

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 70114	FLSA		NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSVL - Lodging Los Angeles AFB, CA
		X	EXEMPT	
3. POSITION TITLE LODGING MANAGER		4. CLASSIFICATION NF-1173-IV		5. CLASSIFIED BY HQ AFSVA/SVXHR
				6. DATE Updated 27 Jun 12

DUTIES AND RESPONSIBILITIES
 Responsible for the executive management, administration, technical and professional direction of the Lodging business operation in accordance with Air Force Standards. Exercises managerial authority to set long-range plans, goals, and objectives that integrate higher headquarters policies with local installation and squadron needs. Develops policies and procedures, which result in efficient and effective operation and utilization of all lodging assets. Structures organization to optimize use of resources and maximize efficiency and effectiveness of the lodging operation. Plans, schedules, and coordinates major activities for lodging projects and facilities with other installation squadrons and appropriate personnel to integrate and/or promote lodging operation and interests with other organizations on the installation. Performs or directs periodic or scheduled surveys, audits, and inspections to determine adequacy of lodging conditions, compliance with requirements, and to evaluate effectiveness of financial management/controls. Develops installation lodging cost reduction procedures and techniques. Prepares budget estimates and controls of disbursement of funds. Formulates current and long-range income and expense (operating), capital requirements, cash flow, and rate determination budgets. Performs surveillance over budget projections versus expenditures and accountability and disbursement of funds and evaluates and monitors occupancy and personnel expenses and payroll, maintenance, and supply costs to maintain profitability. Formulates current and long-range plans and justification for new lodging construction and major renovations and facility improvements using statistical and narrative information from lodging surveys and audits. Coordinates with Financial Management, Civil Engineering, and other appropriate organizations to obtain assistance and garner support. Establishes and maintains a cooperative liaison with local, state, and/or national lodging organizations, and chamber of commerce to foster better relations and enhance support of the installation's lodging requirements. Manages a distinguished visitor program. Oversees or directs a commercial lodging program for off-base quarters. Develops performance work statements for the Linen contract services. Measures compliance through inspections, audits, and customer critiques. Determines whether contractor performed work meets contract standards for authorization of payment. Determines goals and objectives for each subordinate supervisor and section. Develops or oversees the development of work plans used by subordinate supervisors. Hears and resolves group grievances or serious employee complaints. Makes decisions on training needs and encourages employee self-development. Evaluates subordinate supervisors and serves as the reviewing official on evaluation of nonsupervisory employees. Assures reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Selects candidates for key vacancies and coordinates/approves recommended selection of other positions, taking into consideration skills, qualifications, and mission requirements. Promotes an environment in which employees are empowered to participate in and contribute to effective mission accomplishment. Recognizes and takes appropriate action to correct situations posing a threat to health and safety of subordinates.

QUALIFICATIONS
 Must have experience that shows progressively responsible administrative, technical, professional, or other work which has provided a knowledge of executive management principles and practices, and progressively responsible experience as an Assistant Lodging Manager in a military or commercial hotel. This responsibility must have included daily hotel operations encompassing economic soundness of program operations, accounting and supply procedures, facility management and renovation, and staff management and supervision. Certified Hospitality Administrator (through American Hotel & Lodging Association) or Certified Rooms Division Executive certification is desired. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI). Incumbent must sign the Air Force Mobility agreement with the expectation of an approximate 3 to 5 year change of assignment.

PERFORMANCE STANDARDS
 Performance is measured on the basis of results achieved, i.e., success of total operations in terms of customer satisfaction, adherence to established Air Force Lodging standards, and economic soundness of operations. Establishes an internal performance management system to ensure proper assignments, review, and evaluation of employee performance. Ensures EEO concepts are applied and an appropriate work environment is maintained. Ensures education in, and compliance with, security and safety directives. Actively participates in the recruitment, development and training of staff members. Achieves a satisfactory or better rating of all external evaluations and inspections. Implements and maintains an effective internal control system and financial accountability to preclude or minimize fraud, waste, and abuse. Ensures financial standards are met and evaluates variances for appropriate action.

TRAINING
 Conferences, workshops, seminars, online courses, or one-on-one sessions regarding the hospitality industry, customer service, team building, financial management, safety, security, and resource protection. Must complete the web-based training selected for this position by the AFSVA. Must complete Certified Hospitality Administrator (CHA) within 24 months of accepting this position.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR <i>Catrick R. Brown, GS-12, Flight Chief</i>	DATE 28 March 17
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CLASSIFICATION EVALUATION REPORT
Lodging Manager, NF-1173-IV

CLASSIFICATION REFERENCE:

TS-56, Position Classification Standard for Housing Management Series, GS-1173

1. **Background:** The primary purpose of this position is to manage the administration, technical and professional direction of a Lodging operation.

2. **Title, Series and Grade Determination:** Lodging Manager, NF-1173-IV

Series Determination: The paramount requirement of Lodging Manager positions is a thorough knowledge of the business practices and methods of hotel management. This position requires a general knowledge of accounting and budgeting techniques to meet operational goals. In addition, these positions require knowledge of accounting and supply procedures, customer service skills, and property management. Lodging Manager positions are classified as pay band positions with the NF pay plan in the Housing Management Series 1173.

Title Determination: TS-56 states, that the following titles are authorized for positions involved in the direct, onsite management and administration of housing projects, facilities, or complexes: *Housing Manager* for all positions at grades GS-9 and above. However, as the incumbent of this position are responsible for the overall direction and management of an AFNAF base level lodging operation, the authorized title for these positions is Lodging Manager.

Grade Determination: In order to provide an accurate grade determination of this position, the Factor Evaluation System (FES) as outlined in TS-56, *Position Classification Standard for Housing Management Series*, were used.

Factor 1 – Knowledge required by the position – Level 1-6

950 points

Assignments at this level are characterized by direct responsibility for one or more housing projects, facilities, or complexes usually consisting of family dwelling units, individual rooming accommodations, special status (elderly, handicapped, etc.) residences, or combinations of the above. Requires knowledge of agency funding procedures and requirements and the ability to analyze proposed expenditures for management, maintenance, or modernization activities by local housing authorities; determine the feasibility of such projects within the framework of established financial constraints; and develop recommendations concerning the obligation of such funds for use by agency budget specialists. This level also requires skill in performing regular or periodic management audits of local housing operations including administrative planning, fiscal management and reporting, project maintenance conditions, tenant occupancy and assignment procedures, supplies and equipment controls, community services and other major activity areas. This includes the ability to evaluate the adequacy of local activities and develop directives and instructions for the guidance of and application by the local housing authorities.

Factor 2 – Supervisory Controls - Level 2-5

650 points

The supervisor provides administrative directions with assignments in terms of broadly defined missions or functions. The employee has responsibility for independently planning, designing, and carrying out programs, projects, studies, or other work. Results of the work are considered as technically authoritative and are normally accepted without significant change. If the work should be reviewed, the review concerns such matters as fulfillment of program objectives, effect of advice and influence of the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alteration of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals, or national priorities.

Factor 3 – Guidelines – Level 3-4**450 points**

This level is characterized by the availability of agency policies, general program management guides, and legal opinions or precedents related to the management, use, and operation of housing projects, facilities, and other resources. These guides are usually inadequate for dealing with the unusually difficult problems associated with the broad management planning normally required in assignments typical of this level.

The incumbent is required to select, adapt, and apply housing policies and principles to assigned projects where precedents are not directly applicable to the coordination of work forces and resources or the negotiation of major issues and conflicts normally required at this level. In addition, the incumbent must develop new operating techniques and use experienced judgment in selecting approaches and evaluating management programs and related housing trends or developments.

Factor 4 – Complexity – Level 4-4**225 points**

The work at this level consists of continuing assignments involving direct responsibility for the management control of one or more housing projects, facilities, or complexes. The work typically involves the application of the full range of methods and processes related to the planning, acquisition, construction, operation, occupancy, maintenance, improvement, and use of a variety of housing assets including Government-owned, assisted, leased, rented, or privately-owned facilities. Decisions regarding what needs to be done require the assessment of such operations as project organization and fiscal management; reporting systems; furnishings, supplies and equipment; maintenance conditions and general housekeeping; occupancy and assignment activities; and tenant relations. Such operations vary among projects or facilities and often require additional review to resolve conflicting functions or erroneous data. The work usually requires the assessment of such critical project activities as occupancy turnover rates, current and projected operating costs, utility conservation efforts and structural or physical condition of housing assets to formulate recommendations or directives governing housing operations and maintain control of allotment obligations and expenditures to ensure housing fund limitations are observed. The work also requires analysis of problem areas or deficiencies; determining the feasibility of improvements or repairs within the framework of established cost targets; and the development of recommendations and justification concerning funds, personnel, and materials to accomplish all housing activities.

Factor 5 – Scope and Effect – Level 5-3**150 points**

The purpose of the work is to plan, schedule, coordinate, and/or monitor the operational management and efficient use of housing projects, facilities and resources; analyze problem areas; and recommend or implement corrective measures within the framework of housing program requirements. The work, which involves treating a variety of occupancy related problems, formulating directives, and evaluating the adequacy of services provided, affects the efficiency of housing program operations and living conditions of the persons or families housed.

Factor 6 – Personal Contacts - Level 6-2**25 points**

In addition to the office contacts described at Level 6-1, personal contacts include housing applicants, tenants, or dependents; housing personnel from various headquarters, regional, or field levels of the agency or local housing authority; and visitors from other operating offices at the installation. The contacts are usually established on a routine basis at the employee's workplace.

Factor 7 - Purpose of Contacts - Level 7-2**50 points**

In addition to exchanging information, the purpose is to plan and/or coordinate management functions with other agency housing personnel; serve as the principle point of contact and discuss matters related to occupancy, maintenance, technical requirements, or other areas of interest with local project representatives; resolve or eliminate problems; reach general agreement on techniques; and clarify

established goals, objectives, and responsibilities. The persons contacted are usually interested in seeking improvements and economies in the management and use of housing facilities.

Factor 8 – Physical Demands – Level 8-2

20 points

The work requires some physical exertion involved in frequent onsite visits to project locations to conduct inspections of housing facilities, buildings, or grounds. The work involves long periods of standing, walking over sometimes uneven surfaces, climbing stairs, and bending, reaching, or similar activities.

Factor 9 – Work Environment – Level 9-1

5 points

The work involves normal risks or discomforts associated with an office environment. The work area is usually adequately lighted, heated, and ventilated. There may be occasional exposure to dusty or dirty conditions while visiting housing units or facilities undergoing repair, maintenance, or renovation.

Total – 2525 points

Point Range	GS-Grade
1605-1850	8
1855-2100	9
2105-2350	10
2355-2750	11
2755-3150	12
3155-3600	13
3605-4050	14
4055-up	15

Grade comparison indicates GS-11 is equivalent to NF-IV.

3. **Final Classification:** Lodging Manager, NF-1173-IV

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