



Naval Academy Business Services Division

Job Announcement Number: 26-012

Vacancy Open: December 22, 2025 – January 5, 2026

Area of Consideration: All Qualified Persons

Must be at least 18 years of age to obtain required security clearance

Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Retail Dining General Manager, NF-1101-04

Full Time (35-40 hours weekly)

\$35.00 - \$45.00/hour

Positions Available: 4

Benefits include: Medical, Dental, Life, and Long-Term Disability; Health Savings Account (HSA); Flexible Spending Account (FSA); Automatic Retirement Enrollment, 401(k), Roth 401(k), and 401(k) Loan; Paid Vacation and Sick Leave Accrual.

Naval Academy Hospitality is looking for experienced and passionate professionals to lead Retail Dining operations as we grow our business. Are you a dynamic leader with a passion for hospitality, exceptional food, and building high-performing teams? Join our team as the Retail Dining General Manager to lead, motivate, and inspire our casual dining, quick service restaurants, cafes, and members-only club restaurants, offering a country club atmosphere! Scheduling 5 daytime and/or evening shifts per week, including weekdays and weekends, and occasional holidays.

JOB SUMMARY

This position is located in the U. S. Naval Academy's Non-Appropriated Fund Instrumentality (NAFI), Naval Academy Business Services Division (NABSD), Annapolis, Maryland. NAFI is an entity that generates its own funds through its operations, and is not funded by Congress.

The General Manager oversees the Retail Dining operations at the assigned location within the Retail Dining group, which includes the new multi-venue Club at Greenbury Point (opening Spring 2026) at the Naval Academy golf course, The Alley at the Naval Academy Club, 1845 Coffee, Drydock and Steerage restaurants. This pivotal role motivates a dedicated team, drives operational excellence, fosters a culture of outstanding hospitality, and contributes to the success of a thriving dining environment.

DUTIES & RESPONSIBILITIES

- The Retail Dining General Manager is responsible for implementing the vision of providing our guests and members with an excellent dining experience, focused on high-quality food offerings, professional and customer-focused service, in a country club atmosphere. Oversee day-to-day operations to include restaurant specials and special member events ensuring all are properly planned, organized, and executed. The position operates in a busy office environment with high volume of guests and internal Naval Academy officials on a daily basis. It involves providing exceptional hospitality to the campus community and external guests.
- Lead and oversee the daily operations of assigned location (multi-venue Club at Greenbury Point, the Alley, 1845 Coffee, Drydock and Steerage) ensuring all events are properly coordinated with the appropriate stakeholders.
- Along with the Operations Manager, will ensure proper protocol and practices are developed and followed for the safety and success of all operations. This manager is expected to play a key role in the establishment of broader goals and objectives within NABSD Retail Dining and be skilled in best practice methodologies for all areas for which they are responsible, including assessing any risks associated with events to be executed on USNA grounds.
- Ensures all vendors supporting events on USNA are properly vetted and current as an approved business partner of NABSD; working closely with the Contracting Officer and Access Coordinator to facilitate the vendor access and compliance with USNA regulations. Directly responsible for relationship management of internal and external suppliers ensuring full compliance with USNA and NABSD policies.
- Works with the Operations Manager on training, scheduling, ordering, and daily duties as needed to lead sustainable operations. Position requires a high level of professionalism and independence.

- Works closely with the Operations Manager ensuring all menus and prices are accurate within the multiple Point of Sale systems so that checks are correct upon delivery to member and include everything provided. Also ensure Club Management System is maintained and updated to ensure accuracy in membership reporting and marketing communications. Working closely with the Operations Manager, is responsible for the financials associated with each operation.
- Develops processes to support the successful execution of golf tournaments, catered events, meetings, and special events at the Club at Greenbury Point while supporting all other operations. Ensure all staff are trained on the processes and standards are followed. Ensure all operations are customer-focused service-oriented with a country club atmosphere. Prepares financial plan, budgets, inventories, cost controls, and related records and reports.

KNOWLEDGE, SKILLS and ABILITIES (KSAs) requirements for this position are as follows:

**** Your application must include narratives for each KSA, using specific examples to demonstrate your qualifications and experience.**

1. Incumbent must have four years of equivalent managerial/supervisory experience in the country club or hospitality industry. Education or experience in Hotel, Hospitality, or Restaurant Management or a closely related field is preferred.
2. Incumbent must be proficient with Google Suite, MS Office Suite, PowerPoint. With experience in preparing financial plans, budgets, inventories, cost controls, and related records and reports.
3. Incumbent must possess strong communication and social skills, to lead and communicate with effectiveness, as well as to develop positive relations with subordinates, customers, VIP's and visiting dignitaries. Ability to interact with high level officials and VIPs is a must.
4. Extensive knowledge of logistical, organizational, and management skills to plan, schedule, coordinate, and execute complex Naval Academy Retail Dining and Hospitality catered events.
5. Demonstrated decision-making ability to resolve conflicts and crises as they arise.

QUALIFICATIONS & CONDITIONS OF EMPLOYMENT

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a secret security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- Probationary period: Full Time & Part Time employees serve a one-year probationary period.
- U.S. Citizenship is required for Tier 3 Positions
- Must be able to understand and communicate in English

APPLICATION INSTRUCTIONS

A complete online application **must** be submitted no later than NOON on the closing date to be considered for a USNA NAF/NABSD position. Please visit the employment website <https://www.usnabsd.com/about/careers/> or email nabsdjobs@usna.edu if you need assistance. Resume may not exceed two (2) pages.

Apply Here: <https://www.usnabsd.com/about/careers/application-for-federal-employment-of-612/>

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **ICTAP (Interagency Career Transition Assistance Plan):** Most recent SF50 (or equivalent) and RIF (Reduction in Force) notice.
- **Military Spouse:** Not Applicable to NF-4 and above positions.
- **Veteran:** Page four (4) of the DD-214

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after Noon on the closing date listed above will not be considered. Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, complete a pre-hire health screening, etc. All selections are contingent on obtaining satisfactory employment reference checks. We are an E-Verify participant. Please be informed that applicants will be required to submit a federal government background check. As a condition of employment, the selectee will be required to participate in direct deposit as specified in the negotiated agreement. Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct. DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, or other non-merit factor. Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case-by-case basis.