



## VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: **10-12**

**Position:** Receptionist **Open:** 02 Feb 2012  
NF 0304-01 **Close:** 10 Feb 2012  
\$9.50-\$10.00/hour (Based on experience)

**Location:** Marine Corps Community Services, Headquarters and Service Battalion,  
Headquarters Marine Corps, Henderson Hall, Arlington, VA 22214-5003

**Department:** Marine Corps Exchange (MCX)

**Type of Appointment:** Flexible (0-24 hours/week) must work every Saturday and every other Sunday

**Tour of Duty:** Some nights and weekends are required. Schedule may be changed based on business requirements.

**Area of Consideration:** All Sources.

**Description of Duties:** Receives and directs persons who call or visit. Provides information in person or by telephone concerning the organization, functions, activities and personnel. Performs clerical duties including typing, record keeping, filing, sorting mail, etc. May schedule appointments and compose routine requests. May perform routine sales associate duties as assigned. (1) taking charge of a special merchandise sales area or assisting the Supervisor in overall efficient operation of the department; (2) assisting in maintaining all store records and files such as special order paperwork, operational and inventory reports or other reports as needed; Ensures merchandising of area of responsibility meets established Marine Corps Exchange standards. Completes paperwork associated with the specialized areas. Provides World Class Customer Service with an emphasis on courtesy. Assists customers and communicates positively in a friendly manner. Acknowledges customers, smiles and makes eye contact. Asks questions to determine, verify and solve problems. Checks for satisfaction on the quality of good and services. Takes action to solve problems quickly. Alerts the higher level supervisor or proper point of contact for help when problems arise. Adheres to safety regulations and standards. Uses required safety equipment and observes safe work procedures. Promptly reports any observed workplace hazards, and any injury, occupational illness and/or property damage resulting from workplace mishaps to the immediate supervisor.

**Evaluation Criteria:** Applicants who meet basic qualifications will be evaluated and ranked in relative order based on the following job related skills, knowledge, and abilities:

Six months of related experience preferred. Skills to maintain directories, a personnel list and other guides and references using a PC. Have excellent oral and written communication skills. Be able to understand MCCA policies, procedures and directives. This is a white-collar position where occasional lifting up to 20lbs may be required.

Applicants will also be rated on the extent and quality of the total experience, education, training and personal qualifications on their applications.

**How to Apply:** Interested applicants may submit their applications or resumes to the HR Officer at the above address or e-mail [hendersonhall.vacancies@usmc-mcca.org](mailto:hendersonhall.vacancies@usmc-mcca.org). They may call (703) 979-8420, extension 306, for further information.

Spouses of relocating active duty military members applying through the Spouse Preference Program must submit a written request/statement and attach a copy of sponsor's Permanent Change of Station (PCS) orders. Effective 7 October 2004, Spousal Preference applicants hired in a flexible position will not lose their spousal preference eligibility until movement or hired into a regular Full-Time or Part-Time position. Involuntarily separated members of the armed forces and eligible family members applying through the Transition Assistance Program must submit a written request/statement and present ID card with "TA" stamped in red on front of card.

As part of the employment process, MCCA may obtain a Criminal Record Check and/or an investigative Consumer Report. Applicants are assured of equal consideration regardless of race, age, color, religion, national origin, gender, political affiliation, physical handicap, marital status, membership or non-membership in an employee organization.

MCCA is a drug-free workplace. The use of illegal drugs by MCCA employees, whether on or off duty, cannot and will not be tolerated. Federal employees have a right to a safe and secure workplace, and Marines, sailors, and their family members have a right to a reliable and productive Federal workforce.

MCCA provides reasonable accommodation to applicants with disabilities. Applicants with disabilities who believe they require reasonable accommodation should contact the HR department at 703-979-8420, extension 307. The decision to grant an accommodation will be made on a case-by-case basis. It is DoN policy to provide a workplace free of discrimination and retaliation. For your review, the DoN No Fear Act policy link is <https://www.donhr.navy.mil/NoFearAct.asp>.