



Naval Academy Business Services Division

Job Announcement Number: 24-039

Vacancy Open: April 26, 2024 – May 6, 2024

Area of Consideration: Internal/Current USNA NABSD/NAF Employees

Security Level: Tier 1 – Non-Sensitive

POSITION DETAILS

Information Specialist: NF-1035-02

Flex (0-40 hours weekly, Non-Benefited)

\$19.05-\$20.00/hour

JOB SUMMARY

This position is located in the Armel-Leftwich Visitor Center of the Naval Academy Business Services Division (NABSD). The Information Specialist provides information services, sells public walking tours and books group tours.

DUTIES & RESPONSIBILITIES

The Incumbent reports to the Manager and the Information Desk Supervisors and is responsible for the following:

- Welcomes domestic and international visitors to USNA.
- Organizes public tours, accepts all forms of payment for public tours and reconciles proceeds at the end of the day.
- Directs tour guides; keeps them informed about schedule changes/late arrivals and adjusts guide schedules to best meet public and group needs
- Schedules guides when substitutes or additional guides are required at the last minute, on the weekends and during holidays when Scheduling Coordinator is not available.
- Directs visitors around the Academy and Annapolis and assists visitors conducting business within USNA.
- Provides accurate, up-to-date information about the Academy admissions, history, traditions and current events.
- Locates information on graduates; if deceased, locates where they are interred or inurned.
- Answers the telephones and takes group tour reservations.
- Provides lost and found services
- Handles emergencies such as injuries or illness and reports out-of-order equipment (including restrooms).
- Conducts guided walking tours as required.
- Attends staff meetings, training programs, certification programs and familiarization tours.
- Other duties assigned by the Manager and Supervisors.

QUALIFICATIONS & REQUIREMENTS

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a secret security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- One-year probationary period

KNOWLEDGE, SKILLS and ABILITIES (KSAs) for this position are as follows:

****Responses must be included on the KSA portion of the online application****

1. Incumbent must have a minimum of 6 months USNA tour guide experience and be willing to conduct guided walking tours as required.
2. Incumbent must have at least 1-year experience operating a point-of-sales (POS) system.
3. Incumbent must have good communication skills, and the ability to answer in-person and over-the-phone questions about the US Naval Academy.
4. Incumbent must have a good memory for facts, dates and figures and the ability to represent the USNA in a non-political and non-confrontational manner.

APPLICATION INSTRUCTIONS

A complete online application must be submitted to be considered for a USNA NAF/NABSD position.

Please visit the employment website: <https://www.usnabsd.com/about/careers/>

Applicants may email nabsdjobs@usna.edu if unable to complete the online application.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **Military Spouse:** most current military member's PCS orders, submit spousal request form and write SPOUSAL PREFERENCE on front page of the application – (*Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below*)
- **Veteran:** Page four (4) of the DD-214
- **Involuntary Separated Military Members and Dependents:** page four (4) of the DD-214 or copy of DD-1173 and write "IVS" on front page of the application. IVS preference is approved only if discharge/reentry code matches eligibility list.

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after the closing date listed above will not be considered. Applications and resumes will not be returned to the applicant.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, etc. All selections are contingent on obtaining satisfactory employment reference checks.

We are an E-verify participant. Please be informed that applicants will be required to submit a federal government background check.

As a condition of employment, the selectee will be required to participate in direct deposit/electronic fund transfer as specified in the negotiated agreement.

Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or other non-merit factor.

Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case by case basis.