


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

	Announcement #	LN/005-25				
	Position/Grade	NAVY LODGE GUEST SERVICE SUPERVISOR / 1176 - E-08-W				
	Salary Range	E-08-W €2.324,16 – €2.516,15 per month plus applicable allowances				
	Opening Date	29 JULY 2025	Closing Date	03 AUGUST 2025		
	Scheduled Days/Hours	24:00 hours rotating	Earliest Starting Time	00:00	Latest Quitting Time	24:00
	Location	NEXCOM HOSPITALITY GROUP Sigonella				
Notes	<p style="text-align: center;"><b>THE SELECTEES WILL BE HIRED UNDER LOCAL NATIONAL EXCHANGE SALARY TABLE</b></p> <ol style="list-style-type: none"> <li>1. Please read the “Instructions for Completing the Employment Application”, before submitting your application. <b>EMAILS APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS WILL NOT BE CONSIDERED.</b></li> <li>2. Application must be submitted in English.</li> <li>3. Regular Full-Time position.</li> <li>4. Selectees will be required to work rotational shifts including weekends and holidays. Work schedule is subject to change. May be required to work overtime, including on an emergency basis.</li> <li>5. Selectees will be required to favorably pass a physical examination and security background check as a conditions of employment.</li> </ol>					
Who May Apply	Sigonella Navy Exchange / NEXCOM Hospitality Group permanent associates ONLY.					
Description of Duties	<ul style="list-style-type: none"> <li>- Responsible for the front desk operations, lobby appearance, guest service, office operations, etc. Position will be required to work all shifts including holidays as scheduled. Communicates with all Navy Lodge personnel and chain of command concerning operations, guest issues or situations that require immediate attention.</li> <li>- Front Desk Operations - Assists guests in person or via telephonic contact for all communication including, but not limited to, room reservations and/or cancellations, payments, questions, check -in, check-out process, collecting payments, authorized patron verification, guest room assignments, credit card processing, express check out requirements, etc.</li> <li>- Hires and/or recommends hiring of Guest Service Department associates. Duties include training associates using Navy Lodge training standards. Schedules and assigns work, checks quality of work performed, monitors productivity and motivates staff to improve performance and encourage further development. Develops performance standards and evaluates associates' work performance. Prepares and verifies departmental payroll information.</li> <li>- Reconciles daily transactions of all accounts and outlets of the Navy Lodge ensuring complete balancing while maintaining guest service at all times. Executes night audit function.</li> <li>- Issues room keys, sorts incoming mail and messages and deposits guest valuables in safety-deposit boxes.</li> <li>- Operates a telephone switchboard taking and delivering messages as required and answers inquiries pertaining to Navy Lodge, services, base facilities, area attractions and travel directions.</li> <li>- Responsible for lobby appearance including cleaning, mopping, dusting, organization, presentation, etc. and all assigned work areas.</li> <li>- Responsible for assigned pass key, properly logs in and out using Navy Lodge key log record. For security reasons must report lost key immediately to Supervisor.</li> <li>- Responsible for care and upkeep of Navy Lodge issued uniform items, i.e. name tags, shoes, jackets etc. and assigned work equipment i.e. radios, power/hand tools, etc.</li> <li>- Greets and welcomes guests (upon sight or within 10 feet) while performing outstanding guest relations.</li> <li>- Utilizes a computerized Property Management System (PMS) and takes inquiries and reservations from authorized patrons. Provides information regarding facilities, location and surrounding area and produces reports. Input statistical data and reviews same for accuracy. Data is used in developing appropriate guest history and operational reports</li> <li>- Ensures all wake up calls are handled promptly and properly. Types any miscellaneous memos/correspondences required in the course of performing assigned duties.</li> <li>- Exchange, maintain rotating change fund and daily log of moneys received and deposited. Maintains all records and access to Guest Safety Deposit Boxes.</li> <li>- Required to assist in laundry facility and issue/ deliver guests supplies to guests.</li> <li>- Supports the Navy Lodge operation by performing administrative duties as assigned.</li> <li>- Develops work schedules and ensures they are adhered to; keeps Navy Lodge General Manager apprised of work status, assignments and advises concerning problem areas.</li> <li>- Provides guidance and assistance to subordinates in connection with problems encountered. Prepares work schedules; reviews work of subordinates; Develops work schedules, responsible for maintaining time cards for all Navy Lodge associates, and keeps Navy Lodge General Manager apprised of work status, assignments and advises concerning areas.</li> <li>- Manages departmental budget, (front desk and office supplies, labor, etc.) monitors monthly expenses for staffing and supplies.</li> <li>- Maintains continuity in absence of General Manager and acts as Manager on Duty as assigned.</li> <li>- Maintains a clean and safe environment.</li> <li>- Required to obtain certain certifications as necessary in connection with performing job duties.</li> <li>- Perform other related duties as assigned</li> </ul>					
Qualification Requirements	<p><b>GENERAL EXPERIENCE:</b> Experience that equipped the applicant with the knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. 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"> <li>1. Ability to work the scheduled hours of the position;</li> <li>2.. Ability to communicate fluently in English and Italian both orally and in writing;</li> <li>3. Experience with developing improvements and adapting to implement new working methods and procedures;</li> <li>4. Experience with following instructions and adapting to and implementing new working situations;</li> <li>5. Experience to identifying problems, providing solutions and taking corrective actions;</li> <li>6. Experience supervising three or more associates;</li> <li>7. Experience with assigning work duties and providing training for subordinates;</li> </ol>					
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.					
<b>THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER</b>						

**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, 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 1<sup>st</sup> 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.