



LOUISIANA MILITARY DEPARTMENT

LANG-JB, Jackson Barracks, New Orleans, LA

Billeting Technician (Part - Time)

50577153

ANNOUNCEMENT NO. 120-2026

OPENING DATE: July 17, 2026

CLOSING DATE: July 31, 2026

***SALARY:**

MA-613 \$17.18 - \$24.52

*Salary indicates typical starting range. Level will be determined by qualifications.

JOB TYPE: Unclassified

Current Classified employees must give up their designation to accept this position.

POSITION DESCRIPTION:

Receive and coordinate telephonic, web, and walk-in reservation requests for individual and/or unit/organizations. Conduct check-in procedures. Performs all actions with excellent customer service as the focus. Use proper phone, email, and interpersonal etiquette. Informs perspective guests/guests of policy requirements, such as no pet/ no smoking policies. Follows established reservation procedures to assign rooms and register guests into Sky Touch. Issues keys/ key cards and maintains accountability. Coordinate with guests for after hours to leave their folio, key, key cards downstairs in the Billeting drop box. Receive and process payments from guests/units. Follows established transaction procedures for credit card, check, cash payments. Conducts credit card transactions using the Ingenico credit card processor system. Ensures that guests are charged the appropriate rate according to their official duty status and type or non-official status. Generates 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. Maintains 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 identify all rooms be fully cleaned and refreshed. Walk through with housekeeping services to ensure that all rooms have been clean to a standard and that contracted charges match services performed. Coordinate with laundry services for pick-up and drop-off of items to be laundered. Inspect that laundered items returned have been cleaned to a standard and validate that the contractor charges match services performed. Report unresolved discrepancies of any contractors to the JB Billeting reception, Cottage, and Towers, Huft Hall and Buildings 2077, 2099 & 3002. Inventory all furniture, fixtures, and equipment on hand receipt. Conduct periodic walk through and inspection of all rooms to validate condition of all items. Assembles lists of necessary acquisitions for refurbishment of furnishings and equipment due to excessive wear and/or damage. Maintains 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. Requests re-supply through the JB billeting Manager. Inventories all deliveries before signing for them, secures inventory properly in a designated storage area, and maintains copies of delivery receipts in billeting records. Searches catalogs, records, and other data sources to obtain stock numbers/sources. Leverages these technologies to prepare correspondence, complete administrative transactions, performs record search, data input, data corrections and prepare standard reports such as revenue reports, expenditure reports, monthly service report, daily billeting checklist and reconciliation and budget forecast reports. Logs complaints received from customers. At all times maintains courteous and conscientious communications with the customer. Takes immediate action to satisfactorily resolve the discrepancy to the satisfaction of the customer. Report any issues with the Billeting Manager. Completes all mandatory training. Perform other duties as assigned

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.**

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POSITION QUALIFICATIONS:

Knowledge of lodging, billeting, hotel front desk, or customer service operations. Ability to operate lodging reservation systems, payment systems, office equipment, and related tracking platforms. Ability to receive, enter, verify, and maintain accurate reservation, occupancy, payment, maintenance, and inventory records. Ability to apply correct room rates based on guest status, travel purpose, and authorized lodging categories. Ability to communicate clearly and professionally with guests, supervisors, coworkers, maintenance personnel, housekeeping staff, and other installation personnel. Ability to identify maintenance, housekeeping, safety, or serviceability concerns and report them through the proper channels. Ability to manage multiple tasks while maintaining accuracy, professionalism, and customer service standards. Ability to work independently and as part of a team in a lodging or front desk environment. Basic knowledge of inventory control, supply tracking, and records management procedures. Ability to handle guest concerns, after-hours issues, and routine lodging problems with professionalism and sound judgment. Ability to maintain confidentiality of guest information, payment information, and lodging records.

GENERAL REQUIREMENTS:

- 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.
- Must be available to report to duty during emergency or disaster situations.
Other periodic travel may be required.
- Must meet physical requirements to perform functions of the position.
- Must attend/complete all Louisiana Military Department (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:

- All LMD positions require in-office attendance. This is not a remote position.
- Salary is paid by Electronic Funds Transfer (EFT) / Direct Deposit Only. A checking or savings account is required for employment.
- For positions requiring computer/email access selected applicant must qualify to obtain a Department of Defense Common Access Card (CAC) Card and maintain eligibility
- LMD is a substance abuse and drug free workplace. The selected applicant must pass a pre-employment background investigation and pre-employment drug test. Thereafter, all employees are subject to random drug testing.
- To become an employee of the LMD you must be a current member of the Louisiana National Guard or eligible for membership in the Louisiana State Guard.
- The selected applicant must pass a pre-employment criminal background investigation prior to employment.

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 12:00 a.m. CST:

Mrs. Dawn Riess

LMD-HR (LANG-JB)

6400 Saint Claude New Orleans, LA 70117

E-mail: dawn.t.riess.nfg@army.mil

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