



<b>JOB TITLE</b>	Customer Service Clerk
<b>AGENCY</b>	Commander, Navy Installations Command
<b>BRANCH</b>	N921 Fitness, Sports and Deployed Forces Support / Purdy Gym
<b>JOB ANNOUNCEMENT NUMBER</b>	FFR17-0575
<b>SALARY RANGE</b>	\$8.00 to \$10.00 Hourly
<b>OPENING DATE</b>	Wednesday, August 16, 2017
<b>FIRST CUT-OFF DATE</b>	Tuesday, September 5, 2017
<b>CLOSING DATE</b>	Open Until Filled
<b>SERIES &amp; GRADE</b>	NF-2091-01
<b>POSITION INFORMATION</b>	FLEX
<b>NUMBER OF VACANCIES</b>	1
<b>DUTY LOCATION(S)</b>	Fleet Activities Yokosuka, Japan
<b>WHO MAY APPLY</b>	Applicants with SOFA Sponsorship (including applicants with current Military Spouse Preference, Family member preference, and current Federal employees) within the local commuting area

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**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Performs a full range of services such as: assisting customers, taking special orders, providing layaway services, following up on delinquent payments, making refunds or adjustments, resolving routine complaint, and any other customer service related duties and transactions. May operate cash register, receive payment, and make change. Assist in maintenance of pertinent records and logs relating to the customer service transactions. Performs other related duties as assigned.

**QUALIFICATIONS REQUIRED**

Must have basic knowledge of business mathematics, with experience or training in cash handling, operating cash register, and adding machine. Must be able to become familiar with and have understanding of MWR policies, orders and regulations. Six months of experience or training in special order operations, with technical knowledge of services and merchandise availability is desired.

**CONDITIONS OF EMPLOYMENT**

Satisfactorily complete all background checks to include National Agency Check with Written Inquiries (NACI).

This position is subject to the possibility of workdays on weekends and holidays, as well as, rotating shifts, often consisting of other than normal duty hours.

**OTHER INFORMATION**

Some positions have special requirements. Selection may be tentative pending the completion of the satisfactory employment reference checks and receipt of proof of education (where applicable). Selectee may be required to complete a one (1) year probationary period. Participation in the Direct Deposit/Electronic Fund Transfer is required. Salary is commensurate with experience and/or education.

The Department of the Navy (DON) is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, national origin, religion, sex, age, mental or physical disability, genetic information, reprisal, marital status, political affiliation, sexual orientation, or any other non-merit factor. The DON provides reasonable accommodations to applicants with disabilities. Applicants with disabilities who believe they may require reasonable accommodation(s) should email their request to MWR\_Recruitment@fe.navy.mil to ensure proper consideration is given.

**HOW YOU WILL BE EVALUATED**

Using the qualifications of the positions, as predetermined Ranking and Rating Criteria of knowledge, skills, and abilities will be used for each application.

**BENEFITS**

NAF Flexible (FLEX) employees are not eligible for benefits or leave accrual.

## HOW TO APPLY

Interested applicants can submit all required documents to: Human Resources Office located on the 2<sup>nd</sup> Floor of Bldg. 91.

Or send your resume via email: MWR\_RECRUITMENT@fe.navy.mil

Or mail to: Commander Navy Region Japan  
NAF Human Resource Office (N941)  
PSC 473 Box 12  
FPO AP 96349-0001

Please visit our webpage at <http://www.navymwryokosuka.com/jobs> to find a sample format and information on Military Spouse Preference.

Please direct inquiries to: MWR\_RECRUITMENT@fe.navy.mil

## REQUIRED DOCUMENTS

- Resume or NAF Application Form
- PCS Orders and Family Entry Approval (Military) OR Sponsor's Letter of Employment (Civilian)
- [OF-306](#) Declaration for Federal Employment (This is a REQUIRED form and MUST be signed in ink and dated within the opening and closing date of this vacancy announcement)
- Proof of Education (transcripts/copy of degree(s)/certification(s))
- If claiming Veteran's Preference, please submit a legible copy of DD-214 (page 4)
- If you are a current federal employee, please submit your most recent Personnel Action Report (PAR) or SF-50

## AGENCY CONTACT INFO

Commander Navy Region Japan  
NAF Human Resources Office (N941)  
PSC 473 Box 12  
FPO AP 96349-0001

Commander, Navy Installation Command  
Tel: 315-243-5446 / 046-816-5446  
Email: MWR\_RECRUITMENT@fe.navy.mil

## WHAT TO EXPECT NEXT

Please ensure that your application/resume contains all the information requested in the vacancy announcement. If your resume or application does not provide all the information requested on this form and in the job vacancy announcement, **you may lose consideration for the job**. Applications received after the closing date **will not be considered**. If selected for an interview, applicants can expect to be contacted 1-3 weeks after the interview with a position offer or notification of non-selection.