

Civilian Personnel Office
52d Force Support Squadron
United States Air Force
Spangdahlem Air Base, Germany

Announcement Number: 004/2024

Opening Date: 11 January 2024

Closing Date: open until filled

Internal and external Non-US Vacancy Announcement

Re-announcement

(IAW USAFE-AFAFRICA1 36-113)

Area of Consideration: Area II – All organizations serviced by the Spangdahlem
Civilian Personnel Section and external applicants

Please post Announcement on your Bulletin Board

POSITION TITLE: Reservations Clerk (m/f/d)

GRADE: C-0303-4A

WORK HOURS: 38.5 hours per week, (On principle, this position would also be suitable for part-time employment)

ORGANIZATION: 52 FSS/FSVL

LOCATION: Spangdahlem

REMARKS: Temporary parental leave replacement NTE 14-Jan-2025. May be required to work uncommon tour of duty to include nights, weekends and holidays.

On principle this position is also suitable for severely handicapped persons.

MAJOR DUTIES: The primary purpose of this position is to perform duties as Reservation Clerk being responsible for booking of Lodging's reservations of Visiting Quarters (VQ), Temporary Lodging Facilities (TLF) and Business Suites (DVQ)

Documents all advanced reservations made by e-mail, telephone, individual walk-in, letter or message in accordance with AFI 34-135, appropriate operation instructions, letters of authority or other reservation related materials as directed by supervisor. Takes reservations for all priority one personnel in transient quarters on base or off base commercial hotels in accordance with appropriate instruction. Coordinates with local and other Air Force Base agencies to lodge individuals/teams on base or off base as required. Attends planning meeting for large groups or special mission briefs. Issues non-availability of government quarters certificates to those personnel TDY when lodging or commercial hotels under price agreements are not available. Coordinates daily with housekeeping supervisor to determine room availability status. Prepares and maintains computer reservations for individuals and reservations for groups. **Prepares a wide variety of recurring correspondence, internal reports, and other documents from information obtained from the staff, files and other sources and reviews/finalizes documents/reports prepared by others.** Composes, routine, nontechnical correspondence, such as requests for information. Proofreads/edits correspondence and documents for correct grammar, spelling, capitalization, punctuation and format.

Uses varied functions of office automation software to produce a wide range of documents, formats, etc. Specific processing functions involved require a varying number and sequence of steps and use of different functions from one assignment to another.

For further details and review of the position description contact the Civilian Personnel Section, Bldg. 151, Spangdahlem Air Base.

QUALIFICATION REQUIREMENTS/QUALIFIZIERUNGSANFORDERUNGEN:

Education and Training Level IIb*- Completed apprenticeship with certificate of completion as Hotel Management Assistant or Event Management Assistant.
Creditable higher-level education is also acceptable, as long, as closely related to the position for which considered.

Creditable Experience Requirements:

Grade	E&T Level II
C-4a	1 year

*Description of Education & Training (E&T) Levels can be found in USAFEI 36-703.

Acceptable Creditable Experience:

Salary Schedule C-3 through C-5a: Creditable experience includes any type of work or activity of an applicant that has provided the basic knowledge, skills and abilities needed to successfully perform the major tasks of the position for which considered.

As a rule one year of creditable experience must have been gained at one level below the grade for which considered.

Substitution: None

PROFICIENCY REQUIREMENTS:

- ELP Level 3 (passing score: 85 %): Excellent command of the English and German language is required. Employee is required to translate/interpret from German to English and vice versa.
- Computer skills: MS Office – Very good computer skills are required - Must be proficient in typing and office equipment (government software, DLS, other computer programs, adding machine and facsimile machines)
- Driver's license: Class B
- Organizational skills are highly desired.

OTHER SIGNIFICANT REQUIREMENTS/ZUSATZQUALIFIKATIONEN:

- Must be customer oriented and exercise sound judgment, tact and diplomacy when dealing with employees and customers.
- Personal appearance must be professional and conservative. Uniforms will be provided and must be worn at all times when on duty.
- Position may require rotating shifts, weekends and holidays.
- Maybe required to go TDY and must be able to obtain ESTA/visa for TDY to CONUS if required.
- Initial training is accomplished with guidance from the desk clerk training programs and other programs when required. Recurring training such as safety, fire protection, customer service and other local, state, federal and installations required training. Training conducted on a quarterly basis or training as needed.

HOW TO APPLY/BEWERBUNG:

Application (USAFE Form 201) and Request for Placements Consideration (USAFE Form 10- if currently employed) and any **supporting documents** must be turned in to the Civilian Personnel Office, Bldg. 151, 54529 Spangdahlem or sent via email to

52FSS.spang.jobs@us.af.mil. All applications **must be received** by the closing date of the announcement. For further detailed information please call DSN 452-6080 or Commercial 06565-61-6080 (08:00 – 16:00, closed Tuesday afternoon) or check our website: <https://www.52fss.com/civilian-personnel-section>

The application cannot be considered if supporting documents are missing.

Applicants presenting foreign education & training credentials are required to obtain a letter of equivalency from the appropriate German authority of the state where he/she is residing. In Rheinland-Pfalz you may contact: Aufsichts- und Dienstleistungsdirektion (ADD), Willy-Brandt-Platz 3, 54290 Trier, Phone: 0651-9494-0, Fax: 0651-9494-170