



Naval Academy Business Services Division

Job Announcement Number: 26-014

Vacancy Open: January 6, 2026 – January 22, 2026

Area of Consideration: All Qualified Persons

Must be at least 18 years of age to obtain required security clearance

Security Level: Tier 1 – Non-Sensitive

POSITION DETAILS

Information Specialist, NF-1035-02

Flexible (0-40 hours weekly)

\$19.00 - \$21.00/hour

Positions Available: 3

The Visitor Center at the U.S. Naval Academy is seeking Information Specialists who enjoy welcoming guests and providing helpful information. Candidates should have open availability to work Monday through Friday, with occasional weekends and holidays to support special events.

JOB SUMMARY

This position is located in the U. S. Naval Academy's Non-Appropriated Fund Instrumentality (NAFI), Naval Academy Business Services Division (NABSD), Annapolis, Maryland. NAFI is an entity that generates its own funds through its operations, and is not funded by Congress.

The Information Specialist provides information services, sells public walking tours and books group tours.

DUTIES & RESPONSIBILITIES

- Welcomes domestic and international visitors to USNA.
- Organizes public tours, accepts all forms of payment for public tours, reconciles proceeds at end of 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 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 Academy admissions, history, traditions and current events.
- Locates information on graduates; if deceased, locates where they are interred or inurned.
- Answers the telephone and takes group tour reservations.
- Provides lost and found services.
- Handles emergencies such as injuries and 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.

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

**** Your application must include narratives for each KSA, using specific examples to demonstrate your qualifications and experience.**

1. Incumbent must have a minimum of 6 months experience providing guided tours. USNA Tour Guide experience preferred.
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.

QUALIFICATIONS & CONDITIONS OF EMPLOYMENT

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 be able to obtain and maintain a 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
- Probationary period: Flexible employees are employed based on the needs of the business.
- Must be able to understand and communicate in English

APPLICATION INSTRUCTIONS

A complete online application **must** be submitted no later than NOON on the closing date to be considered for a USNA NAF/NABSD position. Please visit the employment website <https://www.usnabsd.com/about/careers/> or email nabsdjobs@usna.edu if you need assistance.

Resumes must not exceed 2 pages.

Apply Here: <https://www.usnabsd.com/about/careers/application-for-federal-employment-of-612/>

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:

- **ICTAP (Interagency Career Transition Assistance Plan):** Most recent SF50 (or equivalent) and RIF (Reduction in Force) notice.
- **Military Spouse:** most current military member's PCS orders, submit spousal request form – (*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

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 Noon on the closing date listed above will not be considered.

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, complete a pre-hire health screening, 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 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, 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.