

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 #	LN22-439604		
Position	MEDICAL SUPPORT ASSISTANT UA-0679-05		
Salary Range	€ 2,301.04 – € 2,531.93 per month plus applicable allowances		
Opening Date	01-DEC-2022	Closing Date	03-DEC-2022
Location	DEFENSE HEALTH AGENCY (DHA), NAVAL HOSPITAL, HEALTHCARE BUSINESS, U.S. NAVAL AIR STATION, SIGONELLA, ITALY		

Notes	<ol style="list-style-type: none"> Please read page two (2) of the announcement “Instructions for Completing the Employment Application”, before submitting your application. Applicants must be able to read, write and speak fluently in both English and Italian. Applications must be submitted in English. This is a Permanent Full-Time position. Selectee will be required to favorably pass a physical examination and security background check as a condition of employment.
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Who May Apply	Permanent Appropriated Fund local national employees of Defense Health Agency (DHA), serviced by Human Resources Office, Sigonella, Italy
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Description of Duties	<p>Manages clinic schedules by inputting, monitoring and adjusting templates and schedules. Maintains the automated database, purging outdated templates, merging templates, inputting templates and creating schedules. Defines appointment types to aid appointment clerks and clinic staff in correctly booking the patients into appropriate appointment types. Creates and maintains clinic provider, and appointment type profiles in Patient Appointment and Scheduling (PAS). Questions the patient to determine proper appointment and clinic for treatment according to the various rules and regulations of the clinics. 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 with all clinics, including follow-up after an Emergency Room visit. Receives and responds to inquiries from patients concerning variety of medical, personal and administrative matters. Determines general nature of inquiry and responds to administrative questions. Delivers accurate and detailed instructions to properly prepare for certain scheduled outpatient visits, such as any fasting lab work, xray, etc. necessary before the appointment date and time. Types a variety of letters, reports, tabulated data, memoranda, etc. Notifies system maintenance personnel of problems and implements backup system procedures. Attends training and meeting related to primary duties. Prepares a variety of PAS statistical workload reports, as required, reflecting health care provider productivity, contacts patients and sets up appointments.</p>
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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>One (1) year of specialized experience equivalent to the UA-06 OR equivalent experience in the private or public sector OR three years of successfully completed college or university level education in any field of study above the Italian “Diploma di Maturità” or equivalent OR “Laurea”.</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"> Knowledge of the medical facility organization, services, and procedures for scheduling appointment. Knowledge of word processing software, practices, procedures and function keys to create, copy, edit, store, retrieve, and print a variety of documents. Skill in monitoring appointment system and troubleshooting errors. Ability in operating a computer and common applications such as Word, Excel and PowerPoint.

Announcement Status	For inquiries concerning job announcement status, consult the CNREURAFCENT website: https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/
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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/>

Applications for white-collar positions (UA) MUST be completed in English. Applications for blue-collar positions (UC) may be completed in Italian or English.

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.

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: List any educational information on the application in detail. 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 into either the English or Italian language.

Graduate College or University level education is education beyond the Italian "Laurea 1° livello" or equivalent.

Professional course work certificates released by Regional Institutions or ENAIP or equivalent may be considered for positions up to UA-06 grade level only.

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. CHR will proceed with the hiring process ONLY when all eligibility requirements are satisfactorily met.

SUBMISSION OF THE EMPLOYMENT APPLICATION

Applications MAY ONLY BE SUBMITTED VIA EMAIL. CHR will NOT accept "hard copy" applications.

Submit your application to: si-hro-wantajob@eu.navy.mil

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

- The subject line of your email **MUST** contain the Last and First name of the applicant **AND** the vacancy announcement number, e.g. LN19-003740;
- Only one email will be accepted per vacancy announcement. If more than one email is sent only the most recent will be accepted;
- 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 in its entirety answering ALL questions;
- 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 must not be sent);
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information prior to submission;
- To ensure that the file is correctly transmitted and legible, scan the application form as a PDF document;
- Submit the application by the closing date of the vacancy announcement.

INQUIRIES REGARDING THE STATUS OF THE EMPLOYMENT APPLICATION

Consult the CNREURAFCENT website:
<https://cnreurafcnt.cnic.navy.mil/Installations/NAS-Sigonella/About/Jobs/How-to-Apply/>

Status column will reflect current recruitment stage.
CHR will no longer be answering telephone inquiries.

Interviews and selections are made by the department requesting the vacancy announcement and the results will be communicated to the CHR. Selectees will be notified exclusively by a CHR staff member, upon verification of eligibility requirements.

NOTES:

1. Employment of relatives is restricted in accordance with NASSIG Instruction 12330.
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.
3. List 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 November 2018.