

NOTIFICATION OF TEMPORARY CIVILIAN
(Non-Appropriately Funded – LOCAL WAGE RATE)
JOB OPPORTUNITY



JOB TITLE: Morale and Welfare Assistant (Universal Morale and Welfare)
HQS/UNIT: JFC Brunssum / Base Support Group / Morale & Welfare (MWA)
DUTY LOCATION: Brunssum (NLD)
SALARY SCALE: NAF LWR 1 (Local Civilian Post)
CLOSING DATE: 7 April 2024

ABOUT POSITION:

Joint Force Headquarters Brunssum is a deployable joint HQ capable to execute effective command and control over an assigned Joint Task Force. The Director of Management (DOM) is responsible to the Chief of Staff (COS) for integrating, coordinating and implementing services and activities to support, facilitate and contribute to the full JFHQ mission spectrum.

Base Support Group (BSG) is responsible for provision, management and co-ordination of all support services that ensure the effective operation of JFC HQ and supported entities. Also liaises with Host Nation (HN) authorities on all support matters.

The Family Support and Morale and Welfare Branch (within BSG) is responsible for the overall direction, management and co-ordination of international community, families and welfare support and the non-appropriated funds (NAF) generated activities (<https://www.jfcbrunssum.com>).

The Morale and Welfare Section within this Family Support and Morale and Welfare Branch, is responsible for overall management and co-ordination of community and welfare support services and activities/programmes including non-appropriated funds.

The incumbent will be handling day-to-day operations for Morale and Welfare activities, and may work in a variety of areas such as the Fitness Centre, Sports Fields, Theatre, Library, ICC/Hotel, Craft Center and any other MW facility that needs support.

THE DUTIES OF MORALE AND WELFARE ASSISTANT ARE:

- Monitors, counts and controls inventory
- Rotates concession items to prevent spoilage
- Ensures proper food storage, handling and preparing procedures are followed IAW local health regulations
- Orders, receives and restocks materials and supplies
- Sets-up, tears down and provides support (catering services) for/during events/functions
- Manages event/function/hotel bookings across MW facilities and offers advice for event committees if required including pre- and post-inspection of facilities if self-service
- Sells tickets, concession items, and merchandise to customers

- Is knowledgeable of the items and services offered by the MW facilities and their prices. Operates cash register and perform appropriate funds control procedures
- Operates and troubleshoots equipment
- Provides guidance and assistance to customers during hands-on classes
- Ensures safe and proper use of tools and equipment at the facility
- Creates customer product per standards of the activity
- Learns skills to accomplish tasks in the MW activity as assigned
- Initiates and/or submits work orders for facility maintenance issues and track facility status (open/closed/out of order)
- Performs routine cleaning of areas after events to include housekeeping services in accordance with local standards. A checklist regarding routine cleaning is available (issued via MW Management) at each relevant location
- Maintains security of facility, furniture and equipment during operating hours
- Provides as soon as possible updates to the report chain in case of damaged/missing facilities or equipment ("in case not available as expected")
- Updates posters, schedules and provides information on upcoming events, in cooperation with MW marketing
- Works circulation desk, 'checks items in and out, inspects them for damages, helps to in & out-process members and families
- Assists with inventories
- Contributes in line with the organizational process to the completion of the individual's time sheets.
- Provides quality customer service and be the first line of defence to resolve customer complaints/issues.
- Keeps the First Level Supervisor informed
- Performs other duties as directed among multiple MW facilities and activities

THE ESSENTIAL QUALIFICATIONS FOR THE POSITION ARE:

- Mandatory a professional command of the English language (will be tested during the interview)
- High school education or equivalent (for youth dependants, at least 2 years of completed high school education or equivalent)
- Must possess the ability to go between walking, sitting and standing for extended periods
- Must be able to work nights, weekends, and (public) holidays, (in accordance with the Host Nation Working Hours Act)
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision
- Ability to satisfactorily communicate with customers, co-workers and management to their understanding
- Ability to lift, carry, push or pull heavy loads weighing up to 23 kg

- Punctuality and regular and reliable attendance
- Computer literate (word and excel) or willing to undergo training
- Trained as First Responder or willingness to complete training

DESIRABLE QUALIFICATIONS ARE:

- Successful experience in Food Service, Administrative, Lodging, Retail and/or Cleaning
- Command of relevant language: 1st. Dutch, 2nd. German, 3rd. French

SUCCESSFUL CANDIDATE POSSESSES FOLLOWING PERSONAL ATRIBUTES:

- ✓ Ability to work well with others in a diverse, multinational environment
- ✓ Ability to deal with personnel, customers and students to our activities at all levels and ages, in a correct manner: show courtesy, tact, diplomacy, mental alertness and service mindedness
- ✓ Be willing to work during the opening hours including working in evenings, the weekend and during holidays
- ✓ Demonstrates willingness to learn
- ✓ Possesses the ability to self-start and work successfully with no or limited supervision

REMARKS

Successful candidates may be subject to a security investigation by national authorities; minimum required is a so-called 'Certificate of incorporation' / 'Verklaring omtrent het gedrag'.

The successful candidate is required to obtain a BSN (burgerservicenummer) for tax purposes in accordance with the policy, LWR Regulations Article 5.

Please note that NAF LWR vacancies are in the first place meant to be filled by local NATO community member's dependants (HQ JFC Brunssum, NCI Agency, International School, NAPMA, US AG and NAEWF E-3A Geilenkirchen).

Others, on condition that they are a national of one of the 32 NATO member countries, may apply, however will only be considered if no qualified local NATO community members are available of which applications of serving HQ JFC Brunssum NAF LWR Staff will be reviewed first.

APPLICATION PROCESS:

Applicants have to complete the Application Form NAF LWR.

Completed official Application Forms quoting the post title should reach the Civilian Personnel Branch at recruitment@jfcbs.nato.int not later than the closing date (Sunday 7 April 2024).

For the completion of the Application Form please note:

- Application Forms in the initial phase of recruitment are acceptable as softcopies only (no signature required).
- A maximum of 2 pages plain paper (A4) may be added to the official Application Form in case, for certain items, more space is required.
- Copies of relevant diploma's/certificates are not to be forwarded until requested. Please note that, once diploma's/certificates will be requested, any such documents, other than in the

English, Dutch or German language, should be translated into English and if possible attached as a certified translation. It should be noted that an official institution may assess value and validity of diploma's and certificates.

- In case of multiple applications within the same organization, applicants should send separate applications for each post. On each application they have to refer to the Title of the post(s) in which they are interested and have applied for, listing them in order of their preference.

Applications, which are completed in accordance with the above instructions will be taken into consideration.

The selected candidate will be offered a definite duration contract for a period of 12 months including a probationary period of 1 month.

The contracted number of hours a month will be minimum 10.

The gross hourly wage will be 15,21 euro (all entitlements e.g. annual leave included) in line with NAF LWR grade 1.

Point of contact for all job related questions is:

MSgt Alaina Baldowski - alaina.baldowski@jfcbn.nato.int ; tel: 0031 45 526 2503