

**U. S. DEPARTMENT OF THE NAVY  
HUMAN RESOURCES OFFICE – BAHRAIN  
VACANCY ANNOUNCEMENT  
MERIT PROMOTION PROGRAM**

**ANNOUNCEMENT #:** NSA-25-018R  
**POSITION:** GUEST SERVICE SUPERVISOR  
**PP-SERIES-GRADE:** BG-1176-08  
**MONTHLY SALARY RANGE:** BD701.333– BD981.333  
**LOCATION:** NGIS, NEX BAHRAIN

**OPENING DATE:** 10-JUL-2025  
**CLOSING DATE:** 20-JUL-2025  
**APPOINTMENT TYPE:** FULL TIME / PERM  
**HOUR OF DUTY:** 48 HRS  
**VACANCIES:** 01

**WHO MAY APPLY:** BAHRAINI CITIZENS; NON-U.S. CITIZEN FAMILY MEMBERS OF DOD CIVILIAN EMPLOYEE AND/OR MILITARY SPOUSES; ARAB NATIONALS; THIRD COUNTRY NATIONALS; CURRENT BG EMPLOYEES.

**IMPORTANT INFORMATION:**

Please note there are changes in our email addresses. New email addresses to submit your application is: [applicationbahrain@us.navy.mil](mailto:applicationbahrain@us.navy.mil)  
For inquiries is: [HROBahrain@us.navy.mil](mailto:HROBahrain@us.navy.mil)

*Please note that the previous job announcement # NSA-25-018 for this position has been cancelled. All interested candidates are required to submit a new application under this revised announcement # NSA-25-018R. Applications submitted under the previous announcement will not be considered.*

1. All applicants are required to complete the Foreign National Screening Questionnaire Form and this Form must be dated within the last 12 months. Failure to attach the form to your application will result in non-consideration. This Form is located in the Job Portal <https://cnreurafcnt.cnmc.navy.mil/Installations/NSA-Bahrain/Operations-and-Management/Human-Resources/Job-Openings/>
2. Please read the "HOW TO APPLY" section in this announcement carefully for instructions and apply Online at: [applicationbahrain@us.navy.mil](mailto:applicationbahrain@us.navy.mil)
3. All Resumes/CVs not received by the **closing date** will **NOT** receive consideration.
4. Failure to follow all the instructions will result in the Non-Consideration of your application.

**ABOUT THE JOB**

This position is located in NGIS NEX Bahrain, The incumbent is responsible for NHG front desk operations, utilizes various modes of communication to assist guests in person, via telephone, email, etc. to secure room reservations and/or cancellations, payments, inquiries, check-in, check-out, authorizing patron verification, guest room assignments, credit card processing, express check-out, etc. Trains associates on NHG systems, standards operating procedures (SOPs), etc. Monitors and ensures staff completes all required annual training within designated timeframe. Completes work schedules and assigns work; checks quality of work performed, monitors productivity and motivates staff. Approves/disapproves leave requests; documents attendance, and utilizes payroll system to enter schedules, annotate leave, and provide General Manager with daily payroll expense reports. Issues room keys, sorts incoming mail and messages, and deposits guest valuables in safety-deposit boxes as requested. Controls inventory/quantity of associates' uniforms ensuring that approved uniforms and name badges are worn and maintained in proper condition. Operates a multi-line telephone system, records and delivers messages, as required, and answers inquiries pertaining to services, base facilities, area attractions and travel direction. Operates Point of Sale (POS) to record sales from convenience store, if applicable, or to enter daily sales transactions. Reconciles daily transactions of all accounts and outlets of the NHG property ensuring complete reconciliation of balances while maintaining guest service at all times. Assists NHG management with end of month reporting. May be required to act as Government Purchase Card holder and maintain required records. Acts as Manager on duty, to maintain continuity in absence of General Manager. Participates in hiring front desk staff, evaluates and counsels staff, completes performance evaluations, and recommends performance awards. May be required to assist with the set-up and breakdown of the complimentary breakfast bar and other events in the lobby area. Creates and submit purchase

**U. S. DEPARTMENT OF THE NAVY**

requisitions for NHG facility supplies and guest amenities in accordance with established SOP. Monitors equipment and usage to ensure optimum performance. Makes trouble calls to appropriate departments/companies to have authorized repairs completed. Reviews and has knowledge of departmental budgets. Monitors monthly expenses including payroll, supplies, and amenities. Responsible for security of guests' rooms and assigned pass key. Performs other related duties as assigned.

**QUALIFICATIONS/EVALUATION REQUIREMENTS**

<https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/#url=Group-Standards>

**SPECIALIZED EXPERIENCE:** One year equivalent to at least BG-06 level.

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. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the Occupation in the organization **including at least two out of the below four experience statements:**

1. Completing point of sale (POS) and property management system (PMS) transactions to support a hotel or hospitality environment.
2. Managing email correspondence, creating reports and analyzing business metrics to support a hotel or hospitality environment.
3. Issuing internal and external forms of communication to ensure an effective customer service experience.
4. Auditing accounting and reservation records to ensure effective customer service experience and efficient office management.

**OR**

**EDUCATION:** 1 full year of graduate level education or superior academic achievement.

**Graduate Education:** Education at the graduate level in an accredited college or university. Such education must demonstrate the knowledge, skills, and abilities necessary to do the work.

One year of full-time graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study. If that information cannot be obtained from the school, 18 semester hours should be considered as satisfying the 1 year of full-time study requirement.

Part-time graduate education is creditable in accordance with its relationship to a year of full-time study at the school attended.

**Superior Academic Achievement:** The superior academic achievement provision is applicable to all occupations covered by this standard.

*Superior academic achievement (S.A.A.)* -- It recognizes students who have achieved superior academic standing as evidenced by one of the three methods described below. In order to be creditable under this provision, superior academic achievement must have been gained in a curriculum that is qualifying for the position to be filled.

S.A.A. is based on (1) class standing, (2) grade-point average, or (3) honor society membership.

1. *Class standing* -- Applicants must be in the upper third of the graduating class in the college, university, or major subdivision, such as the College of Liberal Arts or the School of Business Administration, based on completed courses.
2. *Grade-point average (G.P.A.)* -- Applicants must have a grade-point average of:
  - **3.0 or higher out of a possible 4.0 ("B" or better)** as recorded on their official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of the curriculum; or
  - **3.5 or higher out of a possible 4.0 ("B+" or better)** based on the average of the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum.

Grade-point averages are to be rounded to one decimal place. For example, 2.95 will round to 3.0 and 2.94 will round to 2.9.

## U. S. DEPARTMENT OF THE NAVY

The G.P.A should be credited in a manner that is most beneficial to the applicant. For example, applicants may list their G.P.A. as recorded on their final transcript, or they may choose to compute their G.P.A. The specific provisions are detailed below:

- G.P.A. as recorded on the final transcript. The final transcript must cover the period being used to determine G.P.A., i.e., all 4 years or last 2 years.
  - G.P.A. including course work after bachelor's degree. Undergraduate course work obtained after an applicant has received a bachelor's degree can be credited in computing the G.P.A. of applicants who need those courses to meet minimum qualification requirements, i.e., the courses are required by the standard or by the individual occupational requirement.
  - G.P.A. excluding pass/fail courses. Applicants usually cannot claim credit based on their overall G.P.A. if more than 10 percent of their total credit was based on pass/fail or similar systems rather than on traditional grading systems. However, if they can document that only their freshman-year courses (25 percent or less of their total credit) were credited on a pass/fail or similar system, they can use their overall G.P.A. to claim Superior Academic Achievement. If 10 percent or fewer credits or only freshman-year courses were based on pass/fail or similar systems, such credits can be ignored and the G.P.A. computed on the graded courses. Applicants can, however, still claim credit based on their last 2 years if 10 percent or fewer credits were based on pass/fail or similar systems. Applicants who cannot claim credit under the G.P.A. requirements may claim credit for superior academic achievement only on the basis of class standing or honor society membership.
3. *Election to membership in a national scholastic honor society* -- Applicants can be considered eligible based on membership in one of the national scholastic honor societies recognized by the Association of College Honor Societies. Agencies considering eligibility based on any society not included in the following list must ensure that the honor society meets the minimum requirements of the Association of College Honor Societies. Membership in a freshman honor society cannot be used to meet the requirements of this provision.

### OR

**COMBINATION OF SPECIALIZED EXPERIENCE AND EDUCATION:** Equivalent combinations of education and experience are qualifying for all grade levels and positions for which both education and experience are acceptable.

*Combining Education and Experience:* Combinations of successfully completed post-high school education and experience may be used to meet total qualification requirements for the BG-08. This will be computed by first determining the total qualifying experience as a percentage of the experience required for the BG-08 grade level; then determining the education as a percentage of the education required for the BG-08 grade level; and then adding the two percentages. The total percentages must equal at least 100 percent to qualify an applicant for that grade level.

Qualification requirements contained in this vacancy announcement are based on the U.S. Office of Personnel Management (OPM) Standards Handbook, which contains Federal qualification standards. This handbook is available on OPM's website at <http://www.opm.gov/qualifications>

- You must meet ALL qualification requirements by the closing date of this announcement.
  - To qualify for this position, your resume/CV must show sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the specific position for which you are being considered. Resumes/CVs that do not reflect the necessary experience/education to meet the qualification standards for the job will not be referred for consideration.
  - Generally, current BG Civilian employees applying for BG jobs must serve at least one year at the next lower grade level. This requirement is called time-in-grade. **All qualifications and time-in-grade requirements must be met by the closing date of this announcement and clearly documented in your resume.**
  - Eligible applicants will be evaluated based on a comparison of the position requirements against the quality and extent of the experience or related education as reflected on their resume/CV.
- Please note: If you do not identify the name and phone number of each employer, the title of each job performed (including pay plan and grade if applicable), as well as the start and ending dates (Month/Year) of employment in your Resume/CV your application will NOT be referred for consideration.**
- Candidates **MUST** ensure:
    - Work experience clearly shows knowledge of the subject matter pertinent to the position.
    - Number of hours (40/48hrs) performed per week.

## U. S. DEPARTMENT OF THE NAVY

- **Technical skills to successfully perform the duties of the position.**
- **Ability to communicate both orally and in writing.**

**CONDITIONS OF EMPLOYMENT**

- Applicant must be able to speak, read, write and understand English fluently.
- Applicant must be 18 years of age at the time of application.
- Applicants other than Bahraini/Arab Nationals must be registered in LMRA.
- Applicants whose sponsors are exempted from LMRA should provide valid proof of exemption.
- A Current Good Conduct Certificate dated within 3 months of this announcement will be requested at the time of Job Offer.
- PASSPORT MUST BE VALID FOR AT LEAST 6 MONTHS AT APPLICATION RECEIPT DATE.
- VISA AND CPR MUST BE VALID FOR AT LEAST 3 MONTHS AT APPLICATION RECEIPT DATE.
- May be called upon to maintain operations during heavy weather and other emergencies.
- Required to work all shifts including holidays as scheduled.

**REQUIRED (✓) DOCUMENTS (MANDATORY) ALONG WITH APPLICATION:**

No.	Documents	Non US Dependent of US Civ/ Military Spouse Preference (MSP)/Fam y Member Preference (FMP)	Non US Spouse & Family Member of US Military or US CIV Employees	Current BG Employee s	Bahraini National	Other Nationals	NSA Bahrain Sponsored Spouse & Family Members of Current BG employees
1	Resume or CV ( <b>ABSOLUTELY NO PHOTOS/PICTURES</b> ). One resume per application <b>ONLY</b>	✓	✓	✓	✓	✓	✓
2	Transcripts ( <b>if qualifying on basis of education</b> ) <b>Transcripts must be translated to English to be considered.</b>	✓	✓	✓	✓	✓	✓
3	Copy of CPR ( <b>Front &amp; Back</b> ) - Must be valid for at least 3 Months				✓	✓	✓
4	Copy of Passport - Must be valid for at least 6 Months	✓	✓		✓	✓	✓
5	Copy of Work Permit - Must be valid for at least 3 Months					✓	
6	Copy of SF-50			✓			
7	Family Affiliation (Sample format available in Job Portal)	✓	✓	✓	✓	✓	✓
8	Foreign National Screening Questionnaire (Blank form available in the Job Portal)	✓	✓	✓	✓	✓	✓
9	Copy of PCS orders with dependents listed <b>AND</b> Dependent entry approval	✓					
10	Copy of Visa (Multiple entry/Re-entry), <b>AND</b> Dependent entry approval		✓				
11	Copy of Residence Permit (Endorsement Residence)						✓
12	Applicants whose sponsors are exempted from LMRA should provide valid proof of exemption.	✓	✓			✓	

**Please Note:**

**NSA Bahrain sponsored spouse & family members of BG employees are now eligible to be considered for employment on NSA Bahrain.**

**MILITARY SPOUSE PREFERENCE (MSP)/FAMILY MEMBER PREFERENCE (FMP):**

Military spouse preference and Family member preference applicants (Non US Spouse & Family Members of US Civilian or US Military), will receive priority consideration. To be eligible for military spouse preference/family member preference, applicants are required to provide a copy of their Sponsor's PCS orders with dependents listed, and their Dependent entry approval letter at the time of application, to exercise their preference status. If MSP/FMP documents are not provided by the closing date of the announcement, military spouse preference/family member preference will not be applied.

**ADDITIONAL DOCUMENT REQUIREMENTS**

- All documents must be legible. No photos/pictures are permitted on resumes.
- Do not submit training certificates, letters of appreciation, experience certificates and any other documents not listed on this announcement.
- Please provide information regarding any relatives currently employed by the U.S. Navy in Bahrain. The written statement should state if you have or do not have a family member working with the U. S. Navy. This information may be provided in your Resume/CV or in an attached statement. Failure to disclose any/all family affiliations will result in the non-consideration of application or termination of employment.
  - Full name of relative (as reflected on CPR Card), Relationship (e.g., spouse, brother, cousin, uncle, etc.), Job Title, and Department.
- If all the required documents above are not provided by the closing date of the announcement, your resume/CV will not receive consideration.
- **Transcripts must be translated to English to be considered.** Education documents obtained outside of Bahrain, with the exception of the United States, **MUST** be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials. While unofficial transcripts (translated into English) are acceptable for initial application, an official transcript evaluated by a U.S. based credentialing service will ultimately be required if you are selected for the position. Please utilize the following link for service providers. <https://www.naces.org/members>.

**HOW TO APPLY**

**\*\*ANY\*\*** applicant within the "WHO MAY APPLY" section of this announcement may now submit application online at: [applicationbahrain@us.navy.mil](mailto:applicationbahrain@us.navy.mil)

- Your application **MUST** have the Announcement Number in the subject line of your e-mailed application (i.e. NSA-22-XXX) **AND** be received by the closing date. If this requirement is not met your application will not be considered.

Send	To...	Application Bahrain;
	Cc...	
	Subject	NSA-20-XXX
	Attached	Passport.pdf (21 KB);             Transcripts.pdf (21 KB);             Family Affiliation.pdf (21 KB);             Resume-CV.pdf (21 KB);             ID Scans.pdf (21 KB)

- Your application **WILL NOT** be considered if the announcement number is not in the e-mail subject line.
- Only **ONE** email will be accepted per vacancy announcement. If more than one email is sent only the most **RECENT** will be accepted.
- Failure to submit applicable required documents (as attachments) will result in your application not being considered.

## U. S. DEPARTMENT OF THE NAVY

- Your resume will **not** be kept on file – it will only be used for this announced vacancy. If you wish to apply for another vacancy then you will have to send in another resume.
- **PLEASE DO NOT** submit your documents as **zip files** or **pictures** (.JPEG, .JPG, .PNG, .GIF). Documents/Attachments other than PDF or Word Files will not be considered.

### AN EQUAL OPPORTUNITY EMPLOYER

The Department of Navy is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regards to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, or any other non-merit factor.

### WHAT TO EXPECT NEXT

Once your completed application is received we will conduct an evaluation of your qualifications. The candidates rated eligible will be referred to the hiring manager for further consideration. No notifications are given regarding receipt or status of your application. **You will only be notified if you are selected for the position.**

For further inquiries please call 1785-4763 or e-mail us at [HROBahrain@us.navy.mil](mailto:HROBahrain@us.navy.mil).

**We will not be accepting resumes that are sent to this e-mail.**

**\*\* Please note that [HROBahrain@us.navy.mil](mailto:HROBahrain@us.navy.mil) is for INQUIRIES ONLY. Do NOT submit your resume to this e-mail. \*\***