

## Notification of a civilian job opportunity in our Morale & Welfare Programs

HQS/UNIT : JFC Brunssum / BSG Family Support, Morale & Welfare.  
DUTY LOCATION : Brunssum (NLD).  
JOB TITLE : Morale and Welfare Staff Assistant (Universal Morale and Welfare)  
NAF Local Wage Rate grade 1 / Local Wage Rate Civilian Post.  
CLOSING DATE : Friday 2 December 2022.

**Joint Force Command Brunssum is looking to recruit for our assistance in our Morale & Welfare Programs**

### Morale and Welfare Staff Assistant

The new colleague will be handling day-to-day operations for our Morale and Welfare activities, and may work in a variety of areas such as the Fitness Centre, Sports Fields, Theatre, Library, ICC/Hotel and any other MW facility that needs support. The successful candidate's duties vary by location (primarily in Brunssum) and include, but are not limited to:

- Monitor, count and control inventory; Rotate concession items to prevent spoilage.
- Ensure proper food storage, handling and preparing procedures are followed IAW local health regulations.
- Order, receive and restock materials and supplies.
- Set-up, teardown and provide 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.
- Selling tickets, concession items, and merchandise to customers.
- Be knowledgeable of the items and services offered by the MW facilities and their prices.
- Operate cash register and perform appropriate funds control procedures.
- Operate and troubleshoot equipment; Initiate and/or submit work orders for facility maintenance issues and track facility status.
- Routine cleaning of areas after events to include housekeeping services IAW local standards, in line with the checklist at the relevant location.
- Maintains security of facility, furniture and equipment during operating hours.
- Provides asap updates to the report chain in case of damaged/missing facilities or equipment ("in case not available as expected").
- Update posters, schedules and provide 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, inventories
- Contribute in line with the organizational process to the completion of the individual's time sheets. Provide quality customer service and be the first line of defence to resolve customer complaints/issues.
- Performs other duties as directed among multiple MW facilities and activities.
- The Morale and Welfare Staff Assistant reports (MW SA) directly to the Community Events Superintendent or the designated representative (e.g. the Assistant Manager in charge).

For this challenging position we identified the following **Qualifications as Essential**.

- a. Must possess the ability to go between walking, sitting and standing for extended periods.
- b. Must be able to work nights, weekends, and (public) holidays, (in accordance with the HN Working Hours Act).
- c. Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- d. Ability to satisfactorily communicate with customers, co-workers and management to their understanding.
- e. Ability to lift, carry, push or pull heavy loads weighing up to 23 kg (This limit is and should be based on the HN NIOSH method, which is also included in the explanatory notes to the Working Conditions Decree 5.2.)
- f. Punctuality and regular and reliable attendance.
- g. Completes training/certified as First Responder.
- h. Computer literate (word and excel) or willing to undergo training.
- i. High school education or equivalent.
- j. Mandatory a professional command of the English language (will be tested during recruitment).

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### **Desirable Qualifications.**

- Successful Food Service, Administrative, Lodging, Retail and/or Cleaning experience.
- Desirable a relevant language command of : 1<sup>st</sup>. Dutch, 2<sup>nd</sup>. German, 3<sup>rd</sup>. French.

A successful candidate will show the following **Personal Attributes**:

- a. Be able to work well with others in a diverse, multinational environment.
- b. 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.
- c. Be willing to work during the opening hours including working in evenings, the weekend and during holidays.
- d. Demonstrate willingness to learn.
- e. Possess the ability to self-start and work successfully with no or limited supervision.

### **Post Context**

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.jfcbunssum.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.

### **Application Process**

The successful candidate is (also) a national of one of the 30 NATO member countries, and may be subject to a security investigation by national authorities (minimum required is a so called Certificate of incorporation / 'Verklaring omtrent het gedrag / VOG'). The successful candidate is required to obtain a Dutch citizen number ('burgerservicenummer / BSN'). Applications from the local NATO community members and dependants (HQ JFC Brunssum, NCI Agency, International School, NAPMA, US AG and NAEWF E-3A Geilenkirchen) including Serving NAF LWR Staff will be reviewed first.

Applicants who desire to join our international and diverse community have to complete the official JFC Application Form that is attached. Completed official Application Forms quoting the post title should reach the Civilian Personnel Branch at [recruitment@jfcbn.nato.int](mailto:recruitment@jfcbn.nato.int) at the latest by **Friday 2 December 2022**.

For the completion of the Application Form please you are requested to follow these instructions:

- ✓ Application Forms in the initial phase of recruitment are acceptable as softcopies (e-mail) only (no signatures or photograph required at this stage).  
A maximum of 4 pages plain paper (A4) may be added to the official Application Form in case 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 the applicant has to refer to the other post(s) for which an application is/will be send, listing them in order of preference.

The selected candidate will be offered a definite duration contract under Dutch law 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 is in line with NAF LWR grade 1. The gross-nett calculation is in line with the Dutch regulations; social security and pension scheme included.

- Point of contact for all job related questions is MSgt Alaina Baldowski ([alaina.baldowski@jfcbn.nato.int](mailto:alaina.baldowski@jfcbn.nato.int) / 0031 45 526 2503).
- Point of contact for all questions related to the conditions of employment is Mrs Sandra Helledoorn ([anna.helledoorn@jfcbn.nato.int](mailto:anna.helledoorn@jfcbn.nato.int) / 0031 45 526 2285).