



**Naval Academy Business Services Division**  
**Job Announcement Number: 24-083**  
**Vacancy Open: November 25, 2024 – December 12, 2024**  
**Area of Consideration: All Qualified Persons**  
**Security Level: Tier 1 – Non-Critical Sensitive**

## **POSITION DETAILS**

Tour Guide Manager, NF-1101-04  
Full Time (35-40 hours weekly, Benefited)  
\$26.00-\$33.00/hour

*Join our dynamic team and help create great experiences for our guests as they tour the Naval Academy and learn about its rich history.*

Set Full Time scheduling with 8-hour daytime shifts Monday – Friday, with occasional evening and weekends.

## **JOB SUMMARY**

This position is located in the Naval Academy Business Services Division (NABSD) Armel-Leftwich Visitor Center (ALVC), at the U.S. Naval Academy (USNA). The Manager is responsible for the Visitor Center and Naval Academy Guide Service (NAGS). The function requires the ability to react to changing travel industry markets and USNA policies. The incumbent recommends policy decision and their impact on the profit picture of the Visitor Center to the Director, Deputy Director and Finance Director.

## **DUTIES & RESPONSIBILITIES**

The incumbent reports directly to the Deputy Director, Naval Academy Business Services Division and is responsible for the following:

- Performs to the highest possible standards in order to ensure total customer satisfaction and to generate good will towards the USNA.
- Ensures that all employees of the ALVC project a positive image of the USNA.
- Fosters teamwork and maintains an open line of communication among the NABSD, the ALVC and the USNA.
- Ensures that the A-LVC provides superior information and guided walking tour services to visitors so they may more fully understand the function of the USNA and its mission.
- Achieves sales goals.
- Manages operations of the ALVC.
- Approves leave requests and payroll.
- Develops and administrates a Business/Marketing/Public Relations Plan for ALVC.
- Develops, implements and evaluates an operating budget, policies, procedures, programs and services; also writes and updates POD.
- Evaluates Information Desk and office personnel and supervises the evaluation of guides.
- Plans and implements advertising and promotional activities and works to maximize cooperative advertising dollars and promotional materials.
- Designs and writes advertising and promotional materials for the ALVC and the NAGS.

- Develops, writes and mails press releases and media kits for the ALVC.
- Maintains contacts with travel and trade associations, public relations associations, clients and vendors.
- Researches, develops, produces and supervises mailing of brochures, group tour literature and other printed materials.
- Administrates the USNA Group Tour Policy for outside guides and guide services.
- Supervises staff meetings, training programs, certification seminars and familiarization tours for Information Desk, office staff and guides.
- Administrates the rental of the ALVC for functions; produces rental packets and facilitates events.
- Other related duties as assigned.

## 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 email [nabsdjobs@usna.edu](mailto: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. 2 years' experience in the Tourism industry. Tourism Management or Administration experience preferred.
2. Experience marketing and advertising; creating promotional materials and Social Media posts; networking with other travel and trade associations, clients and vendors.
3. Ability to deal with short- and long-range problems concerning staff, building management and maintenance, and budget.
4. Experience developing training materials, as well as training, supervising and evaluating employees.
5. Ability/Experience working with financial data and budget.

## 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.*