



Naval Academy Business Services Division
Job Announcement Number: 24-041
Vacancy Open: May 9, 2024 – May 24, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Retail Dining and Hospitality Program Manager, NF-1101-04

Full Time (35-40 hours weekly, Benefited)

\$33.00-\$45.00/hour

JOB SUMMARY

The position serves as the Program Manager in support of the Naval Academy Business Services Division (NABSD) Retail Dining & Hospitality department at the U.S. Naval Academy. The incumbent functions under the general supervision of the Deputy Director Retail Dining & Hospitality and assesses the operational efficiency of each business unit within the organization. The incumbent analyzes data, helps business unit managers establish metrics, and recommends strategic objectives that maximize operational performance, improve customer satisfaction and enable Retail Dining & Hospitality to achieve financial performance goals that are critical to maintaining positive quality of life for each midshipman within the Brigade. This includes reviews of staffing, technology, facilities, and other assets to ensure adequate resources are allocated to achieve short-term and long-term objectives. The incumbent supervises staff and provides advice and support to other Retail Dining & Hospitality Managers to ensure overall goals and objectives are attained.

DUTIES & RESPONSIBILITIES

Performs analysis of organizational goals and the relationship between goals, processes and performance at all levels of the organization. Ensures that performance goals in Retail Dining & Hospitality operations are aligned with overall organizational goals in support of the mission of NABSD. Recommends ways to improve alignment as needed.

Consults Subject Matter Experts to develop, implement and monitor Retail Dining & Hospitality policy, directives and instructions relative to the most efficient operation of mission critical functions.

Interprets applicable policy from a higher authority to determine the extent of impact and any changes that may be required. Implement procedures required for change and follow up ensuring consistency of interpretation and application procedures.

Employs systematic approaches and appropriate business models and tools to address procedural, financial and other related performance issues relative to the efficient operation of the Retail Dining & Hospitality department.

Arranges and conducts briefings to the Deputy Director Retail Dining & Hospitality conducting various programs status, including components and activity.

Ability to review the Retail Dining & Hospitality functions for effectiveness and prepare evaluation reports with recommendations on operations, management, and administration function.

Examines Retail Dining & Hospitality programs, procedures and processes to find ways to improve organizational efficiency. These evaluations include the analysis of organizational procedures and policies and how they contribute to mission accomplishment. Collects and organizes pertinent organizational data and information to develop statistical and narrative data to justify changes and recommendations, prepares and presents briefings.

Develops appropriate metrics to evaluate the degree of achievement of organizational goals in Retail Dining & Hospitality operations. Applies appropriate analysis and evaluation techniques to support successful accomplishment of organizational goals. Oversees the development of solutions to ensure that they address the problem identified through the program analysis or evaluation.

Manages Retail Dining & Hospitality projects to include: applying business rules to set priorities, developing and executing project plans, budgeting, developing measures of success, and leading and serving as a member of a project team. Develops plans, monitors progress, and reports results in terms of effectiveness, return on investment, cost benefits, and life cycle cost. Prepares briefings, project plans, status reports and final reports to keep the Deputy Director Retail Dining & Hospitality informed on work progress.

Works with the Deputy Director Retail Dining & Hospitality to define requirements, determine the stakeholders involved, identify current impact of the issue on the department and estimate the resources required to perform the analysis or evaluation.

Develops, maintains, and manages internal and external client relationships consistent with the department's goals.

Clearly articulates, writes, presents, and promotes ideas and issues before a wide range of audiences in such a manner as to ensure Retail Dining & Hospitality program credibility and achieve buy-in of all stakeholders in support of the goals of the department.

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
- U.S. Citizenship is required for Tier 3 Positions

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.

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 2 years of experience acting independently to solve complicated financial and operational system problems in a Retail Dining, or Hospitality environment.
2. Incumbent must have 1 year of experience adapting analytical techniques and evaluation criteria to measure and improve program effectiveness and/or organizational productivity. Experience briefing Senior Leadership Officials of strategic plans, metrics and new initiatives that enhance service and profitability is preferred
3. Incumbent must have strong verbal and written communication skills, and the ability to establish and maintain effective relationships with all internal and external customers.
4. Incumbent must be able to act independently, as well as serve as the project leader when needed.

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.