



STATE OF LOUISIANA
invites applications for the position of:
Billeting Technician - *Part-Time
#50577153

Equal Opportunity Employer

ANNOUNCEMENT NO. 123-2024

OPENING DATE: August 9, 2024

CLOSING DATE: August 21, 2024

SALARY: MA-613 / \$17.18 - \$33.71 hourly

JOB TYPE: Unclassified, *Part-Time

LOCATION: LANG-JB, New Orleans, LA

BENEFITS:

Accrue annual and sick leave at reduced rate.

***Part-Time employment** is employment of No more than 20 hours per week, paid hourly. No Overtime allowed.

Louisiana Military Department



LANG-JB

Jackson Barracks



The Louisiana Military Department is an Equal Opportunity Employer and State as a Model Employer (SAME) to promote diversity and inclusion in the workplace.

In accordance with R.S. 42:1701, if you are nominated for this position, you will be required to undergo a criminal background check prior to commencement of employment with the Louisiana Military Department.

POSITION DESCRIPTION:

Receive and coordinate telephonic, web and walk-in reservation requests for individual and/or unit/organizations. Conduct check-in procedures. Perform all actions with excellent customer service as the focus. Use proper phone, email and intrapersonal etiquette. Inform perspective guests/guests of policy requirements, such as no pet/ no smoking policies. Follow established reservation procedures to assign rooms and register guests into Sky Touch. Issue keys/ key cards and maintains accountability. Coordinate with guests arriving after hours to leave their folio, key, key card in the Billeting drop box. Receive and process payments from guests/units. Follow established transaction procedures for credit card, check and cash payments. Conducts credit card transactions using the Ingenico credit card processor system. Ensure that guests are charged the appropriate rate according to their official duty status and type or non-official status. Generate folios (invoices) for guests/units. Applies additional charges as necessary after check-out if determined appropriate due to damages, missing items, late check-out, etc. Maintain invoices/payments on record as per established procedures. Coordinate with service contractors to ensure that all billeting facilities/rooms are ready for issue. Coordinate with housekeeping services daily to ensure all rooms are fully cleaned and refreshed.

Walk through with housekeeping services to ensure that all rooms have been clean to standard and that contracted charges match services performed. Coordinate with laundry services for pick-up and drop-off of items to be laundered. Inspect/ensure that laundered items returned have been cleaned to standard and validate that the contractor charges match services performed. Report unresolved discrepancies of contractors to the JB Billeting Manager. Maintain furnishings, fixtures equipment and supplies needed to support the billeting operation, reception, Cottage & Towers, Huft Hall and Buildings 2077, 2099 & 3002. Inventory all furniture, fixtures, and equipment on hand receipt. Conduct periodic walkthroughs /inspections of all rooms to validate condition of all items. Assemble lists of necessary acquisitions for refurbishment of furnishings and equipment due to excessive wear and/or damage. Maintain sufficient shelf stock of all supplies, including janitorial supplies, necessary to support the billeting operation. Conducts physical inventories to ensure that supplies do not fall below re-order point. Request re-supply through the JB Billeting Manager. Inventory all deliveries before signing for them, secure inventory properly in a designated storage area, and maintain copies of delivery receipts in billeting records. Search catalogs, records, and other data sources to obtain stock numbers. Leverage these technologies to prepare correspondence, complete administrative transactions, perform record search, data input, data corrections and prepare standard reports such as revenue, expenditure, monthly service, reconciliation and budget forecast. Maintain the daily billeting checklist. Log complaints received from customers. Maintain courteous and conscientious communication with customers at all times. Take immediate action to resolve discrepancies to the satisfaction of the customer. Report all issues to the JB Billeting Manager. Perform other duties as assigned.

POSITION QUALIFICATIONS:

Required - Minimum of 1 year experience in retail field. Be honest, trustworthy, respectful, flexible and demonstrate sound work ethics. Effective verbal and listening skills. Excellent team building and customer relations skills. Proficient in computer applications Word, Excel, and Power Point.

GENERAL: Must have a valid Driver's License, Social Security Card and Birth Certificate. Must qualify to obtain a Department of Defense Common Access Card (CAC) Card. Periodic travel may be required. Must be available to report to duty during emergency or disaster situations. Must have the ability to work and communicate effectively with agency personnel, peers, superiors, subordinates and the public.

OTHER REQUIREMENTS: Must meet physical requirements to perform functions of the position. Must attend/complete all LMD annual training and other training required for the position. Must adhere to the Code of Ethics and foster a Sexual Harassment-Free Environment.

CONDITIONS OF EMPLOYMENT: By submitting an application for employment with the Military Department, the applicant agrees to the following conditions of employment:

- Salary is paid by Electronic Funds Transfer (EFT) / Direct Deposit Only. A checking or savings account is required for employment.
- The LA Military Department is a substance abuse and drug free workplace. To become an employee of the Louisiana Military Department/Louisiana State Guard, the selected applicant must pass a pre-employment background investigation and pre-employment drug test. Thereafter, all employees are subject to random drug testing.

APPLICATION PROCEDURES: All Applicants must complete a LANG-LMD-H Form 10 (State Application) and attach a legible copy of their Official Birth Certificate, Driver's License and Social Security Card. Resumes are optional and will not be accepted unless they are submitted with the LANG-LMD-H Form 10 (State Application).

- State Application: The LANG-LMD-H Form 10 (State Application) is located at:
<http://geauxguard.la.gov/join-us/state-technician-vacancies>

Application(s) must be submitted to the appropriate LMD Human Resources point of contact below by the Close Date, no later than 4:00 p.m. CST:

Mrs. Dawn Riess
LMD-HR (Jackson Barracks)
E-mail: dawn.t.riess.nfg@army.mil
Office: (504) 278-8547