

**MERIT PROMOTION ANNOUNCEMENT
AVIANO AIR BASE, ITALY
NON-U.S. NON APPROPRIATED FUND POSITION**

ANNOUNCEMENT No. 37-26

OPENING DATE: 4 May 2026

CLOSING DATE: 13 May 2026

Applications are being accepted for the position listed below. When applying, refer to this announcement by number. The USAFE-AFAFRICA Form 10, Request for Placement Consideration, can be downloaded from the CPO website www.31fss.com/civilian-personnel by clicking on "Documents Library".

The USAFE-AFAFRICA Form 10 will need to be filled out, signed and e-mailed to the following address: 31fw.LNstaffing@us.af.mil. The Staffing team will respond acknowledging receipt of the form; if response is not received, please call immediately DSN 6328328 or commercial 0434308328 and in case no later than COB Thursday 14 May 2026.

TITLE, SERIES, GRADE AND SALARY: Billeting Clerk, U-0303-07
(Permanent - 40 hours per week)

Annual gross income/Reddito Annuo Lordo (RAL) at the U-07: 32.303 euro

LOCATION: 31st Force Support Squadron, Sustainment Services Flight, Mountain View Lodge/FSVL, Aviano Air Base, Italy.

AREA OF CONSIDERATION: Permanent Base Employees including Temporary Overhires and Aviano Exchange Employees.

Work Shifts will be: 0700-1500 0800-1600 1500-2300 1600-2400 2300-0700 2400-0800

MAJOR DUTIES: The primary purpose of this position is to perform as a Guest Services Representative, responsible for shift operations, along with checking guests in and out and providing information and assistance as requested. Makes reservations and room assignments for lodging both on and off base. Takes reservations by telephone, letter or personal contact for customers, ensuring that incoming personnel and spaces are available and are compatible. Courteously receives incoming guests, checks orders and appropriate credentials, makes room assignments in accordance with prescribed policy. Assists guests and visitors by providing them information on location, operating hours of base facilities and other available services and by taking their complaints and ensuring that corrective action is taken. Receives and disseminates phone/fax messages as required, using tact, diplomacy and good manners, ensuring guests receive messages in a timely fashion. Presents a clean, neat and professional appearance and attitude; makes a concerted effort to assist guests in a friendly, proficient and professional manner. Utilizes a keyboard device to input and obtain guest and occupancy data and for the preparation of all required reports and statements. Determines appropriate balances and promptly supplies guest with accurate amount due. Follows established procedures for the control and safeguarding of funds. At shift end, counts and totals money collected, prepares totals, supporting documents and secures monies in safe. Maintains daily telephone contact with contract commercial hotels to accommodate aircrews or other TDY personnel authorized to use contract quarters in the event on-base quarters are not available. Due to shift operations, on occasions the employee is required to comply with Air Force, USAFE and local lodging regulations and policies and to make decisions without the benefit of the supervision. *Employee is required to work shifts and is subject to an uncommon tour of duty to include work on weekends, nights, holidays etc.* For further information, you may contact the Civilian Personnel Flight.

Reference Office of Personnel Management (OPM) Qualification Standards

QUALIFICATIONS: Interested applicants must possess 6 (six) months of general experience which is progressively responsible clerical, office or other work which indicates the ability to acquire particular knowledge and skills needed to perform the duties of the position to be filled.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: A Diploma di Scuola Media Superiore may substitute for 6 (six) months of general experience. Candidates must submit a copy of their Diploma.

Good command of English language is required, subject to testing.

The selected candidate will need to obtain the fit for duty evaluation for the specific position for which considered. Whenever applicable, the assessment will be conducted during the medical exam, IAW Lgs.D. 81/08.

APPLICANTS MAY APPLY AND BE CONSIDERED FOR POSITIONS AT ANY LOWER GRADE, LOWER PAY, OR DIFFERENT EMPLOYMENT CATEGORY. IF QUALIFIED AND SELECTED, ARTICLE 13 OF THE CONDITIONS OF EMPLOYMENT (COE) DATED 1 APRIL 2024 WILL APPLY.

APPLICANTS MUST ENSURE THAT ALL QUALIFYING EXPERIENCE IS DOCUMENTED IN THEIR OFFICIAL PERSONNEL FOLDER. Submit an amendment with USAFE-AFAFRICA Form 10, if necessary. Experience which is not on file at the closing date of the announcement will not be considered. In accordance with Art. 10, paragraph 6, of the Conditions of Employment (COE) “Making a false or misleading statement in the application for employment or in the process of being hired may be cause for separation”.

EQUAL EMPLOYMENT OPPORTUNITY: All qualified candidates will receive equal consideration for this position without regard to race, color, sex, religion, national origin or physical handicap. The supervisor having jurisdiction over the vacancy will be responsible for selection.

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