral of questions concerning guidelines to the supervisor as time goes by.

FACTOR 4: COMPLEXITY

The work involved is typical and conventional with steps, processes and methods that are recurring and related. Information is easily obtainable from the supervisor. Some operations are seasonal in nature.

FACTOR 5: SCOPE AND EFFECT

The work involves the execution of a basic camping and lodging program, which is well covered by specific plans, policies, and standard operating procedures. The services of the program contribute to the effectiveness of the Navy Recreation Center's overall recreation program.

FACTOR 6: PERSONAL CONTACTS

Personal contacts are with participants, volunteers, paid staff, and the general public. These contacts are in person, by mail and telephone.

FACTOR 7: PURPOSE OF CONTACTS

The purpose is to deliver guest services to patrons, motivate participants, and influence co-workers and volunteers to contribute to the success of NRC programs and activities.

FACTOR 8: PHYSICAL DEMANDS

Work is performed indoors and outdoors subject to varied weather conditions. Physical exertion is involved in standing; walking for long periods; and carrying, moving, and handling supplies and equipment. Must be physically able to operate a motor vehicle for the purpose of inspecting facilities and transporting staff and/or equipment between facilities.

FACTOR 9: WORK ENVIRONMENT

The work involves everyday risks and discomforts, which require normal safety precautions typical of the various activities involved. Duties are performed both indoors and outdoors and outdoor work in inclement weather may be required. Hours of operation will vary as required by the needs of the program to include split days off and fluctuating tours of duty that include evenings, weekends, and holidays.

LODGING HOST

LODGE HOST
NF-1173-02

I. INTRODUCTION

This position is located in the Guest Services Branch of the Navy Recreation Center, Solomons, MD. The purpose of the position is to ensure the efficient operation of campsites, recreational lodging accommodations and property storage areas within the park.

II. MAJOR DUTIES

1. Ensures efficient operation of the park. Maintains manual and automated reservations systems for NRC facilities. Responds to and processes request for future occupancy. Answers questions pertaining to reservations and accommodations. Assigns and escorts guest to their spaces and explain facilities available.
2. Verifies eligibility of guests/patrons. Ensures all users of the park are informed of and abide by applicable rules and regulations.
3. Maintains and safeguards change fund and daily cash receipts.
4. Inspects campgrounds, MWR rental lodging units, office, laundry and restroom facilities, and property storage areas for cleanliness and to prevent abuse of equipment and vandalism, taking required action to correct discrepancies.
5. Keeps records and prepares reports pertaining to the operation. Performs night audit functions. Provides clerical support for NRC operations. Assists in the maintenance and procurement of supplies and equipment. Assists in the inventory of supplies, equipment and resale merchandise.
6. Assists in the operation of recreation programs and special events.
7. Performs other duties as assigned.

III. KNOWLEDGE/QUALIFICATIONS REQUIRED FOR THE POSITION

Incumbent should be a high school graduate possessing a basic knowledge of the basic principles and techniques of camping and lodging operations. Basic mathematical, cashiering and computer skills are required. Incumbent must be able to use cash registers, computers, and office equipment; understand and utilize established guidelines; and interact well with customers. A valid state driver's license is required.

and equipment. Must be physically able to operate a motor vehicle for the purpose of inspecting facilities and transporting patrons, staff and/or equipment between facilities.

XI. WORK ENVIRONMENT

The work involves everyday risk and discomforts, which require normal safety precautions typical of the various activities involved. Duties are performed both indoors and outdoors and outdoor work in inclement weather may be required. Hours of work will vary as required by the needs of the program to include split days off and fluctuating tours of duty that include evenings, weekends, and holidays.

DESK CLERK

NONAPPROPRIATED FUND POSITION DESCRIPTION JOB TITLE: Desk Clerk **POSITION NUMBER** 01-0061 **JOB SERIES:** 1173 **PAY LEVEL:** NF-1 **Summary of Duties:**

Accepts reservations, registers guests, assigns rooms, issues keys, calculates and posts all charges to guests' account, presents statement, collects payments, maintains records, manually and/or on a Personal Computer.

May be responsible for change fund. May answer telephone or operate telephone system. Relays messages to guests. Receives, sorts, and distributes mail. Advises manager of any maintenance or guest problems. Calls emergency maintenance if warranted.

May sell retail merchandise. May rent video equipment and tapes. May answer questions about location of activities and tourist attractions in the immediate area.

Performs other related duties as assigned.

Minimum Qualifications:

Six months related experience preferred. Ability to operate a computer to accomplish related desk work. Knowledge of basic cash handling techniques.

**CUSTODIAL
WORKER
SUPERVISOR**

CUSTODIAL WORKER SUPERVISOR
NS-3566-02

INTRODUCTION:

This position is located in the Maintenance Division at the Navy Recreation Center, Naval Support Activity Washington. The purpose of this position is to supervise the custodial staff and to assist management in providing adequate and timely custodial services.

MAJOR DUTIES:

Performs a full range of supervision to include planning, work direction and administration for three or more custodial workers (NA-2566-02). The subordinate workforce usually contains work leaders.

Conducts daily inspections of units. Responsible for the overall cleanliness of lodging units, noting any deficiencies and promptly advising supervisor of technical problem areas such as unsatisfactory conditions of units, furniture, maintenance required, missing items from units, etc. Prepares requests to correct material discrepancies noted.

Conducts training on proper work methods and safety procedures. Fully implements all safety, fire prevention, MSDS and environmental/industrial hygiene requirements.

Responsible for the preparation of the daily housekeeping report, ensuring the lodging office is advised of the units that are clean and ready for occupancy. Schedules custodial workers to ensure all program commitments are met, but not exceeded, by using the current property management system.

Determines and places order for cleaning supplies, materials or equipment that will be needed by the custodial staff and ensures items are available when required. Ensures equipment is properly maintained, stored and accounted for. Issues supplies to the custodial staff and performs a monthly/quarterly inventory, as required. The incumbent is responsible for the security of all items in the storeroom and/or assigned areas.

Investigates and prepares reports for staff mishaps/accidents and forwards completed packages to the immediate supervisor in a timely manner.

Evaluates performance, recommends awards and/or corrective/disciplinary actions. Ensures all leave requests are in writing and approved/disapproved in a timely manner. Interview and recommend applicants for selection or promotion.

Handles guest and/or staff suggestions and complaints, resolving problems in a tactful and diplomatic manner, referring difficult and/or unusual situations to management.

Performs other related duties as assigned.

SKILLS AND KNOWLEDGE:

Two years experience as a custodial leader or a similar position in the hotel industry is highly desirable. Must possess the ability to supervise. Must possess the ability to instruct and to perform the work with normal supervision. 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 possess knowledge of housekeeping and facility policies and standards; use and care of cleaning solutions; and safety, environmental and fire prevention regulations and practices.

Must have the ability to work independently and supervise the custodial leaders and staff.

RESPONSIBILITY:

The incumbent performs duties under the direct supervision of the Maintenance Supervisor who assigns work, approves leave and evaluates performance of the incumbent. Work is evaluated in terms of quality, efficiency and adherence to established standards and procedures. Work is performed independently and is generally repetitive in nature. Guidance and assistance is available for unusual problems or unprecedented situations.

PHYSICAL EFFORT:

The supervisor is required to do considerable standing, bending, walking, pushing, pulling and climbing. Must have ability to perform moderately strenuous physical labor as unassisted lifting, moving and carrying of supplies and equipment weighting up to 45 pounds. May be required to climb/descend stairs and properly placed stepladders. Must be capable of performing cleaning duties on an "as needed" basis to cover for staff shortages or other unanticipated occurrences.

WORKING CONDITIONS:

Work is primarily performed indoors in areas that normally have adequate heat, light and ventilation. Some facilities will require exposure to outdoors resulting in exposure to weather conditions. The incumbent is exposed to dirt, disagreeable odors and skin/eye irritants from strong cleaning solutions used in stripping floors and household cleaners. Personal Protective Equipment (PPE) is provided, used and if issued, worn appropriately.

SPECIAL REQUIREMENTS:

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

CUSTODIAL WORKER LEAD

CUSTODIAL WORK LEADER
NL-3566-02

INTRODUCTION:

This position is located in the Maintenance Division, Navy Recreation Center, Naval Support Activity Washington. The purpose of this position is to assist the Custodial Supervisor in providing adequate and timely services to guests.

MAJOR DUTIES:

Serves as leader to three or more custodial workers, NA-3566-02.

Relays instruction received from the supervisor and ensures work is carried out in compliance with housekeeping and facility standard procedures.

Utilizes the housekeeping report to determine work assignments for custodial workers and ensures daily reports are properly filled out by each custodial worker and forwards reports to the custodial supervisor.

Inspects assigned areas on a continual basis. Consistently monitors these areas for problems, unreported vacancies/occupancies, unusual activity, illegal substances in units, inappropriate cooking items and anything else in violation of local policy. Reports all improper activity to supervisor immediately.

Demonstrates proper work methods, inspects work in progress and completion to ensure that all instructions, procedures and deadlines have been met. Reports the status of work in progress and any causes for delay to the supervisor.

Determines what cleaning supplies, amenities, materials or equipment that will be needed by the staff and ensures items are available when required. Ensures equipment is properly maintained, stored and accounted for.

Assist in the implementation and training of all safety, fire prevention, MSDS and environmental/industrial hygiene requirements. Ensures custodial workers are furnished with appropriate personal protective equipment (PPE) and are instructed on proper use.

Investigates and prepares reports for staff mishaps/accidents. Forwards completed package to the immediate supervisor in a timely manner.

Responsible for noting any deficiencies and promptly reporting them to the supervisor for corrective action. Informs supervisor immediately of any missing, malfunctioning or damaged items in rooms. In vacant units, properly bag and tag all valuable "lost and found" items with unit number and date and provide bag to the supervisor.

Assists with the regular housekeeping duties including but not limited to dusting, emptying wastebaskets, cleaning/sanitizing bathrooms/kitchens, vacuuming, sweeping, and cleaning windows/walls. Performs deep cleaning on an as required basis.

Handles guest and/or staff suggestions and complaints, resolving problems in a tactful and diplomatic manner, referring difficult and/or unusual situations to the supervisor.

Performs other related duties as assigned.

SKILLS AND KNOWLEDGE

Two years housekeeping experience is strongly preferred. Must possess the ability to instruct and to perform the work with normal supervision. 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 possess knowledge of housekeeping and facility policies and standards; use and care of cleaning solution; and safety, environmental and fire prevention regulations and practices.

Must have the ability to work independently and lead a small staff or housekeepers.

RESPONSIBILITY

The incumbent performs duties under the direct supervision of the Custodial Supervisor who assigns work, approves leave and evaluates performance of the incumbent. Work is evaluated in terms of quality, efficiency and adherence to established standards and procedures. Work is performed independently and is generally repetitive in nature. Guidance and assistance is available for unusual problems or unprecedented situations.

PHYSICAL EFFORT

The Leader is required to do considerable standing, bending, walking, pushing, pulling and climbing. Must have ability to perform moderately strenuous physical labor as unassisted lifting, moving and carrying of supplies and equipment weighting up to 45 pounds is required. May be required to climb/descend stairs and properly placed stepladders.

WORKING CONDITIONS

Work is primarily performed indoors in areas that normally have adequate heat, light and ventilation. Some facilities will require exposure to outdoors, as access to rooms is from the outside, resulting in exposure to weather conditions. The incumbent is exposed to dirt, disagreeable odors and skin/eye irritants from strong cleaning solutions used in stripping floors and household cleaners. Personal Protective Equipment (PPE) is provided, used and if issued, worn appropriately.

SPECIAL REQUIREMENTS

This position is subject to the possibility of workdays on weekends and holidays. In order to verify fitness for duty, a complete physical examination at a military medical facility may be required. Must possess and maintain a valid state driver license; as travel to other facilities may be required within the scope of duties.

**CUSTODIAL
WORKER
HOUSEKEEPING**

CUSTODIAL WORKER
NA-3566-02

1. INTRODUCTION:

This position is located in the Maintenance Branch of the Navy Recreation Center Division of the Morale, Welfare and Recreation Department, Naval Support Activity Washington.

2. MAJOR DUTIES AND RESPONSIBILITIES:

The incumbent performs one or more of the following duties: scrubs, strips, waxes and polishes floors using heavy (industrial-type) powered scrubbers and buffers. Vacuums rugs, using heavy (industrial-type) vacuum cleaner. Adjusts, cleans, and oils these machines, and changes brushes, rollers, buffers, and other attachments on them. Washes and replaces Venetian blinds, changes light bulbs and washes ceiling fixtures and room partitions, using ladders and scaffolds. Moves heavy furniture, supplies and equipment. Makes beds, changes linens and collects soiled linen. Keeps rest-rooms in clean, orderly, and sanitary condition. Dusts ledges and woodwork. Cleans, disinfects and deodorizes lavatories, urinals, and toilet bowls. Cleans mirrors, sinks, and water fountains. Replaces deodorizers, toilet tissue, hand towels, and soap. Maintains a stock of cleaning materials and equipment. Notifies supervisor when more are needed.

3. CONTROLS OVER POSITION

The incumbent is responsible to the Maintenance Manager via the Custodial Supervisor, under the direct supervision of the Lead Custodial Worker. The incumbent works with specific oral and written instructions. Usually not called upon to use judgment for other than simple choices.

4. QUALIFICATIONS:

Knowledge and skill sufficient to read signs, follow simple oral and written instruction. Ability to work safely while moving objects. Ability to use powered equipment and perform minor maintenance on this equipment. Ability to learn Material Safety Data Sheets. Must have current, valid driver's license.

5. WORKING CONDITIONS:

Work is typically performed indoors, in areas that normally have adequate heat, light and ventilation. Exposed to dirt and disagreeable odors. Exposed to minor injuries. May be required to work evening, weekends and holidays.

**SUPERVISOR
RECREATION
SPECIALIST**

**SUPERVISORY RECREATION SPECIALIST
(OUTDOOR RECREATION)
GS-0128-09**

INTRODUCTION

This position is located within the Navy Recreation Center (NRC), Solomons, Division of the Morale, Welfare, and Recreation Department, of Naval District Washington. Incumbent is responsible for planning, developing, organizing, implementing and evaluating base-wide community recreation programs for adults and youth. Population is comprised of short term and long term vacation guests. Lodging operations include cabins, an apartment building, tent camping, and recreational vehicle camping.

Outdoor recreation activities encompass a comprehensive program of outdoor recreation lifetime skills that promote a happy, healthy lifestyle and positive use of leisure time. Activities also meet the identified needs and interests of the community. It provides a support system for the Navy Community that is structured to deal with frequent mobility and other concerns.

Program planning must take into consideration diverse ethnic, social, cultural and economic backgrounds of participants; a mobile population within the military community; the impact of drugs, alcohol, racial prejudices; sexuality and other factors that influence the community.

The Outdoor Recreation Director is a key person within the Navy Recreation Center Command; serves on several committees and is under the direct supervision of the Director, Navy Recreation Center.

MAJOR DUTIES

Develops and implements a comprehensive outdoor recreation program which includes scheduling, organizing, publicizing, directing and evaluating both recurring and non-recurring activities. Coordinates special events, and joint community programs that insure effective use of facilities and other resources. Program elements include: Activities consistent with utilization of the unique facilities, location and natural environment of NRC including, but not limited to; athletic, crabbing, fishing, and other tournaments, beach parties, nature hikes, campfire programs, outdoor theater, and organized picnics.

Traditional and non-traditional classes in a variety of outdoor skills, aquatics, boating, camping, cycling, sailing, fishing, sports, and fitness. Class levels will range from beginner to advanced and quantity will vary depending on seasonal requirements. Outdoor field experience related to above skills training will be conducted as both on and off site activities of

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varying duration. Composition and quantity of classes will be driven by season and patrons. Special interest activities appealing to special populations of youth, single and active duty families and retirees.

Continuously evaluates the effectiveness of ongoing outdoor recreation activities from the standpoint of participant response, resources, unforeseen developments, and program objectives. Adapts and varies program activities as needed, in light of findings.

Is responsible for recreation facilities including the marina, fishing and crabbing pier, swimming pool complex, community center, athletic courts and fields, picnic and pavilion areas, beach equipment check out, and indoor and outdoor recreation.

Supervises and is directly responsible for 1 full-time employee; 45 flexible seasonal; 4 interns; and numerous volunteers. Employees supervised include appropriated, nonappropriated and assigned military. Supervisory responsibilities involve assisting with recruitment, interviewing, selection, orientation, training and evaluation.

Prepares and justifies annual operation budget of \$250,000 for inclusion in the overall NRC budget submission. Budget requests are based on a needs assessment of the population served and include projected payroll, equipment, awards, training, travel and lodging, maintenance and upkeep of facilities. Estimates projected income derived from fees, charges and other miscellaneous fund raising initiatives. Budget submissions must meet assigned self sufficiency requirements.

Arranges for all supplies and equipment necessary to support programs. Insures proper internal controls are established to protect income, minor property, fixed assets, resale merchandise, supplies, records, etc.

Develops, plans, and coordinates fund raising activities such as carnivals, tournaments, special events, concession operations, auctions, etc.

Assures that fire, safety, security and sanitation inspections are conducted and coordinates routine maintenance and repair of facilities. Takes action as applicable to correct deficiencies. Prepares and submits work requests to NRC Maintenance Department and monitors completion.

Assists in planning and design of construction projects that include facility renovations and new construction.

Maintains telephone and personal contact with responsible representatives of the command, special interest groups, local community officials, civic organizations, and school and county government officials. Represents recreation department at

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conferences, seminars, discussions, and formal and informal meetings attended by all levels of personnel.

Resolves patron complaints and solicits feedback to improve quality of service provided.

Coordinates program efforts with managers of other areas including lodging, housekeeping, and maintenance.

Performs other duties as assigned.

Must possess and utilize exceptional communication skills both written and oral.

FACTORS

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the basic principles and techniques of recreation such as would be gained through a full four year undergraduate course or through five years of experience in an appropriate field of recreation which serves as a foundation for training in the practical application of such knowledge to ongoing recreation programs.

Knowledge of the goals, philosophy, principles, techniques and methods of procedure used in organizing, planning, administering and conducting outdoor recreation activities. Knowledge of the entire scope of activities and their suitability for individuals or groups of varying ages and interests.

Ability to coordinate a large volunteer program with command, community and civic leaders and to develop and raise local funds through various fund raising initiatives. Ability to solve problems that arise from managing large, diverse groups of people.

Ability to market the program and motivate eligible patrons.

Knowledge of constraints placed on the Recreational Services Program and ability to utilize resources effectively.

Knowledge of the Affirmative Action Program and support of it in all day-to-day activities.

Knowledge in a variety of technical areas such as facility and grounds maintenance; safety regulations; specialized equipment; etc.

Possess managerial and administrative skills necessary to accomplish the mission for the program. Functions include

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supervising others, division budgeting, programming and fiscal processes, monitoring of equipment needs, facility expansion or replacement requirements, etc.

Knowledge of Navy financial, procurement, contractual and administrative policies and procedures.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor of this position is the Director, Navy Recreation Center. The supervisor sets general overall recreation and management objectives but the employee is expected to carry out programs independently. Supervisor is available for consultation as required on such matters as developing priorities, establishing fee schedules, contracting for instructors etc. However, the incumbent has considerable responsibility for and independence in planning and implementing the diverse program activities. Completed and ongoing recreation programs are reviewed for effective accomplishment of program objectives and evaluated for their contributions and impact on the military community.

FACTOR 3. GUIDELINES

Interprets manuals, directives and publications prescribed by higher authorities that effect the operations of the local Recreational Services Department. Verbally discusses policies with appropriate management and administration of personnel and follows written standard operating instructions when available. Insures compliance with all directives. Such directives relate to management and administration of personnel, finances, supplies, property and equipment, programs and general administrative procedures.

FACTOR 4. COMPLEXITY

The incumbent must coordinate activities among military and command authorities, departmental personnel and subordinate employees.

An outdoor recreation program encompasses many different and unrelated processes, methods and procedures and must be carefully managed to insure efficiency and effectiveness.

Long and short term goals are reviewed frequently and revised when necessary to meet the ever changing leisure needs and diverse interests of the military community.

Planning the outdoor recreation program requires up-to-date knowledge of program fads and trends and their financial feasibility.

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The research and analysis of proposed projects are complex and must consider operating budget, method of financing (NAF and/or APF) design, trends, command mission, changing population, contractual/procurement regulations and restrictions, environmental impact, etc.

FACTOR 5. SCOPE AND EFFECT

The employee applies program policies and procedures to customary problems, questions and situations which are typical of the activities, services and operations of an active outdoor recreation program. Outdoor recreation activities and services provided by the employee directly contribute to the participants physical and mental well-being. Also, the program promotes the constructive development of lifetime recreation skills and a better understanding of our natural resources.

FACTOR 6. PERSONAL CONTACTS

In addition to program participants and volunteers, the incumbent has contact with command officials, co-workers, local contractors, special interest groups, local community and civic leaders, and the general public. Command officials represent the Commanding Officer, Administration, Public Works, Security, Chaplain, Family Service Center, Counseling and Assistance Center, Navy Exchange, Housing, etc.

FACTOR 7. PURPOSE OF CONTACTS

Purpose of contact is to effectively communicate and resolve recreation program objectives and problem areas; to coordinate recreation programs with other activities and to advertise and solicit support for the community recreation programs.

FACTOR 8. PHYSICAL DEMANDS

The work requires considerable physical exertion while instructing and guiding participants in a variety of outdoor activities. (i.e., camping, canoeing, cycling, skiing, etc.) Employee is required to drive an automobile during the day-to-day coordination of activities. Administrative work is done in an office setting and no special physical requirements are necessary.

FACTOR 9. WORK ENVIRONMENT

The outdoor recreation activities overall involve everyday risks and discomforts which require normal safety precautions typical of this recreation specialty. On occasions when the

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employee is instruction or guiding activities like snow skiing,
there are moderate risks which require special precautions.

RECREATION
ASSISTANT
(OUTDOOR)

NONAPPROPRIATED FUND POSITION DESCRIPTION

JOB TITLE: Recreation Specialist (Outdoor Activities)

JOB SERIES: 0188 **PAY LEVEL:** NF-3

Summary of Duties:

Incumbent plans, develops, manages, and maintains a military outdoor recreation program or a portion(s) thereof for a large community of active duty military, their dependents, retirees and authorized civilians. The position includes one or more of the following duties:

Plans, coordinates and schedules recurring and non-recurring activities, special events and joint community undertakings to maximize use of facilities and resources.

Identifies, coordinates, procures and schedules maintenance and repair projects. Conducts frequent inspections to ensure a safe, clean, and orderly environment.

Provides guidance and leadership to the various outdoor recreation activities and participants, modifying, adapting, expanding, or otherwise changing plans and procedures for such activities as developments require. Instructs individual participants and groups of participants in those outdoor activities for which the employee has technical expertise.

Performs other related duties as assigned.

Minimum Qualifications:

A minimum of three years experience that evidences a working knowledge of the assigned programs. A degree from an accredited college in recreation or a related field may be substituted for two years of experience. National and state background checks are required for positions that involve working with youths.

MARINA MANAGER

MARINA MANAGER
NF-1101-03

I. INTRODUCTION

This position is located in the Morale, Welfare and Recreation (MWR) Department, Navy Recreation Center, Solomons, Maryland, and is responsible for the safe and efficient operation of the marina facility.

II. MAJOR DUTIES AND RESPONSIBILITIES

The incumbent is responsible for planning, developing, coordinating, maintaining and supervising the Marina and Fishing Pier facilities which consist of slips for privately owned boats, boat rentals, dry storage, a fishing pier, and a store.

The incumbent maintains a fleet of rental boats. Typical maintenance and repair is performed on hulls, sails, rigging, anchor chains, cleats, bumpers, utility lines and other minor boat features.

Responsible for managing the slip rental program including tracking revenue and expenses, bill preparation, and other routine correspondence. Operates a store which provides basic fishing and boating retail supplies. Prepares the Daily Activity Report and deposit of monies received during the reporting period. Uses computer systems (presently SAP and RecTrac) for daily sales and to track monthly and annual financial status to ensure proper reporting of individual financial entries.

Initiates requests to publicize the Marina and Fishing Pier facilities and associated programs.

Initiates requests for the procurement of supplies and equipment deemed necessary in order to support the marina operation. Obtains price quotations and submits requisitions to the Recreation Director for review and appropriate action. Makes recommendations for replacement or new equipment required for improvements to the overall facility and program.

Manages a Marina and Pier staff composed primarily of recreation leaders, recreation aide cashiers and recreation aides. The manager processes all personnel actions including recruitment, termination, pay adjustments and bonuses. Uses computer system (presently Kronos) for tracking employees' time, leave and pay.

Ensures that all MWR Marina and Fishing Pier equipment and facilities are properly maintained and are used only by qualified patrons. Ensures that all aspects and guidelines established by the Clean Marina Initiative are adhered to and enforced.

In addition to boat repairs, the incumbent is also tasked with performing periodic maintenance and repair to the fleet of Patuxent River MWR vehicles. Overhauls, repairs and maintains vehicles such as automobiles, buses, trucks, warehouse tractors and light ground maintenance equipment. Within the framework of inspection reports or instructions, determines nature and extent of repairs required on engines, transmissions, suspension, steering and braking systems and related electrical, fuel, hydraulic, wheel and engine assemblies. Following instructions contained in technical manuals, tears down, adjusts, repairs, reassembles and runs operational checks on components of these systems. Tunes and adjusts vehicle components to prescribed operating tolerances. Uses specialized testing equipment such as compression testers, motor analyzers, test

benches, and specialized measuring instruments such as micrometers, vernier calipers and dial indicators.

Briefs patrons in the safe operation of small craft, water safety, and procedures to be followed in case of craft overturning, potential drowning of self or others, collision with other craft, and sudden inclement weather.

The incumbent is responsible for monitoring the marina for environmental compliance to prevailing Department of Navy and Maryland state regulatory agencies. The incumbent is responsible to initiate a positive response to suspected hazardous pollution events (boat leaks, sinking).

Prepares, executes and monitors an annual nonappropriated fund budget.

This position is considered vital to the mission of the Department of the Navy and the incumbent must be available during adverse weather events to ensure that the Marina and Fishing Pier are properly secured.

Must possess or be able to obtain a valid state driver's license and a US Government driver's license. Must be or be able to become certified in both CPR and First Aid. Must possess or be able to obtain a Maryland or Coast Guard Boaters Safety Certification.

FACTOR 1: KNOWLEDGE/QUALIFICATIONS REQUIRED FOR THE POSITION

Knowledge of the basic principles and techniques associated with the safe and proper operation of a marina and pier facilities.

Skill in organizing, promoting and conducting a recreational program which meets, within available resources, the needs of participants.

Skill to perform vehicle and boat motor maintenance and repair.

Knowledge of basic business principles and practices sufficient to operate a full service marina.

Skill in organizing and utilizing available resources (funds, personnel) in an efficient cost-effective manner.

Knowledge in the basic principles and practices of managing hazardous materials frequently used at a marina.

A valid state driver's license is required, in addition to having the ability to be cleared for access to use the base computer network.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent typically carries out assigned program responsibilities based on priorities set. Unusual problems and unfamiliar situations are referred to the Recreation Services Division Head.

The incumbent's day-to-day recurring work duties are carried out independently, subject only to periodic checks. The Recreation Director provides advice and guidance regarding particular

problems or concerning specific planning proposals. Marina budget recommendations are submitted to the Recreation Director who reviews them for adequacy and appropriateness, and broadly monitors the program for quality and for adherence to overall program procedures.

FACTOR 3. GUIDELINES

Basic program plans, operating procedures, rules and regulations exist for the day-to-day operation of the marina facility. These include broad, department-wide regulations, policy statements and procedural manuals issued by higher authority as well as local policies established by the base commanding officer. The incumbent is required to use judgment to comply with all directives.

FACTOR 4. COMPLEXITY

Although the programs and services offered by the marina facility are well established and recurring in nature, the incumbent must continually evaluate the overall effectiveness of the operation in order to be able to formulate recommendations for change design to maximize responsiveness to the needs of all participants.

FACTOR 5. SCOPE AND EFFECT

The incumbent must apply well-defined program plans, policies, and procedures to the marina, fishing pier and marina programs in order to effectively contribute to the participants' morale and well being.

FACTOR 6. PERSONAL CONTACTS

Most of the incumbent's personal contacts are with the boat renters and slip owners. In addition, personal contact is regular and recurring with staff employees, administrative support and vendors.

FACTOR 7. PURPOSE OF CONTACTS

The incumbent's contacts with boat owners and boat renters are for the purpose of determining patrons' desires and interests in marina program changes and for disseminating program information. Contact with employees is in a supervisory capacity. Additionally, incumbent makes contact with the Recreation Director to determine the availability of program resources, policy changes, etc.

FACTOR 8. PHYSICAL DEMANDS

The work requires physical exertion on a regular basis such as moving small boats, outboard motors, and heavy lumber used for docks, etc. Walking and bending are also frequently experienced. The incumbent is also required to spend many hours of work to secure boats, moorings, docks, etc, during periods in which the area is subject to high winds and rain, hurricane warnings, etc.

FACTOR 9. ENVIRONMENT

The incumbent is confronted with frequent periods of extreme weather, ranging from extremely humid conditions to extremely cold or damp conditions. The work is primarily outdoors.

QUALITY
ASSURANCE
MANAGER

TITLE: QUALITY ASSURANCE MANAGER
NF 1173 03

INTRODUCTION

This position is located in the Navy Recreation Center Solomons. The purpose of this position is to serve as Quality Assurance (QA) Manager.

DUTIES AND RESPONSIBILITIES

(10%) Develop and implement QA policies and evaluate performance and policy compliance.

(20%) Conduct periodic QA inspections of buildings and appointments to ensure acceptable levels of cleanliness and material condition.

(20%) Monitor and evaluate effectiveness of QA program through inspections, interviews with supervisors, managers, staff members, guests, residents, and local detachments.

(20%) Conduct tests on new products for possible use in the Lodging Department. Evaluate product for quality, durability, ease of use and cost effectiveness. Report findings to the Housekeeping Supervisor, and/or the Site Manager.

(20%) Monitor applicable contracts to ensure compliance and acceptable levels of performance. Work with the Housekeeping Supervisor, Site Manager and Contracting Officer to resolve issues/complaints and provide input to new contracts, as necessary.

(10%) Conduct inventories of supply and linen storerooms to ensure sufficient quantities are maintained. Appropriate products are used and all items are within acceptable standards of quality and quantity.

Coordinates with and receives guidance from the Site Manager regarding high cost or controversial quality programs.

(Other related duties as assigned).

FACTOR 1. KNOWLEDGE REQUIRED BY POSITION

A combination of experience and education is required. Completion of a formal course in recreation lodging/camping industry management or have two years experience in the same or closely related field. 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 possess knowledge of Navy recreation lodging/camping policies and standards including safety, environment and fire prevention regulations and practices.

Must understand the daily operation of hotel/motel/campgrounds and have a working knowledge of the property management system.

Must have the ability to work independently and work harmoniously with all levels of personnel inside and outside the Department of Defense.

Knowledge of quality assurance principles, practices, and procedures.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor of this position is the Name of Position. The incumbent plans and carries out all of the successive operations to complete assignments without direct assistance from the supervisor. Supervisory review is accomplished through reports and discussions between the incumbent and the supervisor, covering actions taken or recommended and assignments completed. Completed assignments are generally evaluated for conformance to established policies and quality assurance program requirements, timeliness of activities, and results of annual inspections.

FACTOR 3. GUIDELINES

Work with a variety of DoD, DoN, SECNAV, OPNAV, CNI, NAVCOMPT, BUPERS, and local policies, regulations, manuals, and guides related to recreational lodging operations. Use judgment and initiative in the selection, interpretations and application of guides, making compromises and adaptations, when necessary, within the framework of established objectives. These regulations are subject to change, thus the incumbent must keep up to date on these matters.

FACTOR 4. COMPLEXITY

The recreation/lodging/camping program operates seven (7) days a week, twenty-four hours a day. Incumbent frequently works under pressure and undergoes frequent periods of intense workloads. The incumbent will determine improvements within its limits by formulating short and long-range quality assurance.

The work includes various duties involving different and unrelated quality assurance techniques and procedures or work directions pertinent to the planning and completion of assignments relative to a specific program.

FACTOR 5. SCOPE AND EFFECT

The purpose of the work is to provide quality assurance management and administration of recreation/lodging/camping facilities and complexes. The work directly contributes to military members, retirees, family members and travelers' quality of life and contributes to job satisfaction and retention of valuable members.

FACTOR 6. PERSONAL CONTACTS

Personal contacts include all regional/installation staffs, tenant commands' executive officers/commanding officers, especially when those tenant commands personnel reside in the recreation/lodging/campsites, other members of the recreation staff, and supervisors of residents who are experiencing a difficulty that could not be resolved at a lower level. Also has potential for contact with contractors, vendors and representatives of private industry.

FACTOR 7. PURPOSE OF CONTACTS

Contact is for gaining acceptance of analysis and recommendations that may be controversial and which pertains to program executions, financial performance, and managerial effectiveness of operation. Additional contact is made to conduct research and/or to present briefing papers on various issues that impact recreation/lodging/camping operations.

FACTOR 8. PHYSICAL DEMANDS

Work requires a significant physical exertion when touring the various facilities and buildings. The purpose of daily visits is to conduct inspections of housing facilities, buildings, and grounds. Work involves long periods of walking, standing, stair climbing, bending, reaching and similar activities.

FACTOR 9. WORK ENVIRONMENT

The work involves normal risks or discomforts associated with an office environment. Most preliminary administrative work is done on a computer, thereby exposing the incumbent to continued video display terminal output. The office work area is usually adequately lighted, heated and ventilated.

SPECIAL REQUIREMENTS

Must possess and maintain a current driver's license, as travel to other recreation/lodging/camping facilities may be required within the normal scope of duties.

SUPPLY CLERK

INVENTORY/SUPPLY CLERK
NF-1105-02

I. INTRODUCTION

This position is located in the Administrative Branch of the Navy Recreation Center, Solomons, MD. The purpose of this position is to lead the warehouse operations and to oversee inventory operations of the department, providing logistical support to the Navy Recreation Center. Warehouse operations involve storing and issuing a variety of supplies, materials, and equipment. Inventory duties include detecting errors in procedure and methodology.

II. MAJOR DUTIES AND RESPONSIBILITIES

1. Primary Receiving Agent for incoming shipments from off-loading areas and checks receiving vouchers to insure quality and quantity of items based on information shown on receiving vouchers. Segregates materials as necessary and routes along appropriate processing lines. Holds materials for inspection according to established procedures and routes items not requiring inspection to proper storage. Reports over, short, or damaged conditions to supervisor.
2. Based on knowledge of warehousing plans, selects storage locations and stores, stacks and palletizes items considering their use, size, shape quantity, possibility of contamination to or from other items.
3. Selects items for shipment or issue. Checks condition of shipping containers and ensures that items are properly loaded or packed. Obtains authorized signature on issue documents and keeps necessary copy of requisition to account for issues. Prepares merchandise for transfer and assigns inventory numbers to new items.
4. Maintains objective stock levels and prepares requests for replenishment orders as needed.
5. The incumbent is responsible for conducting and coordinating physical inventories, spot inventories on consumable supplies, Minor Property Equipment, Non appropriated fund fixed assets and Plant Property Equipment Classes 3 and 4 maintained by various divisions at Solomons. Performs annual wall to wall location audit program inventories for the physical verification of storage locations and material identification characteristics audit.
6. Monitors inventories of activities for accuracy, adherence to Navy and department regulations and sound business practices. Summarizes weaknesses and in conjunction with supervisors determines priorities for correction. Works with activity managers to institute corrective action. Monitors improvement and changes approach as required.
7. Selects and prepares inventory documents and reports manually and utilizing automated inventory system. Data compiled must be accurate, concise, and auditable. Maintains inventory files on reports, directives, material/equipment issues, receipts, and transfer documents.

8. Maintains an open order suspense file and periodically checks the suspense files and initiate follow-up action when necessary.
9. Prepares outgoing mail, manages incoming mail and transports mail to and from collection and distribution points.
10. Expedites disposal of surveyed materials and equipment.
11. Typing of correspondence and documents.
12. Leads seasonal Inventory and Facility Clerk in the accomplishment of tasks.
13. Other related duties as assigned, including assigned duties in Administration.

III. KNOWLEDGE REQUIRED BY THE POSITION

1. Ability to read and comprehend English and write legibly. Must be able to apply basic mathematics principles to accomplish required manual and automated calculations.
2. Varied knowledge of office, recreation and maintenance equipment, and supplies.
3. Thorough knowledge of inventory procedures and methods of detecting noncompliance to established regulations.
4. Valid state driver's license.
5. Ability to operate forklifts and other material handling equipment.
6. Ability to use automated management information systems.

IV. SUPERVISORY CONTROLS

Incumbent is under the supervision of the Manager. Incumbent is expected to work independently on routine day-to-day operations. Supervision will be provided in details of new or changed procedures, or difficult or unusual problems. Also, work is subject to review by both internal and external audit boards.

V. GUIDELINES

Guidelines used are BUPERINST 7043.1, NAVSO P-3520, Command directives, NAVCOMPT Manual, federal supply schedules and other directives and instructions that may be issued.

VI. COMPLEXITY

The incumbent must understand and apply a wide range of skills and concepts based on information readily available. Required to use judgment in making adaption of the basic program to meet the needs of the receiving activity. Serious questions and problems are referred to the supervisor for decisions, although the incumbent is expected to provide alternative solution for the supervisor's action.

VII. SCOPE AND EFFECT

Effective accomplishment of inventory, receiving and warehousing functions contribute to the overall effectiveness of the department and enables activities to meet the needs of the customers.

VIII. PERSONNEL CONTACTS

Contacts are with a wide variety of MWR teams members, management personnel within the department and other commands. In addition, contacts are made with vendors, distributors and other representatives of commercial concerns.

XI. PURPOSE OF CONTACTS

To exchange information, expedite receiving, issue and disposal of materials and resolve conflicts with dissatisfied department personnel and other representatives of commercial concerns.

X. PHYSICAL DEMANDS

Requires considerable walking, bending, climbing and lifting up to 50 pounds.

XI. WORK ENVIRONMENT

Works indoors and outdoors. Exposed to possibility of cuts, scraps and bruises. Required to stock refrigerators and freezers in process of filling food requisitions.

SECRETARY

ADMINISTRATIVE ASSISTANT/CENTRAL CASHIER
NF-0318 -03

I. INTRODUCTION

This position is located in the Administrative Division, MWR Solomons Island, Maryland. The purpose of this position is to serve as the confidential administrative assistant to the Navy Recreation Center Manager and to verify daily cash receipts for all activities in the Recreation Department.

II. MAJOR DUTIES AND RESPONSIBILITIES

Receives all visitors and telephone calls to the director's office. Determines nature of call or business of visitors. If business requires the attention of technically qualified personnel, decides whether the importance of business, rank or position of visitor is such as to require personal attention of the organization head or the visitor should be referred to the appropriate division concerned with the technical subject.

The incumbent provides direct support to the director who formulates and implements management policies in the field of management-labor relations along with handling extremely sensitive personnel issues. The incumbent works with sensitive information regarding grievances, formal meetings, along with information regarding disciplinary actions, investigations, and etc. for the MWR department at Solomons. This requires the strictest confidentiality by the incumbent.

Reviews correspondence and documents prepared for the director, ensuring conformance with regulations, grammar, format and special policies of the organization. Gives advice and instructions to other offices through discussions with the author to obtain compliance with general policies and correspondence regulations.

Composes and types non-routine and routine correspondence on own initiative, based on a knowledge of supervisor's views and desires. Subjects include administrative matters, acknowledgments, facility approval request, personnel, (to include disciplinary letter, performance appraisals, director's notes, grievance responses, safety investigations, EEO, etc).

The incumbent will maintain a copy of all Solomon's labor-management data ensuring deadlines are met by establishing suspense schedules and safe keeping of these files to protect their confidentiality. The administrative assistant attends staff meetings upon request and takes minutes of these meetings.

The incumbent is responsible for receiving and verifying daily cash receipts and comparing with daily activity records, sales receipts and bank deposit slips to assure accuracy.

The incumbent is responsible for the preparation of a daily cash report and bank deposits. Screens all personal checks to determine that they are negotiable, and prepares them for deposit by endorsing them with the accepting activity's deposit stamp. The incumbent reconciles total cash against combined verified daily activity reports prior to releasing any of the source documents.

The incumbent maintains a central change fund and is responsible for the verification and replenishing of change fund as required. Incumbent audits each activity change fund on a bi-monthly basis, as deemed necessary.

The incumbent keeps records of all petty cash funds and assures signatures and authorization on each individual activity. Responsible for returning all deposit bags to each activity mail box for next day use and keeping an adequate record of deposit bags issued and number of keys.

III. KNOWLEDGE REQUIRED

General knowledge of the office routine and procedures sufficient to receive and refer telephone calls and visitors to the appropriate individual, maintain correspondence files and tickler systems.

Must apply efficient office procedures and processes and ability to use judgment initiative, and discretion in solving or handling problems.

Knowledge of the full range of basic cash processing regulations, procedures, and computations is required. Must be able to operate a calculator and typewriter. Must possess the ability to meet predetermined deadlines. Must be capable of communicating and dealing with others effectively and cooperatively. Must possess a valid driver's license

IV. SUPERVISORY CONTROLS

Incumbent works under the general supervision of the Navy Recreation Center Manager who assigns work and provides specific instructions on new procedures. Incumbent accomplishes assignments independently referring typical matters to the supervisor for resolution. Routine clerical and typing work receives only cursory review.

V. GUIDELINES

Guidelines include a wide variety of written policies and practices, which are completely applicable to the position.

VI. COMPLEXITY

The incumbent performs a wide range of clerical and cashiering functions for the activity.

VII. SCOPE AND EFFECT

The incumbent ensures that the clerical and cashiering portions of the work are accomplished effectively and conforms to the appropriate policies and procedures. The degree to which this is done affects the perception of customers and employees of the activity and the ability of the organization to operate efficiently and effectively.

VIII. PERSONAL CONTACTS

Contacts are with customers, MWR personnel at all levels and occasionally the general public.

IX. PURPOSE OF CONTACTS

Contacts are made to provide information or seek information from the customer.

X. PHYSICAL DEMAND

Work is primarily sedentary. Some walking, standing and bending is required.

MAINTENANCE SUPERVISOR

MAINTENANCE SUPERVISOR

WG-4749-05

I. INTRODUCTION

This position is located in the Morale, Welfare and Recreation Department, Patuxent River NAS, Solomons Navy Recreation Center, Maintenance Branch. The incumbent is assigned to the Maintenance Division and reports directly to the Navy Recreation Center Manager. The incumbent leads and manages the maintenance team and liaisons with the Naval Facilities Command Public Works Department.

II. TYPICAL WORK PERFORMED

The incumbent is responsible for supervising the daily maintenance operation. This includes preparation and verification of employee work schedules, evaluation of outstanding maintenance requirements and assigning priorities. Incumbent has custodial responsibilities for inventory of all tools, supplies and related maintenance equipment. Responsible for the Preventative Maintenance Program (PMP) which includes scheduling and verification of work completion. The PMP is managed using equipment manuals and, recommended PM schedules and timetables. Ensures maintenance crews are prepared to perform daily assignments regarding proper safety equipment and materials necessary for the tasks assigned. Coordinates and conducts safety training for all assigned personnel.

Maintains a line of communication with all Solomon's complex managers and makes periodic site visits of all MWR occupied spaces, (indoor and outdoor), to ensure customer needs are met. Routinely monitors maintenance crew performance during execution of their daily and specific work assignments. Provides guidance where necessary to ensure all work is performed in a safe and most efficient manner. This position requires the incumbent to perform maintenance work in addition to supervising the crew. Carpentry, minor plumbing, cleaning, snow removal and grounds maintenance are examples.

Performs the duties of maintenance division time and attendance coordinator in conjunction with routine administrative duties. The incumbent uses automated computerized time keeping systems along with standard office software.

Coordinates manpower assignments regarding HAZMAT spill and containment team, from personnel assigned to the maintenance division. Works with NRC Managers and the environmental office regarding spill containment.

Collateral assignments include, but are not limited to, Alternate Storeroom Custodian, Emergency Service Coordinator and, other duties as assigned.

III. FACTOR STATEMENTS

I. KNOWLEDGE/QUALIFICATIONS REQUIRED FOR THE POSITION

The incumbent must possess knowledge and skill in carpentry, plumbing, electrical systems and grounds maintenance.

Must possess the skill and ability to read and comprehend a variety of maintenance manuals and instructions.

Must possess the skill to design and build steps, decks, awnings and other minor building features.

Must have an understanding of standard business terms as applicable to the daily operation of the maintenance division. Must clearly comprehend the English language; both orally and in writing, and exhibit strong communication skills.

Must have a working knowledge of the trades as they apply to daily assignments in maintaining the facilities and grounds at NRC Solomons (electrical, plumbing, carpentry, painting, masonry and grounds keeping).

Must be able to work and communicate with people of all stature.

Must be able to lead and motivate a team of workers.

Must have a clear understanding of and commitment to the practice of all Equal Employment Opportunity (EEO) laws.

Must be familiar with the NDW Safety Manual and comprehend its contents and applications as they are intended for compliance with EPA, NAVOSH and OSHA Guidelines, during the performance of daily duties as assigned. Must ensure that all personnel supervised are in compliance of all applicable guidance.

Must possess a current, valid driver's license.

II SUPERVISORY CONTROLS

The incumbent typically carries out assigned program responsibilities based on priorities set. Unusual problems and unfamiliar situations are referred to the site director.

The incumbent's day-to-day recurring work duties are carried out independently, subject only to periodic checks. The site director provides advice and guidance regarding particular problems or specific planning proposals. Maintenance budget recommendations are submitted to the site director who reviews for adequacy and appropriateness, and broadly monitors the program for quality and adherence to overall program procedures.

III GUIDELINES

The incumbent references a variety of maintenance and repair manuals and general construction documentation.

IV COMPLEXITY

The incumbent is expected to work closely with the NRC Manager to develop, implement, and operate an effective local maintenance program that complies with applicable policies and safety guidance, legislated requirements and NRC MWR mission.

The incumbent is an integral part of this continually growing program at NRC. The success or failure of revenue generating activities is dependent upon status and availability of rental units and other recreation facilities.

V SCOPE AND EFFECT

The number of campsites, lodging units and other recreational facilities complicates the program. Incumbent must be able to plan and coordinate maintenance efforts around reservations and programs as a seasonal operation would dictate. The maintenance team's success reflects on the financial performance of the complex.

VI PERSONAL CONTACTS

The incumbent interfaces with customers, other managers and supply vendors.

VII PURPOSE OF CONTACTS

Contacts are made with customers to resolve routine maintenance and repair projects along with managers who may initially report maintenance problems. The incumbent is the subject matter expert in maintenance and is expected to establish and maintain the complex's overall repair plan.

VIII PHYSICAL DEMAND

Work requires long periods of sitting, standing, or walking. This includes occasional work in awkward and uncomfortable positions. Work sometimes requires lifting, moving, and carrying objects up to and in excess of 40 pounds. Work includes driving to various sites. Work may require certification to allow for operation of machinery, forklifts, tractors, and other maintenance equipment.

IX WORKING ENVIRONMENT

Works in an office, shop, or construction site that usually have adequate light, heat, and fresh air. On occasion, may be exposed to dust, paint fumes and plumbing odors. Works in cramped conditions and is subject to the possibility of cuts, bruises, electrical shocks, excessive noise, and other maintenance related hazards. Uses ladders or scaffolding to reach otherwise inaccessible locations. Work in inclement weather, (hot and cold ambient temperatures, high winds, sun and rain).

MAINTENANCE HELPER

del per
MAINTENANCE WORKER
WG-3582-05
4701

I. JOB SUMMARY

This position is located at the Navy Recreation Center, Solomons, Maryland. Primarily the incumbent is responsible for assisting with basic plumbing, electrical, carpentry, and painting maintenance. Occasional duties may include janitorial and grounds maintenance functions.

II. TYPICAL WORK PERFORMED

Incumbent assists in making basic repairs to toilets, sinks, urinals, and water fountains. Assists installation and repair of electrical outlets and light fixtures. Changes light bulbs. Assists in maintenance tasks including basic repairs to furniture, walls, doors, moldings, and window frames with either brushes or rollers. May be required to perform occasional janitorial functions. Incumbent may occasionally be required to assist in grounds maintenance tasks such as mowing, seeding, fertilizing, and watering.

III. FACTOR STATEMENTS

A. KNOWLEDGE AND SKILLS

Incumbent must be knowledgeable in basic plumbing, electricity, carpentry, and painting. Must be knowledgeable and skilled in use of hand tools and power equipment such as skill saws, drills, lawn mowers, trimmers and small tractors. Must possess current valid driver's license.

B. RESPONSIBILITY

Incumbent works under direct supervision and reports directly to the Shop Supervisor. Work assignments are specific and recurring in nature.

C. PHYSICAL DEMANDS

Incumbent continually lifts or handles objects weighing between twenty and fifty pounds. Occasionally may be required to lift objects up to 100 lbs. Some bending, standing and stretching are involved.

D. WORKING CONDITIONS

Works in areas that usually have adequate light, heat and fresh air. Is exposed to some unpleasant odors such as paints and plumbing odors. Incumbent works in cramped conditions and is subject to the possibility of cuts, bruises and electrical shocks. Climbs ladders to reach otherwise inaccessible locations.

MAINTENANCE WORKER

MAINTENANCE WORKER

NA-4749-07

I. INTRODUCTION

This position is located in the MWR Maintenance Division at the Navy Recreation Center, Solomons Island, Maryland. The purpose of this activity is to perform interior and exterior services and maintenance for all activities, playing fields, picnic areas, outdoor recreational areas, and other structures of the Recreation Center.

II. MAJOR DUTIES AND RESPONSIBILITIES

1. Incumbent assists in repairing leaky faucets and in removing and cleaning stopped up drains.
2. Incumbent assists in constructing or repairing wooden shelves, concrete forms, paints interior and exterior areas by using brushes and rollers. Incumbent will prepare the surface to be painted, mix the pain to the desired color and apply the paint to the surfaces.
3. Incumbent will assist in performing a variety of other maintenance duties which may include, but are not limited to replacing burned out bulbs, repairing broken or inoperative equipment, pouring cement and laying foundations, repairing and cleaning tools and equipment.
4. The incumbent performs a variety of routine maintenance duties, which may include, but are not limited to:
 - A. Picking up trash from various recreational facilities. This requires the incumbent to be able to lift light to medium weight objects on a daily basis and on occasion to move heavy objects.
 - B. Performs duties to maintain tennis courts, ball fields, garden plots and other outdoor facilities, install equipment as required for tournaments, landscaping, mowing of grass, apply mulch and make minor repairs to equipment.
 - C. Performs general maintenance and cleaning to recreation facilities and equipment.
 - D. Operates powered tractor and tractor powered mowing equipment, including a gang real mower, stump remover, front-end loader, and grading blade. Operates a dump truck and other types of heavy-duty equipment needed for daily maintenance and makes special repairs.

Assist with removal of snow, stumps and trees. This requires the incumbent to be able to operate equipment such as tractor Bobcat, roller tiller, log splitter, dump truck, chain saw, gas power weed trimmer, edger, pressure washer, post hole digger, hand tools and operator a tractor.

III. CONTROLS OVER THE POSITION

The incumbent works under the general supervision of the Maintenance Supervisor. The incumbent will receive instructions orally or in unusual circumstances, in writing, from the Maintenance Supervisor. Employee may perform some work without supervision. Work is checked for completeness by the supervisor or leader.

IV. QUALIFICATIONS

A high degree of skill is needed to maneuver driver-operated machinery in small places, tight confined spaces, and in a small turning radius and on hills and steep grades.

A high degree of manual skill and prior work experienced is required to work safely with powered hand tools and hand tools used to do cleaning, maintenance and repairs, grounds and facilities.

Must be able to follow oral and written instructions and accomplish work independently and with minimal supervision.

Continual care and safety practice must be exercised because of the types of hand tools and power equipment used and because of the weights of things being moved, lifted, loaded and unloaded.

Must possess a valid driver's license and knowledge of maintenance and repair procedures.

V. WORKING CONDITIONS

The incumbent will work both indoors and outdoors and will be exposed to paint vapors and fumes from maintenance materials. Incumbent will be exposed to scrapes, burns and cuts. Physical effort by the incumbent may include active climbing, bending, working in awkward positions and lifting objects weighting up to 50 pounds. Works inside and outside and is subject to inclement weather conditions.

LABORER

NONAPPROPRIATED FUND POSITION DESCRIPTION

JOB TITLE: Laborer **POSITION NUMBER** 01-025A

JOB SERIES: 3502 **PAY LEVEL:** NA-3

Summary of Duties: Performs one or more of the following duties: Uses heavy power mowers, adjusts blades, and cleans and oils mowers; cuts trees, using ax or chain saw. Digs ditches and trenches with pick and shovel where dirt is hard and compact and does grading and sloping. Occasionally and for short periods of time, breaks up pavement with jackhammer, mixes and pours concrete, asphalt, and hot mix, fills and levels holes in damaged roads. Performs other related duties as required.

Skills and Knowledge: Ability to operate, control, and clean heavy power equipment and to work safely with heavy tools. Ability to provide continual care and attention both to avoid accidents and to finish the work properly. Prior job experience or on-the-job training is normally required to gain this ability. Ability to complete assignments involving several tasks or processes which require remembering directions, sequences, etc.

Responsibility: For most assignments, the supervisor does not give detailed instructions or provide continual supervision. The incumbent is responsible for completing work after getting initial oral or written instructions.

Physical Effort: Exerts very heavy physical effort in doing such tasks as frequently lifting and moving objects weighing over 50 lbs., running power mowers on grades or pushing heavy wheelbarrow loads of cement, etc.

Working Conditions: Work indoors may expose the worker to drafts, noise, dust and dirt and require standing on concrete floors for long periods. Special care is required to avoid serious injuries. Outdoor work is performed in all kinds of weather. Must wear issued protective gear.

PAINTER

Painter

I. INTRODUCTION

This position is located in the Morale Welfare and Recreation Department, (MWR) at Naval Station Washington. Incumbent is assigned to the Resource Control Manager, MWR, or his designee. Incumbent's primary assignment is at the Navy Recreation Center, Solomon's, Maryland. The incumbent may be assigned to Naval Station Washington as needed in order to support the MWR mission.

The incumbent as a Painter is required to perform painting and all related tasks as assigned. Work includes but is not limited to all surface preparation for touch-ups, priming, painting, and glass replacements.

II. TYPICAL WORK PERFORMED

Performs all surface preparation that includes patching with all types of patching materials and sanding surfaces to match existing surfaces for smoothness and or texture. Caulking, glazing, grouting and glass replacement will be recurring tasks

Paints interior and exterior surfaces including but not limited to masonry, drywall, stucco, plaster, metal and wood. Surfaces include signs, walls, doors, ceilings, trim fiasco, soffits, overhangs and window units.

Applies stains, varnishes, lacquers, epoxies and sealants.

Installs wallcoverings other than wood.

Maintains all painted and stained surfaces.

Maintains all tools and equipment relating to the painting trade.

III. FACTOR STATEMENT

a. Knowledge and Skill

The incumbent must be able to perform all painting related tasks efficiently in a clean and professional manner. He/she must have a thorough knowledge of the products of the trade and their uses as they may apply to a specific task.

The incumbent must be able to read and interpret blueprints, specifications and sketches for work pertaining to painting or staining work. Must be capable of working from both oral and written instructions in planning and laying out for painting and staining related assignments. Must be able to produce estimates relating to time and material necessary to perform assigned tasks.

The incumbent must have the knowledge and understanding of the safety requirements that are associated with the performance of assigned duties and the proper handling of all materials and equipment. Must have an understanding of Material Safety Data Sheets their importance and usage.

b. Responsibility

The incumbent works as one or with a team under the supervision of the work leader or work supervisor as assigned by the Resource Control Manager, MWR. Makes decisions on minor changes as necessary; major changes are referred to the higher level of supervision. The incumbent is responsible for the inventory and proper storage of tools equipment and materials relating to the position.

c. Physical Demands

The incumbent is frequently required to perform heavy lifting and must be able to handle heavy lumber and other related materials and equipment. The work requires extensive walking, kneeling, bending, climbing and stretching; also frequently working in awkward and uncomfortable positions as from ladders, scaffolds, etc. Must be able to wear a properly fitted respirator.

d. Working Conditions

Required to work both inside and outside in all types of weather conditions, is exposed to dirt, dust, sawdust, danger of falls, injury from equipment, cuts, bruises, etc. Wears personal protective equipment and devices where necessary.

CARPENTER

**CARPENTER
NA-4607-09**

I. INTRODUCTION

The position is located within the Morale, Welfare and Recreation Division, Naval Air Station, Patuxent River, MD. The purpose of this position is to perform carpentry tasks to construct, alter, repair and modify buildings and structures, fittings, panels, partitions, and other wood or wood substitute components.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs the full range of carpentry skills and techniques in repairing, constructing, altering and maintaining wood/wood substitute components of buildings and structures where accuracy, spacing, and fit are essential and structural soundness or appearance are important.

Plans and completes projects from initial layout to final assembly or installation. Selects lumber, materials, and supplies required to complete assigned work.

Works from drawings, sketches, blue prints and own knowledge of construction methods/techniques. Measures and cuts material to the required lengths and dimensions. Installs rafters, studs, sills, plates, braces, joints, floors, sub-floors, panels (including sheetrock, plywood, and veneers), siding sheathing, roofing, building paper, insulating materials, door and window frames, and interior and exterior trim.

Installs structural and trim items by nailing, bolting, morticing, doweling and gluing. Planes, sands, and finishes completed work when necessary. Fabricates and installs frames or casings for windows, doors, transoms, and ventilators; shelves, counters, plywood duct-work, bulletin boards, cabinets, bookcases, and related features having built-in characteristics.

Insures that installed components are level and accurately aligned with other parts of the structure. Installs door and window sashes. Trims, mortices, drills and prepares items for attachment of hardware. Applies caulking compound or other filler material around door and window casings and at other points where tight seal is required. Files, gums, sets, joins, tensions and brazes saw blades for both power and hand saws.

Provides advice and assistance to lower graded workers as required.

Performs other duties as assigned.

III. CONTROLS OVER THE POSITION

Receives general supervision from the Carpenter Leader, who:

Provides oral or written instructions relative to work to be performed;

Is available for advice and guidance on unusual problems encountered relying upon incumbent to independently determine best way to accomplish assignments and select/substitute necessary materials and supplies; and

Spot-checks completed work to insure finished project meets accepted trade standards.

IV. QUALIFICATIONS

Must be knowledgeable in shop mathematics and possess the skill to compute complex and exact projects with features such as arcs, tangents and circles.

Must have the ability to read, interpret, and apply building plans, specifications, blueprints and sketches of all complexity.

Must have the knowledge of the basic components of a structure and understand the purpose of the components as they relate to the complete structure so as to insure strength, support and fit of assemblies.

Must be skilled in vehicle operation and handling of controls for starting, stopping, backing and driving.

V. WORKING CONDITIONS

Work is performed both inside and outside. Outside exposure to heat and cold can be protected against by proper clothing. Inside work is usually in buildings adequately heated, lighted and ventilated. Noise from hammers, saws and other power shop tools is frequent. There is dust, and sometimes dirt, when repairing structures and operating power saws. Injuries may occur in lifting pieces of lumber or equipment, cuts and bruises in using hand tools and equipment; more serious injuries in operating power tools and in falls from ladders and scaffolds.

SITE MANAGER

INSTALLATION SITE MANAGER YC-1101-02

1. INTRODUCTION:

Functions as the Navy Recreation Center (NRC) Solomons site manager of Morale, Welfare and Recreation (MWR). Exercises a broad range of managerial authority and organizational freedom to accomplish the duties of planning, directing, controlling and supervising the functions of the programs, and to determine, allocate, and account for the effective use of funds and human service resources. Provides comprehensive advice to installation support and staff elements regarding operations and functions as the installation expert and represents the same for program matters. The NRC Solomons scope of operation involves the direction of a staff of more than 8 full-time equivalent appropriated fund (APF) and 90 NAF full and flexible employees serving an installation/community population composed of more than 500,000 active duty military, family members, Navy civilians, and/or retired military and DoD civilians.

This position manages the Navy Recreation Center Solomons which is comprised of year-round recreation facilities and programs. These facilities include recreation vehicle camping, tent camping, party buildings, marina, storage compounds, lodging (houses and apartments), fishing pier, picnic areas, golf driving range, aquatics complex (outdoor pool and beach), fitness center and a community center.

The facility also offers a general information center and a ticket sales outlet. This facility is the only Navy property dedicated to recreation and leisure for the Armed Services.

2. MAJOR DUTIES:

a. Assures optimum management of activities through a continuous review of program accomplishments against established objectives. Based on consistent entrepreneurial judgment, innovativeness, and profitable financial decisions, the incumbent is delegated a broad range of managerial responsibility to decide what new programs will be established and/or what existing programs will be disestablished. Operates activities under the aegis of "self-sufficiency", e.g., the generation of necessary NAF revenue to meet and support MWR Fund financial objectives.

b. Program Planning: Plans, organizes, controls, and supervises programs and operations of the programs with the responsibility for determining, allocating, and accounting for the efficient use of funds, manpower and facilities in generating locally produced revenue. Through the analysis of trends reported by subordinate program managers and marketing surveys and reports, defines the objectives of proposed new programs and/or redefines existing programs. Prioritizes programs, program changes and construction projects in formulating a five-year plan of sufficient detail to facilitate the development of personnel, funds, and facility requirements. Assures that plans and programs consider the needs of the installation, visitors to NRC, and all installation members through joint discussions with installation planning conferences, master planning board

meetings, sailor and civilian councils, and local command staff personnel. Ensures the integration of program plans into the installation planning, programming and budget execution process to include the APF and NAF annual operating budget, the planning, programming, budgeting and execution system, and the installation master plan and discusses changes in goals or objectives with subordinate supervisors, ensuring objectives and goals are attainable and economically feasible. Establishes and develops, or encourages the development of innovative and unique MWR Fund programs designed to achieve functional self-sufficiency and customer satisfaction in an effective integration of revenue-generating operations with human service and support activities.

c. Program Execution: Within the general oversight of the Morale, Welfare and Recreation Director, makes decisions regarding the initiation of new programs or the feasibility of continuing or disestablishing existing programs. Establishes internal controls and audit programs. Resources management that ensures all personnel and dollars are used effectively, and anticipates potential problems and deficiencies, permits their immediate detection and corrections and ultimately, their prevention. Monitors the execution of higher echelon budget guidance, ensuring that NAF and APF are synchronized, that the Table of Distribution and Allowances (TDA) coincides with manpower allocations, and the authorizations in personnel requirements are justified. Oversees the implementation of program changes based on the MWR Fund five-year plan, synchronizing changes in workload, allocation of APF and NAF resources, and the construction/renovation of facilities. Directs program division managers to establish procedures to achieve goals, and periodically evaluates goal achievement/program execution. Requires reports on actions/plans for integration of programs, progress toward goals, and suggestions for developing more cost-effective operations.

d. Coordination: Maintains coordination with internal and external organizations, (e.g. NAF and APF Human Resources offices) on programs and priorities, sources of funding, plans and requirements and program operations. Attends, as the installation expert on program matters, key decision, policy, community relations, planning conferences and meetings with the installation, command staff personnel, and DON, regional program representatives, to advise, consult, and present modifications, changes and recommendations on five-year plan installation operations and, required DON agency-wide five-year plan programs policies and procedures. Maintains liaison with local authorities to insure compliance of activities and facilities with county/city/town law, regulations and customs.

e. Personnel Management: Through subordinate managers and supervisors assigns, directs, and evaluates work of the subordinate organizational elements. Delegates authority to subordinate supervisors and program managers and holds them accountable for the performance of their organizational elements. Establishes workload priorities and initiates assignments based on the difficulty,

complexity, type of work and employee capabilities. Reviews and accepts or rejects work accomplished; evaluates subordinate employee performance; identifies and fulfills the training needs of subordinates. Provides advice, counsel, and instruction on technical and administrative matters. Hears and resolves employees' complaints and handles more serious unresolved cases accordingly. Effects disciplinary measures. Interviews candidates for key vacant positions and makes sound selections considering all criteria. Reviews performance evaluations made by subordinate supervisors. Provides for a balanced representation of minorities and women in the subordinate workforce. Promotes acceptance and adherence to such programs as Equal Employment Opportunity, employment of people with disabilities and other special emphasis programs.

f. Performs other duties as assigned.

3. Factor 1 – Knowledge Required by the Position

a. Mastery of the concepts, operating requirements, administrative practices and procedures related to the planning, budgeting, scheduling and coordinating of the range of activities and services typical of a leisure resort complex.

b. Very broad knowledge, experience, and expertise in the techniques of management to ensure maximum use of revenue-generating social and recreational programs in a recreation setting.

c. A high degree of entrepreneurial skill in developing innovative management techniques to a variety of complex assignments involving the full range of revenue-producing social and recreational responsibilities to include operations and maintenance, renovation and construction, customer relations, and equipment management.

4. Factor 2 – Supervisory Controls

Performs under the general supervision of the Patuxent River MWR Director. The supervisor relies on the position to direct the recreation, community and lodging operations in meeting established objectives. Exercises authority and independent judgment in developing plans and solutions for activities; in providing advisory assistance; in managing services essential to the operation of the program; in experimenting with new ideas; and in coordinating efforts with other organizations. Refers to the supervisor only on unprecedented operations problems, major decisions, or proposed new programs. Work is reviewed from an overall standpoint in terms of results achieved, services provided, and progress toward program objectives.

5. Factor 3 – Guidelines

General administrative guidelines are available through established DoD and Navy instructions which set forth operational and policy guidance. There may also be profitability/break-even goals prescribed by the regional command.

The incumbent exercises considerable authority in interpreting and applying general policies and guidelines. New methods and approaches must be developed to insure that operations continue to serve changing needs and that they continue to operate effectively in a changing environment.

6. Factor 4 - Complexity

The incumbent directs a multi-faceted program including lodging, outdoor recreation, fitness, aquatics, camping, waterfront facilities and general recreation programming. The audience is diverse (military, reserves, civilians) and the services provided are in great demand.

Decisions needed to maintain an outstanding program require intensive program evaluation and other information gathering and analytical efforts to determine the nature and scope of problems, changing needs and interests. Work requires agile communication balance in a matrix organization.

7. Factor 5 – Scope and Effect

The work involves the application of basic program policies and standards to an installation community support program. The diversity, volume, and variety of activities exceed any single program area and there are several elements which must be dealt with in program planning and administration. On a day-to-day basis, the work involves the application of general standards to overall program planning and to the needs of specific projects; evaluating program effectiveness and participant interests and needs; and analyzing and finding solutions to program problems and questions, such as achieving the best balance between service and the need to generate revenue.

The social, recreation and lodging services provided to the military community affect the overall efficiency of the numerous military activities of the base, and contribute substantially to the quality of life of the entire military and federal employee community.

8. Factor 6 – Personal Contacts

Personal contacts are with a very large number of people to include other headquarters personnel, operational counterparts from other government agencies and private organizations, contract personnel, and representatives of local media. The contacts typically take place in a moderately unstructured setting.

9. Factor 7 – Purpose of Contacts

Contacts with participants and base personnel are for the purpose of planning, implementing, and administering operations programs, motivating participants, and arranging for necessary staff assistance. Contacts with public are for such purposes as promoting the cooperation and collaboration of local organizations and groups, and for publicizing activities and events. In all these contacts, the employee must skillfully promote the highest possible degree of program participation and cooperation through highly motivating program planning and techniques. Skills are needed to mediate customer and community interests that may be counter to Navy policy.

10. Factor 8 – Physical Demands

Much of the work is done in an office setting. Some walking and driving to and from facilities is required. No special physical demands are made upon the employee.

11. Factor 9 – Work Environment

Work is performed in an office that is adequately lighted, heated, and ventilated. Some travel is required.