


DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)

Overseas Program Center Europe, Africa, Central,

Human Resources Office (HRO), Sigonella, Italy

VACANCY ANNOUNCEMENT: LOCAL NATIONAL POSITION

	Announcement #	LN25-396477		
	Position	MEDICAL SUPPORT ASSISTANT, UA-0679-05		
	Salary Range	€2,547.82 – €2,778.71 per month plus applicable allowances		
	Opening Date	09-OCT-2025	Closing Date	13-OCT-2025
	Location	DEFENSE HEALTH AGENCY, NAVAL HOSPITAL SIGONELLA, DIRECTOR OF DENTAL SERVICES, GENERAL DENTISTRY DEPARTMENT, U.S. NAVAL AIR STATION, SIGONELLA, ITALY.		
Notes	<ol style="list-style-type: none"> 1. Please read page two (2) of the announcement “Instructions for Completing the Employment Application”, before submitting your application. 2. Applications must be completed and submitted in English. 3. Applicants must be able to read, write and speak fluently in both English and Italian. 4. This is a Permanent Full-Time position. 5. Selectee will be required to favorably pass a physical examination and security background check as a condition of employment. 6. Position may involve some walking, standing, bending, stooping and carrying of light items. 			
Who May Apply	Citizens of a European Union member state except those applicants also holding citizenship of the United States of America.			
Description of Duties	<p>Responsible for all dental front desk operations, including but not limited to scheduling, coordinating and billing dental care. Maintains the automated database, purging outdated templates, merging and inputting templates, creating schedules and typing a variety of letters, reports, tabulated data, memoranda. Modifies templates, schedules, and reports as necessary. Defines appointment types, coordinates daily and unexpected changes of provider schedules. Verifies eligibility, ID status, and current demographics of all patients requesting appointments in accordance with the current eligibility verification policy guidelines. Coordinates follow-up appointments, prepares a variety of statistical workload reports, as required, reflecting health care provider productivity and dental readiness metrics. Responsible for monitoring and reporting the availability of open schedules for departmental leaders on a daily basis. Refers clinical questions concerning patient conditions, progress or treatment to clinic staff. Exercises tact, diplomacy, respect and consideration in all dealings with patients, staff, and various outside representatives. Delivers accurate and detailed instructions to properly prepare for certain scheduled patient visits, such as consent forms, lab work, x-ray, etc. necessary before the appointment date and time. Ensures all non-active-duty patients fill out correct paperwork indicating other health insurance for dental treatment, submitting invoices to the Uniform Business Office (UBO), tracking them through the UBO for processing of payment, ensuring payment is made, and balancing/reconciling accounts receivable. Works with the local Tricare Service Center regarding transportation for patients using TDP (Tricare Dental Program). Familiar with both the TDP and FEDVIP Retiree dental insurance options and provide accurate information to family members, retirees, and other beneficiaries who may benefit from these programs. Recommends and performs process improvement evaluations of various appointment desk processes.</p>			
Qualification Requirements	<p>https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/0600/medical-support-assistance-series-0679/</p>			
(OPM Qualification Standards)	<p>UA-05: One (1) year of specialized experience equivalent to the UA-06 or equivalent experience in the private or public sector OR three (3) years of successfully completed college or university level education in any field of study above the Italian High School Diploma or equivalent OR Italian 1st Level Degree.</p> <p>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.</p> <p>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.</p> <ol style="list-style-type: none"> 1. Knowledge of the dental facility organization and services, and the procedures for scheduling appointments. 2. Knowledge of word processing software, practices, procedures and function keys to create, copy, edit, store, retrieve, and print a variety of documents. 3. Skill in monitoring appointment system and troubleshooting errors 4. Ability in operating a computer and common applications such as Word, Excel and PowerPoint. 			
Announcement Status	<p>For inquiries concerning job announcement status, consult the CNREURAFCENT website: https://cnreurafcntl.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/</p>			

THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
Human Resources Office (HRO), 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 may be downloaded from:
<https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/>

The application form may be downloaded from:
<https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/How-to-Apply/>. Ensure that you are utilizing the latest version of the application form.

ALL applications MUST be completed in English.

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

WHO MAY APPLY

Citizens of a 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/subjects 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 UA-06 grade level only.

SUBMISSION OF THE EMPLOYMENT APPLICATION

APPLICATIONS MAY ONLY BE SUBMITTED VIA EMAIL, IN **ENGLISH**, to:
usn.sigonella.nassigonella@us.navy.mil

- 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 - LN19-003740;
- 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 the 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;
- Attach the application form only in PDF format utilizing only ADOBE PDF Reader (additional attachments 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

Prior to appointment, selectees must provide verification of work experience, education and/or licenses, as applicable. Work experience certified on the application form is subject to verification with employers. 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.

STATUS OF THE EMPLOYMENT APPLICATION

Consult the CNREURAFCENT website status column for the current recruitment stage: <https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/How-to-Apply/>.

HRO does not provide status on job applications .

NOTES:

1. Employment of relatives is restricted in accordance with NASSIG Instruction 12330. 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. 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.