

**DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
OVERSEAS PROGRAM CENTER EUROPE, AFRICA, CENTRAL
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY
VACANCY ANNOUNCEMENT - LOCAL NATIONAL POSITION**



Announcement No.	DD83FE - 065857 - EA
Position Title	Medical Support Assistant, Ua-0679-06
Salary Range	Euro 2,402.90 – E 2,612.24 per month plus applicable allowances
Closing Date	25-OCT-2024
Work Schedule	Full-Time Permanent
Job Location	DHA-MTF Naval Hospital Naples, Director of Branch Medical Clinic, Capodichino, Naples, Italy

Notes	<p>The application form has been revised as of 19 Aug 2024, and any prior version will not be considered. Candidates must electronically submit the application form via e-mail to the revised address as below: usn.naples.ochrwashingtondc.mbx.hro-naples-in-jobs@us.navy.mil</p> <p>IMPORTANT:</p> <ul style="list-style-type: none"> • Please read the “Instructions for Completing the Employment Application” on the following page of this announcement before submitting your application. • In the SUBJECT LINE of the e-mail, indicate LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk). • Applicants will receive an automatic e-mail from HRO, acknowledging receipt of their Employment Application. It is recommended that applicants add this e-mail address to their contacts so e-mails are not filtered to the junk or trash e-mail box. • If an applicant does not receive this e-mail <u>within 24 hours</u> of submitting their Employment Application, it is applicant’s responsibility to contact HRO at: usn.naples.ochrwashingtondc.mbx.hro-naples-in-jobs@us.navy.mil or via telephone at DSN: 314-626-5409 / COMM: 081-568-5409, Mon-Fri, from 08:00-within the office duty hours. • If there have been difficulties with submitting the Employment Application, the applicant has until the <u>closing date</u> of the Job Announcement to resend the e-mail with the application form. Any incident after the closing date of the Job Announcement will result in the request not being considered. There will not be exceptions to this rule. <p>NOTES:</p> <ol style="list-style-type: none"> 1. Selectee will be required to favorably pass a pre-employment medical suitability examination as a condition of employment. 2. Applicants must be able to read, write and speak fluently in both English and Italian. Application must be submitted in English language. Applications in Italian language will not be considered. 3. Selectee will be required to favorably pass a security background check as a condition of employment. 4. Knowledge of basic medical terminology. 5. Knowledge of Microsoft Office and Word.
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Who May Apply	Citizens of a member state of the European Union. However, applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.
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Description of Duties	<p>The incumbent offers support and functions as a liaison between the clinic and the main hospital located on the Gricignano Support Site base. Furthermore, offers support and functions as coordinator to Active Duty members located in remote duty stations and transient reservists in registering and emailing with them to successfully schedule, organize and coordinate their military medically required appointments from a distance. Performs a variety of medical support assistant duties associated with patient care and treatment in clinic responsible for a variety of medical services. Receives patients to the clinic; determines the nature of their visit. Greets incoming patients, ensuring that necessary records and forms are in order prior to being seen by the health care provider. Receives and directs telephone inquiries, and takes and relays messages. Books all necessary appointments via telephone, in person and via TRICARE Online. Responsible for providing general information about appointments, clinic hours, services, rules, regulations, and procedures performed in the clinics. Responsible for performing clerical procedures in the electronic medical record. Updates medical records with laboratory, radiology or other study results. Reviews all patient records for compliance with policy and regulations. Initiates administrative related forms for patient’s signature. Assists with enrolling patients in health education classes. Screens walk-in patients under the direction of the registered nurse. Screens all patients requesting pregnancy tests per established procedures. Contacts patients and makes revised appointments when changes to the appointment schedule are required. Daily, reviews and accepts all new patient requests.</p>
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<p>Qualification Requirements</p>	<p>All eligibility and qualifications must be met by the closing date of this announcement. Please visit https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/0600/medical-support-assistance-series-0679/</p> <p>EXPERIENCE: One (1) year of general experience equivalent to the Ua-07 grade level, or equivalent experience in the private or public sector, that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled.</p> <p style="text-align: center;">OR</p> <p>EDUCATION SUBSTITUTION FOR EXPERIENCE: One (1) year of education above the Italian High School Diploma or equivalent.</p> <p>To receive credit, you must fill out the required fields on the “Employment Application” form</p> <p>HOW YOU WILL BE EVALUATED: In order to qualify for this position, your application must provide sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the position. You will be rated based on the experience and education described on your application form.</p>
<p>Application Status</p>	<p>Status updates will be provided by position at the following website: https://cnreurfcent.cnmc.navy.mil/About/Job-Openings/Local-National-Vacancies/</p> <p>Applicants may inquire about the status of their job applications by e-mailing to: usn.naples.ochrwashingtndc.mbx.hro-naples-ln-jobs@us.navy.mil in the SUBJECT LINE: “Inquiring on job application submitted by LAST and FIRST name, AND the announcement number with title, series, grade AND application DATE” (e.g. <i>Inquiring on job application submitted by ROSSI, MARIO, ANN# 3049B-123456-EI, Office Automation Clerk, Ua-0326-06, on 22 Nov 2022</i>).</p>
<p>THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER</p>	

INSTRUCTIONS FOR COMPLETING THE EMPLOYMENT APPLICATION (LOCAL NATIONAL – LN)

SUBMISSION OF EMPLOYMENT APPLICATION

Application **MAY ONLY BE SUBMITTED VIA E MAIL IN ENGLISH**. HRO will NOT accept "hard copy" applications. Submit your application to the **revised** e-mail address as below:

usn.naples.ochr@navy.mil

In the **SUBJECT LINE** of the e-mail, indicate **LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk)**.

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

Vacancy announcements may be downloaded from:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Applications for white-collar (Ua/Q) and blue-collar (Uc) **MUST** be completed in English language only.

Applications in Italian language will not be considered.

EMAIL APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS LISTED BELOW WILL NOT BE CONSIDERED AND YOU WILL BE RATED "NOT QUALIFIED/INELIGIBLE" BY HRO:

- Only one e-mail will be accepted per vacancy announcement. If more than one email is sent, only the most recent will be accepted;
- Utilize the last version of the application form downloaded from the CNREURAFCENT website;
- Do not alter the content and the properties of the application;
- Application form must be completed in its entirety answering ALL questions;
- Attach the application form only in **PDF** format utilizing only **ADOBE PDF Reader** (additional attachments are NOT necessary and must not be sent);
- **Do not send Postal Electronically Certified (PEC) emails;**
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information submitted;
- Application must be submitted by the closing date of the vacancy announcement. Late applications will not be accepted.
- **The candidate's signature is NOT required on page 9 of the application form, however candidate must enter his/her LAST, FIRST name and DATE.**

WHO MAY APPLY (AREA OF CONSIDERATION)

- Citizens of a European Union member state.
- **Applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.** Only candidates specified in the "Who May Apply" section of the vacancy announcement may receive consideration.

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, e.g. 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, any work experience related to the job vacancy and must specify:

1. Job title (include pay schedule, series and grade if experience gained in the Federal employment);
2. From/To dates of employment (month and year);
3. Salary (monthly);
4. WEEKLY HOURS;
5. Employer's name and address;
6. Experience gained during military service, providing detailed description of duties performed;
7. Language proficiency.

Position descriptions (PDs) will not be used in the evaluation of applications. Attachment of PDs to applications is not appropriate, as ratings will be made on descriptions furnished by candidates in their own words.

Typing Proficiency: Self-certify your typing proficiency in the appropriate block on 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 may be subject to verification.

Education:

- If education is used for qualification purposes, the title of the degree/certificate/diploma **AND** all courses/subjects **MUST** be translated into English.
- If education is used for qualifications purposes and a determination cannot be made based on the information provided, you will not be considered.
- 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 College or University level education is education beyond the Italian "Laurea 1 livello" or equivalent.

VERIFICATION OF DOCUMENTS

Prior to appointment, selectees **MUST** provide verification of work experience, education and other certifications or licenses as requested by the vacancy announcement and for which credit was received. HRO will proceed with the hiring process **ONLY** when all eligibility requirements are satisfactorily met.

INTERVIEWS AND SELECTIONS

Interviews and selections are made by the Hiring Manager of the department requesting the vacancy announcement. Selectees will be notified exclusively by a staff member of the HRO.

NOTES

1. Employment of relatives is restricted in accordance with NAVSUPACT policy. Relatives cannot be in the same line of supervision of another relative.
2. If a candidate is selected at a lower grade level for a position with promotion potential (e.g. UA-05/04/03), he/she can be promoted to the target level without further competition at management's request.
3. 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 according to articles 13 and 14 of the Conditions of Employment for LN employees effective 1 April 2024.