

**DEPARTMENT OF THE NAVY
NAVY EXCHANGE, HUMAN RESOURCES OFFICE, SIGONELLA, ITALY
JOB VACANCY ANNOUNCEMENT FOR LOCAL NATIONAL**



Announcement #	LN/003-24				
Position / Grade	CUSTOMER SERVICE CLERK /2091 - E-07-W				
Salary Range	€2.216,32 - €2.395,01 per month plus applicable allowances				
Opening Date	20 SEPTEMBER 2024	Closing Date	26 SEPTEMBER 2024		
Scheduled Days/Hours	Rotating	Earliest Starting Time	6:00	Latest Quitting Time	22:00
Location	NAVY EXCHANGE SIGONELLA – MAIN STORE				

Notes	<ol style="list-style-type: none"> 1. Please read the “Instructions for Completing the Employment Application”, before submitting your application. EMAILS APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS WILL NOT BE CONSIDERED. 2. Permanent Full Time position. 3. Applicants must be able to read, write and speak in both English and Italian. Application must be submitted in English 4. Selectee will be required to work rotational shifts including weekends and holidays. Work schedule is subject to change.
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Who May Apply	Signonella Navy Exchange / Navy Gateway Inns permanent associates ONLY.
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Description of Duties	<ul style="list-style-type: none"> - Inventory management control, taking special orders, Home Layaway; foreign currency exchange, Western Union; Enel and Telecom services; assisting customers with special requests, providing layaway services, resolving customer complaints, check cashing, etc. - Takes special orders for authorized merchandise including items from mail order catalog; assists customers in selecting merchandise, preparing required forms, and determining cost and shipping charges. Coordinates with procurement personnel; maintains appropriate files and follow-up, as required. In cases of delayed merchandise, notifies customers of new arrival date and coordinates delivery of merchandise. Upon receipt of merchandise, checks for agreement with original order and, as required, makes necessary computations with regard to shipping charges and markup; notifies customers of merchandise arrival and coordinates delivery. - Processes Home Layaway of high value merchandise. Prepares contract, input data into the automated system, and maintains accurate records and files following established procedures. Takes Navy exchange catalog order from customers and maintain tracking of items in transit. - Provides layaway services which include identifying items to be layed away as well as determining, in accordance with prescribed policies and procedures, the amount of deposit required and schedule of payments. Follows-up with customer on delinquent payments. Cancels layaways, refunds monies and returns merchandise to sales area when payments are not made. - Provides patrons with specific product information based on knowledge of manufacturer's catalogues and data obtained from company representatives. Completes appropriate documents for payment by deferred payment plan (DPP), indicating initial and subsequent payments. Checks for proper identification and entitlement for use of the DPP, as required. - Resolves customer complaints and is authorized to make refunds or adjustments for goods returned; checks merchandise for damage or ticket switching. Ensures that sales receipts accompany refund or exchange requests; contacts authorized personnel to return merchandise to sales floor or back-up storage area. As necessary, provides assistance to customers on product warranty and related problems. - Cashes personal checks, government checks, travelers checks and money orders, assuring that proper identification is provided. Checks names against 'bad check' list and/or social security number through TRW before processing the payment of personal checks. - Sells foreign currency exchange i.e., lira for dollars and vice versa using internal bank rate; sells Tele2 calling cards, telepass, gift certificates, automobile and house gas coupons, and the automated Enel Tax Free program. Also receives payments for Telecom and Enel bill payments. - Receives and sends monies through Western Union worldwide. Maintains documentation of transactions following established procedures. - Administer the A OK Student Program for the local school and receives Starcard payments. - Receives payment for returned checks and issue receipt following established procedures. Notifies appropriate office of payment(s) received. - Checks merchandise transfers and ensures requested items are boxed and shipped out. Arranges for necessary transportation to branches/locations. Completes merchandise transfers including extending cost and totaling amounts. - Maintains appropriate records and logs relating to customer services transactions. Maintains catalogs and price sheets of authorized items in a current status. - Operates cash register in accordance with established cash control procedures and is responsible for own cash change fund. - May be required to perform such duties as maintaining number controls for documentation required by various Exchange departments and requisitioning supplies needed for the store. - Performs other related duties as assigned.
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Qualification Requirements	<p>GENERAL EXPERIENCE: 1 year responsible experience in clerical, office or retail sales store work of any that indicates ability to acquire particular knowledge and skills needs to perform the duties of the position to be filled OR “Diploma di Maturita”</p> <p>SUBSTITUTION OF EDUCATION FOR EXPERIENCE Study completed in a college, university above the high school level may be substituted on the basis of one-half academic year of study for six months of experience.</p> <p>Applicant's experience and education will be evaluated in conjunction with the following knowledge, skills, and abilities to determine qualified candidates for referral:</p> <ol style="list-style-type: none"> 1. Previous retail and/or customer service experience. 2. Ability to work the scheduled hours of the position and work independently with minim supervision. 3. Ability to communicate fluently in English and Italian both orally and in writing. 4. Ability to accurately operate a cash register, complete daily sales reports and deal courteously with the public. 5. Experience with following instructions and adapting to and implementing new working situations.
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Application Status	For inquiries concerning job announcement, please contact the NEX Human Resources Office at (095) 564276 or (095) 564270, Tuesday and/or Thursday from 1330 to 1500, at least 15 days after the closing date of the announcement.
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THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

DEPARTMENT OF THE NAVY, NAVY EXCHANGE
NEX Human Resources Office, Sigonella, Italy

Instructions for Completing The Employment Application (Local National – LN)

EMPLOYMENT APPLICATION

Applications are **only** accepted if there is an open vacancy announcement.

Vacancy announcements and NEX application form may be downloaded from:
<https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/>
It is required to submit the NEX APPLICATION FORM ensuring that you are utilizing the latest version.

ALL applications MUST be completed in English.

APPLICATIONS NOT IN ACCORDANCE WITH NEX INSTRUCTIONS WILL BE RATED “NOT QUALIFIED/INELIGIBLE” BY THE NEX HRO.

WHO MAY APPLY

Citizens of European Union member state.

Only candidates specified in the “Who May Apply” section of the vacancy announcement may receive consideration.

Applicants with U.S. citizenship are ineligible to be employed in LN positions by the U.S. Forces in Italy.

QUALIFICATION REQUIREMENTS

Candidates must pay attention to the type of experience, education, certifications and licenses requested by the vacancy announcement and ensure that all this information, including expiration dates, as applicable, are reported in the appropriate block on the application form.

Work experience: Candidates must describe in detail, in their own words, work experience related to the vacancy and MUST specify:

- From/To dates of prior employment (month and year);
- Position title and grade level;
- Employer information;
- WEEKLY HOURS;
- Experience gained during military service (provide detailed description of duties performed);
- Language proficiency.

Position descriptions (PDs) and/or certificates of employment will not be considered in lieu of description of work experience.

If the announcement text is copied verbatim, the application will not be considered.

Typing Proficiency: Self-certify your English typing proficiency in the appropriate block of the application indicating your typing speed when a “qualified typist (O/A)” certification is required. Qualified typists must meet a minimum of forty (40) words OR two hundreds (200) strokes per minute in English. Typing proficiency skills are subject to verification.

Education: If education is used for qualification purposes, the title of the degree/certificate/ diploma **and** all courses/subject must be translated to English.

Educational documents obtained outside the European Union (EU), with the exception of the U.S.A. must be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials.
Foreign language documents must be officially translated to English.

Graduate education is College or University level education beyond the Italian 1st Level University Degree or equivalent.

Professional course work certificates released by Regional Institutions or equivalent may be considered for positions up to EW-05 grade level only.

SUBMISSION OF THE EMPLOYMENT APPLICATION

APPLICATIONS MAY ONLY BE SUBMITTED VIA EMAIL, IN ENGLISH, to:
sig-nexhro-wantajob@nexweb.org

- **The subject line of your email MUST contain the Last and First name of the applicant AND the vacancy announcement number, for example: LAST NAME, FIRST NAME - LN/001-24;**
- Only one email will be accepted per vacancy announcement. If more than one email is sent only the most recent will be considered/evaluated;
- Utilize the latest version of the application form downloaded from CNREURAFCENT website;
- Do not alter the content and the properties of the application;
- Complete the application form providing all the requested information;
- Do not send Postal Electronically Certified (PEC) emails;
- Attached the application form only in PDF format utilizing only ADOBE PDF Reader (additional attachment are not necessary and should not be included unless specifically requested by the vacancy announcement);
- To ensure the file is correctly transmitted and legible, scan the application form as a PDF document or save the file by printing it to adobe pdf;
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information prior to submission;
- Submit the application by the closing date of the vacancy announcement.

VERIFICATION DOCUMENTS

In case of selection, candidates MUST provide proof of work experience, education and other certifications or licenses as requested by the vacancy announcement and for which credit was received. Work experience certified on the application form is subject to verification with employers. The NEX Human Resources will proceed with the hiring process **ONLY** when all eligibility requirements are satisfactorily met.

INQUIRES REGARDING THE STATUS OF THE EMPLOYMENT APPLICATION

For information on the application submitted, contact the NEX Human Resources Office at (095) 564276 or (095) 564270, Tuesday and/or Thursday, from 1330 to 1530 hours, at least 15 days after the closing date of the competition notice.

When requesting information by telephone, you must provide the announcement Number of the position for which you are applying.

The Human Resources Office of the NEX will not give information on the status of the application for employment to family or friends, in compliance with the rules on the confidentiality of personal data (law 675/96). In case of selection the candidate will be informed by telephone and/or electronic (email) by a representative of the Human Resources Office of the NEX.

NOTES:

1. Employment of relatives is restricted in accordance with NASSIG Instruction 12330 and NEXCOM HR Policy Manual.
2. If a candidate is selected at lower grade level for a position with promotion potential (e.g. EW-03/04/05), he/she can be promoted to the target level without further competition at management’s request.
3. Prior lists of qualified candidates may be used to fill additional similar positions without further competition.
4. “Local National” refers to citizens of a European Union member state.
5. Internal employees may apply and be considered for positions at any lower grade, lower pay or different employment category. Pay will be set in accordance with articles 13 and 14 of the Conditions of Employment for LN employees of 1 April 2024.