

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



Announcement #	LN/006-25				
Position/Grade	GUEST SERVICE REPRESENTATIVE / 1176 - E-06-W				
Salary Range	E-06-W €2.145,24 – €2.311,38 per month plus applicable allowances				
Opening Date	03 NOVEMBER 2025	Closing Date	07 NOVEMBER 2025		
Scheduled Days/Hours	24:00 hours rotating	Earliest Starting Time	00:00	Latest Quitting Time	24:00
Location	NHG NAVY LODGE Sigonella				

Notes	THE SELECTEES WILL BE HIRED UNDER LOCAL NATIONAL EXCHANGE SALARY TABLE				
	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. Application must be submitted in English. 3. Regular Full-Time position. 4. Selectees will be required to work rotational shifts including days, nights, weekends and holidays. Work schedule is subject to change. May be required to work overtime, including on an emergency basis. 5. Selectees will be required to favorably pass a physical examination and security background check as a conditions of employment.				

Who May Apply	Citizens of European Union member state except those applicants also holding citizenship of the United States of America.				
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Description of Duties	Must possess a welcoming manner and positive attitude, demonstrate effective communication skills, interacts professionally with guests, answering questions concerning lodging facilities, amenities and provides information about local attractions. Assists guests with all requests, in person or via telephone, including, but not limited to, making, confirming and/or cancelling room reservations, collecting payments and presenting lodging receipts, check-in/check-out process, authorized patron verification, guest room assignments, credit card processing etc. Greets and welcomes guests upon sight, always maintaining outstanding guest relations. Required to complete all mandatory training designated for overnight shift and is designated to fill in schedule gaps due to call-outs, no-shows, vacations etc. for the overnight shift schedule. Completes all work duties and reports assigned to the shift, as required. Communicates with all lodging associates and chain of command concerning operations, guest issues or situations that require immediate attention. Applies knowledge of standard operating procedures, processes and rules governing patron eligibility. Receives requests and processes reservations within established guidelines. When rooms are not available, provides a certificate of non-availability (CNA) and/or alternative lodging options in the area. Interacts with guests and receives and resolves guests' complaints, including but not limited to: adjusting room fees, adjusting check-in/check-out times consistent with program policy, and refers unusual issues to immediate supervisor for assistance and/or resolution. Utilizes judgment and understanding of policies and procedures to better assist guests. Operates a multi-line telephone system, records and delivers messages, as required, and answers inquiries pertaining to services, base facilities, area attractions and travel directions. Utilizes the Property Management System (PMS) to access guest information, retrieve reservation information and change or cancel reservations as requested by the guests. Verifies registration information, secures a credit card for incidental expenses and authorizes credit card for room charges. Logs trouble calls in the PMS and ensures the appropriate department is notified. Relocates guests to a different room, when required. Operates POS to record sales from convenience store (if applicable). May assist in maintaining and stocking adequate supply levels. Exchanges and maintains rotating change fund and daily log of moneys received and deposited. Securely maintains all records and access to guest safety deposit boxes, as applicable. May be required to generate and print various reports from the PMS such as Expected Arrivals, Departure List, In-House Guest List and Night Audit reports, as well as other daily, monthly or annual occupancy reports. Verifies accuracy of charges for correctness and makes appropriate changes if errors occur. Completes all computer generated reports, as assigned, and notates any account discrepancies for corrective action by management. Prepares Close Bank Report and receipts at the end of each shift in accordance with established procedures. Prepares end of day front desk reconciliations identifying and addressing any discrepancies made throughout the day. May be responsible for the set-up and breakdown/clean-up of the complimentary "self-service" breakfast bar. Assist with preparing, heating, displaying and replenishing breakfast items available to guests during breakfast hours. Ensures surrounding area is returned to its original state and free of all leftover food by the end of designated breakfast hour. Required to obtain proper food handling certifications as applicable. Will be required to work all shifts, including weekends and holidays, as scheduled. May be called upon to maintain operations during inclement weather and/or other emergencies for short period of time during the absence of supervisor, GM or AGM. May be required to obtain NEXCOM Hospitality Group (NHG) front desk certification within 6 months of employment, as well as, any other requirements. Performs other duties as assigned.				
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Qualification Requirements	GENERAL EXPERIENCE: One (1) year experience performing clerical work, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of this position AND "Diploma di Maturità".				
	SPECIALIZED EXPERIENCE: Experience 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. You will be rated on the experience and education described on your application form to determine your level of Knowledge, Skills, and Abilities (KSA's) related to the job requirements: 1. Knowledge of basic principles, concepts, standards, and regulations relates to hospitality operations; 2. Knowledge of the lodging organization, administration, policies/procedures, and practices related to day-to-day front desk operation; 3. Skill in using of a personal computer and various software programs; 4. Ability to communicate clearly and effectively both verbally and in writing in English and in Italian; 5. Ability to professionally interact with guests while showing a welcoming manner and positive attitude;				

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.cn.navy.mil/Installations/NAS-Sigonella/About/Jobs/>

It is required to submit the NEX APPLICATION FORM ensuring that you are utilizing the latest version, any other APPLICATION FORM will NOT be taken into consideration.

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

ALL applications MUST be completed in English.

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/001-25;**
- 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 **NEX** 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.