

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 20141	FLSA	X	NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSVL—LODGING LOS ANGELES AFB, CA	
			EXEMPT		
3. POSITION TITLE LEAD GUEST SERVICES REPRESENTATIVE			4. CLASSIFICATION NF-0303-II	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE 20170927

DUTIES AND RESPONSIBILITIES

Responsible for leading the work of Guest Service Representatives. As a working leader, performs the following duties: Distributes and balances workload among employees. Observes work in progress, production, adherence to quality and safety standards. Instructs and trains new employees. Elevates unresolved employee complaints to supervisor. Provides impute on performance, progress, and disciplinary problems. Reports all repair and maintenance required according to established policy. Reports all violations of safety to immediate supervisor. Updates automated data base on occupancy, and check-outs. Ensure adequate stock supplies and equipment are available to do the work. Coordinate's changes with supervisor requiring implementation by guest service representatives: collects and consolidates information for status reports, prepares reports, collects money and prepares or oversees the maintenance of records. As time permits, performs non-lead duties as Guest Service Representatives. Receives and confirms room reservations by letter, telephone, email, or personal contact. Registers and assigns rooms to guests, makes and issues room keys, and may escort guests to rooms as needed. Ensures that only authorized patrons use government-sponsored quarters. Calculates and posts charges to patrons' accounts and balances totals with control records. Accepts payment, makes change, and presents departing guests checkout statements. Prepares and safeguards cash receipts, prepares daily cashier's report, daily activity report, and may prepare consolidated daily activity report. Maintains current checkout list. Maintains and sells sundry sales items to patrons. Maintains a professional appearance and demeanor at all times. Ensures required information is received from guest and entered into guest folio. Prints backup reports from property management system. Ensures housekeeping status of rooms is updated. Records and notifies appropriate person/organization of maintenance problems reported by guests. Ensure front desk area and lobby remains clean. Process Night Audit procedures and close credit card machines nightly. Maintains the lost and found program. Ensures that customer service is the first priority. Required to drive a government vehicle(s). Performs other related duties as assigned.

QUALIFICATIONS

Applicant must have experience in general clerical or cashier work of any kind in which the applicant has demonstrated ability to perform satisfactorily in handling multiple tasks and providing quality customer service. Experience must have demonstrated the ability to resolve common arithmetic problems, and to make change when receiving payment from customers. Must be able to read, speak, and write English. Must meet state and legal age requirement for sale of alcoholic beverages. Experience which demonstrates the applicant's ability to lead the work of others is desirable. Must be able to satisfactorily complete a National Agency Check with Inquiries (Tier-1). Must be able to exert light physical effort in reaching, bending, turning, or moving hands, feet, and legs to hand and foot controls. Must possess a valid state driver's license. This is a drug testing designated position. The incumbent is subject to pre-employment and random testing for drug use.

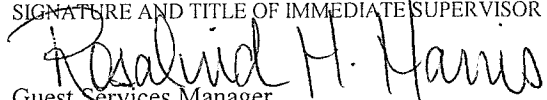
PERFORMANCE STANDARDS

Promptly and courteously receives, greets, and answers questions from visitors and telephone callers. Accurately registers guests ensuring compliance with established patron eligibility criteria. Accurately maintains and updates guest room assignments, checkout lists and patron accounts to enable quick and efficient retrieval of information. Accurately prepares reports according to regulations and policies, and in the appropriate format. Documents are finalized in a timely manner, meeting prescribed suspense dates or established deadlines. Ensures compliance with all established safety and security policy and regulations. Maintains professional customer service

TRAINING

All formal and informal training as deemed necessary by management. May include OJT, TDY, video/telephone conferences, and correspondence courses. Must complete the web-based training selected for this position by the AFSVA.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR  Guest Services Manager	DATE 29 Sep 2017
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CLASSIFICATION EVALUATION REPORT
Lead Guest Services Representative, NF-0303-II

CLASSIFICATION REFERENCE:

Position Classification Flysheet for Miscellaneous Clerk and Assistant Series, GS-0303
Grade Level Guide for Clerical and Assistance Work, TS-91
AFMAN 34-310, Attachment 9

1. **Background:** The primary purpose of this position is to lead other guest services representatives and to provide front desk, guest services support for lodging operations.

2. **Title, Series and Grade Determination:**

Series Determination: This series includes positions the duties of which are to perform or supervise clerical, assistant, or technician work for which no other series is appropriate. The work requires knowledge of the procedures and technique involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines. The work performed is characteristic of the 0303 Miscellaneous Clerk and Assistant series.

Title Determination: Titles are not specified for positions classified in this series. The functional community has selected the title of Lead Guest Services Representative for parity with the commercial lodging industry.

Grade Determination: Performs, under little supervision, with normal latitude for the exercise of independent judgment, leading and training other guest services representatives and routine lodging front desk clerk work requiring some training. The work is not closely controlled and consists of several related tasks or operations. Choices regarding what needs to be done are limited because the work typically consists of a series of prescribed steps. The employee's judgment is limited to choosing the proper guide for each task. Guides are often committed to memory. The employee has contacts with co-workers to exchange information related to assignments. The work performed involves leading other guest services representatives, assisting management and receiving and confirming room reservations, registers, and assigns rooms to guests; issues room keys, accepts payment, and prepares daily reports. Receives and places local, regular and special long distance calls, answering routine and non-routine questions in reference to the organization. Supervisor is readily available, in person or by telephone, to deal with unusual situations, which may occur, and to provide necessary guidance and instructions. Routine work may be performed independently.

3. **Final Classification:** Guest Services Representative, NF-0303-II