



Naval Academy Business Services Division
Job Announcement Number: 24-069
Vacancy Open: September 23, 2024 – October 4, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 1 – Non-Sensitive

POSITION DETAILS

Sales Associate – NF-2091-02 (Services)
Flex (0-40 hours weekly, Non-Benefited)
\$18.00/hour

Want a "behind the scenes" look at life at the Naval Academy? Come work as a sales associate for Brigade Services. You will be part of the team that provides tailoring, cobbling, hair and laundry services to the Brigade of Midshipmen by providing excellent customer service to our nation's future leaders!

Flexible scheduling is available, with 8 hour shifts for 2-3 days per week, weekdays.

JOB SUMMARY

This position is the Sales Associate in the Naval Academy Business Services Division (NABSD). The purpose of this position is to support all of the retail operations and perform duties in all areas of the Midshipmen Store, Gift Shop, Barbershop, Uniform Store, Online Store, or any other retail operation within NABSD.

DUTIES & RESPONSIBILITIES

Customer Service and Retail Duties - Achieves daily profitable sales goal by providing exemplary customer service to include greeting, professional appearance, positive attitude, and approaching the customer, suggestive selling and adding on. Must project the best image of USNA, in addition, must comply with the Public Affairs Office. Receives special order requests from authorized patrons and assists customers if needed. Incumbent prices special order merchandise and notifies customers when special order merchandise is received. Assists customers in locating merchandise throughout the retail stores. Assists in outfitting each new class of midshipmen in the summer of each year and throughout the year as required by directives from higher authority. Incumbents will issue, pack boxes, work issue stations fitting clothing, check-out and processing midshipmen through sales store terminals as required. Completes retail reports and submits to management.

Point of Sales (POS) and Specialized Systems - Operates the point of sale terminal verifying that all merchandise is properly scanned, verifies retail price, verifies product information, processes proper type of sale/ return in terminal, properly secures credit card information and delivers receipt to customer. Secures register funds daily, verifying all monies for the day and delivers cash to assigned terminal. At the end of workday, counts/verifies all cash, checks, bank charges, midshipmen charges and deposits same in drop safe per instructions, reconciles accounts.

Inventory - Stocks and maintains the sales floor according to daily sales plan. Stays current with merchandise assortment. Assists management with pricing when needed. When warehouse shipments are received, incumbent will check in merchandise, stock shelves, and assist in the maintaining the visual displays. Performs duties of repacking cartons, labeling cartons with proper counts, working with SKUs, and descriptions of merchandise for transfer to the warehouse and other retail operations. Incumbent also transports packages to / from the warehouse using the department van. Incumbent will also conduct spot inventories as assigned during the year. Supports management during inventory and performs other tasks related to the retail operation within NABSD.

General duties - Maintains housekeeping standards such as dusting, vacuuming, and taking out trash. Provides on the job training to new sales store clerks as needed. Incumbent may be asked to transfer to another retail location as needed. Supports the business hours during the week and may include weekend shifts and holidays. Supports the safety and health program. Promotes employee involvement to identify and eliminate safety/health hazards in order to ensure an accident-free environment. Supports EEO policies and communicating support of those policies to all coworkers. Maintains all USNA, DOD, DON, and NABSD required training.

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The work requires considerable physical exertion due to long periods of standing, bending and stooping. Requires frequent lifting and moving of moderate weights usually less than 45 pounds.

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

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 call 410-293-x2882 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 possess a minimum of 3 months customer service experience, preferably in a service or retail setting.
2. Incumbent must possess multi-tasking skills, and be able to resolve problems individually and as part of a team.
3. Basic computer skills and a working knowledge of point-of sales (POS) is beneficial.

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.