

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

Announcement Number: 61/2023

Opening Date: 10 Jul 2023

Closing Date: open until filled

**Internal and external Non-US Vacancy Announcement
(IAW USAFE-AFAFRICA/ 36-713)**

**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: Desk Clerk (f/m/d)

GRADE: H-0303-04

WORK HOURS: 39 h per week. (On principle, this position would also be suitable for part-time employment.)

ORGANIZATION: 52 FSS/FSVL

LOCATION: Spangdahlem

REMARKS: Required to work uncommon tour of duty to include weekends, shift and holidays.

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

MAJOR DUTIES:

The purpose of this position is to perform duties as Lodging Front Desk Clerk.

Receives and confirms room reservations by letter, telephone or personal contact. Registers and assigns rooms to guest, issues room keys, and may escort guest to rooms. Ensures that only authorized patrons use government-sponsored quarters. Find Contract quarters for guest if Lodging is 100% booked. Prepares Paperwork along with the confirmation for Off Base quarters for Guest. Calculates and posts charges to patron's accounts and balances totals with control record. Accepts payment, makes change, and present departing guests checkout statement and receipts as requested. Prepares and safeguards cash receipts, prepares daily cashier's reports, daily activity reports and may prepare consolidated daily activity report. Maintains daily quarters occupancy and current checkout list. Maintains and sells convenience items to patrons. Ensures compliance with all established safety, security and safeguarding of funds policies and regulations.

Performs other duties as assigned.

QUALIFICATION REQUIREMENTS/QUALIFIZIERUNGSANFORDERUNGEN:

Education and Training Level

Ila*- Intermediate secondary school diploma plus 2 years of experience in the Hotel field.

OR

Ilb*- A completed apprenticeship in the Hotel field or closely related.

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 IIa	E&T Level IIb
H-4	2 years	none

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

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
- Driver's license: Class B
- Organizational skills are highly desired.

OTHER SIGNIFICANT REQUIREMENTS:

- Must be customer oriented and exercise sound judgment, tact and diplomacy when dealing with employees and customers.
- Personal appearance must be professional. Uniforms will be provided and must be worn at all times when on duty.
- Will be required to work uncommon tour of duty to include evenings, nights, weekends and holidays.
- Must attend necessary trainings through the desk clerk training programs and other programs on recurring basis.
- Maybe required to go TDY and must be able to obtain ESTA/visa for TDY to CONUS if required.

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.FSCL.CPO-DE@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