

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 20135	FLSA	NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSVC – Club Operations Los Angeles AFB, CA
	<input checked="" type="checkbox"/>	EXEMPT	

3. POSITION TITLE OPERATIONS MANAGER	4. CLASSIFICATION NF-1601-III	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE 20160502
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DUTIES AND RESPONSIBILITIES

The purpose of this position is to oversee the operation and supervise NAF employees that perform work in food, catering, special events and bar operations for both Los Angeles Air Force Base in El Segundo and Fort MacArthur Military Reserve Base in San Pedro under the direction of the Sustainment Services Flight Chief. Enforces higher level directives, implements procedures and programs to ensure high standards of food and beverage, recreational and entertainment/promotional programs. Reviews and evaluates menu planning, food service, purchase of supplies, equipment and resale merchandise. Accountable for meeting financial goals commensurate with market analysis of area or region. Prepares budget, analyzes financial results and maintains solid financial condition of the club or club complex. Responsible for work force management, recruitment and staff training. Maintains real property resources and provides insight on renovations, improvements, minor and major construction. Ensures proper military and civilian protocol is practiced. Coordinates with senior military and civilian leadership and local, state and federal officials for official functions. Ensures safety inspections are current, to include facility, fire extinguisher, preventative maintenance, OSHA, and other inspections are maintained and documented. Orders and/or receives supplies to maintain minimum stock levels of all expendable supplies and amenities to assure adequate inventory of items to prevent work stoppage. Manages stocks of perishable items to ensure that items are used before expiration dates. Establishes and maintains the appropriate security of high value items subject to pilferage. Assigns, directs, and reviews the work of subordinates, and evaluates their work performance; approving or disapproving sick leave, annual leave or other absences from work. Plans, schedules, and coordinates work operations, determining equipment and supplies needed according to priorities and/or objectives outlined by supervisor. Provides initial and recurring training for all employees. Required to drive a government vehicle(s). Performs other related duties as assigned.

QUALIFICATIONS

Must have experience that shows progressively responsible administrative, professional, technical or other work which has provided a general knowledge of management principles and practices. Applicant must have specialized experience gained in the operation or management of a government or civilian club, restaurant, or institutional feeding facility. **Substitution for experience:** A four-year degree from an accredited college with a major in one or a combination of hospitality, culinary, restaurant or club management, or business management may be substituted. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI). This is a drug testing designated position. The incumbent is subject to pre-employment and random testing for drug use.

PERFORMANCE STANDARDS

Performance is measured on the basis of results achieved, i.e., success of total operations in terms of customer satisfaction, participation and interest, and profitability of operations. Establishes an internal performance management system to ensure proper assignments, review and evaluation of employee performance. Ensures that EEO concepts are applied, and that an appropriate work environment is maintained. Ensures good safety and health practices. Achieves a satisfactory rating on all external evaluations and inspections. Implements and maintains an effective internal control system to preclude or minimize the potential for fraud, waste and abuse. Ensures that revenues and expenditures are properly recorded and accounted for to provide for reliable financial and statistical reports, and to maintain accountability over assets. Resolves problems promptly with minimal adverse impact on functional operation. Plans and assigns work to subordinates to effectively accomplish the objectives of the mission. Programs and administrative functions are efficiently and effectively carried out.

TRAINING

All formal and informal training as deemed necessary by management. May include OJT, TDY, video/telephone conferences, and correspondence courses.

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>Catch R. Pro, GS-12, Flight Chief</i>	DATE 28 March 17
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CLASSIFICATION EVALUATION REPORT
AFSPG # 20135, Operations Manager, NF-1601-III

CLASSIFICATION REFERENCE:

AFMAN 34-310 Nonappropriated Fund Personnel Program Management and Administration Procedures, 1 Dec 95

*Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600
Position Classification Flysheet for Equipment, Facilities, and Services Assistance Series, GS-1603*

1. **Background:** This position is located in the Club operation within the Force Support Squadron. The primary function of this position is to oversee the operation and supervise NAF employees that perform work in food, catering, special events and bar operations for both Los Angeles Air Force Base in El Segundo and Fort MacArthur Military Reserve Base in San Pedro under the direction of the Sustainment Services Flight Chief.

2. **Title, Series and Grade Determination:** Operations Manager, NF-1601-III

Series Determination: This position involves duties consisting of supervision of NAF employees that perform work in food, catering, special events and bar operations. The work requires specialized experience gained in the operation or management of a government or civilian club, restaurant, or institutional feeding facility. This work is not classifiable to any specific series, but is determined to be appropriately included in the Equipment, Facilities and Services 1600 series and is therefore, placed in the 1601 series. The 1601 series describes managerial work involving equipment, facilities, and services includes the following responsibilities and functions: direct the work of production or maintenance organizations; assume accountability for the success of specific line or staff programs, functions, or activities; and monitor the progress of the organization toward its goals and periodically evaluate and make appropriate adjustments

Title Determination: Titles are not prescribed in this occupational series. The title most appropriate for this position is Operations Manager.

Grade Determination: In order to provide an accurate grade determination of this position, the Factor Evaluation System (FES) as outlined in Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600, was used.

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

950 points

This factor measures the nature and extent of information or facts that an employee must understand to do acceptable work and the nature and extent of the skills necessary to apply that knowledge. The position requires knowledge of, and skill in applying a full range of principles, concepts, and methods of club operations in order to identify needed goals, budgets, menus, staffing and inventory.

Factor 2 – Supervisory Controls – Level 2-3

275 Points

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor or another individual over the work, the employee's responsibility, and the review of completed work. The supervisor outlines and discusses possible problems and defines objectives, plans, priorities and deadlines and provides guidance for unusual situations that do not have clear precedents. The employee independently plans and carries out the assignments in conformance with accepted policies and practices; and exercises judgment to resolve commonly encountered work problems and deviations. The supervisor reviews completed work for conformity with policy and effectiveness. The methods and procedures used to complete assignments seldom require detailed review.

Factor 3 – Guidelines – Level 3-1

25 points

This factor covers the nature of guidelines and the judgment the employees need to apply them. The employee uses specific and detailed guidelines that cover all aspects of the work. The employee adheres to available guidelines, which require little or no judgment. The supervisor must authorize any deviations from the guidelines.

Factor 4 –Complexity – Level 4-3

150 points

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The work consists of completing various assignments involving maintenance, and supply. The employee must plan and schedule maintenance, and work with civil engineering on work that can not be performed by the maintenance crew. The employee exercises judgment to select the appropriate process according to maintenance requirements.

Factor 5 – Scope and Effect – Level 5-3

150 points

This factor covers the relationships between the nature of work; i.e., the purpose, breadth and depth of the assignment, and the effect of work products or services both within and outside the organization. The work involves planning, scheduling, coordinating, and monitoring day-to-day operations for club operations. The work affects the ability of the club/community center to have meals available to guests.

Factor 6 & Factor 7 – Personal Contacts/Purpose of Contacts - Level 2B

75 points

Personal contacts include employees and managers from various levels within the organization, with other organizations on base such as civil engineering, and maintenance contractor personnel, in a moderately unstructured setting. The purpose of the contacts is to plan, coordinate, or advise on work efforts, or to resolve issues or problems having to do with club and food facilities. Contacts typically involve identifying options for resolving problems.

Factor 8 – Physical Demands – Level 8-1

5 points

The work is mainly sedentary, but requires some walking to other buildings, or work areas. The employee may carry light items such as work papers, and may drive a motor vehicle to the work areas. The work does not require any special physical effort or ability.

Factor 9 – Work Environment – Level 9-1

5 points

The work is usually in an office setting that is adequately lighted, heated, and ventilated. The work environment involves everyday risks or discomforts that require normal safety precautions.

Total –1635 points

Point Range	GS-Grade
655-850	4
855-1100	5
1105-1350	6
1355-1600	7
1605-1850	8
1855-2100	9
2105-2350	10
2355-2750	11

Grade comparison indicates GS-08 is equivalent to NF-III

3. **Final Classification:** Operations Manager, NF-1601-III