

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 20143	FLSA	X	NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSWO-Information, Ticket and Tours (ITT) Los Angeles AFB, CA
			EXEMPT	

3. POSITION TITLE RECREATION ASSISTANT (ITT)	4. CLASSIFICATION NF-0189-II	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE 20180327
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DUTIES AND RESPONSIBILITIES

Assists in the operation of the Information, Ticket and Tour (ITT) Program, which services military members, civilian employees and visitors to Los Angeles AFB under the supervision of the Outdoor Recreation Manager. Provides a variety of travel advice and information to customers involving various types of events, accommodations and schedules. Procures, secures and accounts for all tickets and monies associated with the program. Maintains a daily and monthly inventory. Accepts payment for tickets and tours. Responsible for change funds, daily inventory, ordering and receiving ticket and contacting vendors to get promotional materials. Completes daily cashier documentation including sales reports, cashier reports and bank deposits. Opens and closes the ITT office. Performs other related duties as assigned.

QUALIFICATIONS

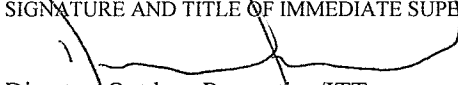
Must have responsible experience which demonstrates the ability to perform satisfactorily at the grade level of the position. Must have general knowledge of the surrounding area. Must have knowledge of cash handling principles and procedures. A practical knowledge of the travel, tour, and hospitality industry and knowledge of recreational activities, rules and procedures is required. General travel industry knowledge to include processing reservations using "Sabre" software program or other comparable travel system is desired. Basic knowledge of computers is required. Applicant must have strong communication skills in English and interpersonal skills. Applicant must have experience handling multiple tasks concurrently that developed organizational skills. Must be able to read, write and speak English fluently. Must be able to satisfactorily complete a National Agency Check with Inquiries (Tier-1 Investigation).

PERFORMANCE STANDARDS

Produces quality work in a thorough, accurate and timely manner, demonstrates a satisfactory level of technical competence. Must work independently with minimal supervision, be a self-starter and communicate with Supervisor and the general public. Member is required to strictly adhere to all rules, regulations, instructions, locally established policies and chain of command. Keeps supervisor apprised of all work status and potential issues. Uses time efficiently and show initiative. Maintains good working relationship with supervisor, co-workers, and others with whom contact is made. Reports to work as scheduled and provide ample notification of absences, when possible. Provides quality customer service, treating internal and external customers in a courteous and professional manner. Follow safety guidelines. Complies with mandatory and directed training requirements.

TRAINING
All formal and informal training as deemed necessary by management. May include OJT, TDY, video/telephone conferences, and correspondence courses.

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  Director, Outdoor Recreation/ITT	DATE 27 Mar 18
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