

Allegheny National Forest

Outreach Notice

Customer Service Representative, GS-0303-03/04/05

Duty Station: Supervisor's Office

Warren, Pennsylvania

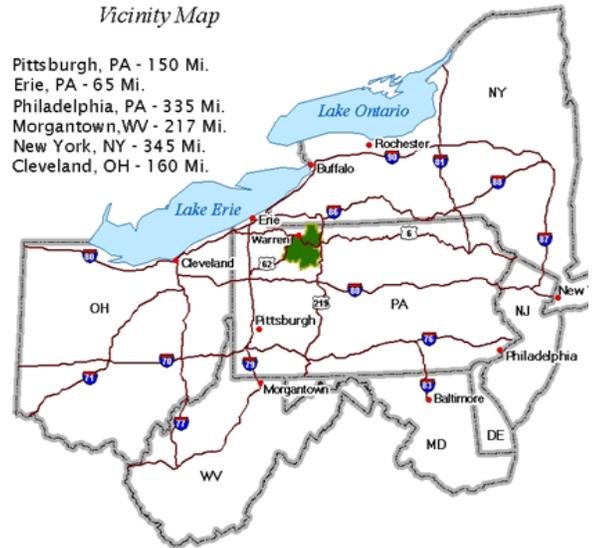
Outreach Open Date: January 13, 2016

The Allegheny National Forest will soon be filling a Customer Service Representative with a duty station of Warren, PA. The purpose of this Outreach Notice is to determine the potential applicant pool for this position and to establish the appropriate recruitment method and area of consideration for the advertisement (e.g. target single grade or multi-grade and government-wide or DEMO).

Allegheny National Forest

Vicinity Map

Pittsburgh, PA - 150 Mi.
Erie, PA - 65 Mi.
Philadelphia, PA - 335 Mi.
Morgantown, WV - 217 Mi.
New York, NY - 345 Mi.
Cleveland, OH - 160 Mi.



Description of duties. The position will report to the Public Affairs Officer and will serve as the Customer Service Representative. This position will be responsible for:

- Managing the mailroom; ensuring adequate postage; sending out packages, registered mail, etc.
- Managing the FS electronic mailroom to ensure that messages are sent out in a timely manner
- Serving as the Forest Records Liaison
- Greeting visitors; answering questions and providing information about the forest.
- Managing the Eastern National Forest Interpretive Association (ENFIA) program
- Serving as a collection officer to sell passes and permits; educational materials; maps; t-shirts; hats, etc.
- Assisting with special projects
- In addition, the customer service representative should have excellent oral and written communication skills; have good organizational skills and attention to details and is skilled in computers and a variety of software applications

Qualification Requirements for this position can be found in the Office of Personnel Management (OPM) Operating Manual for Qualification Standards for General Schedule Positions, which is available from any Federal Government Personnel Office and OPM's website: <http://www.opm.gov/qualifications/index.asp>

How to respond to this outreach: If interested, please complete the information requested in the attached Outreach Response Form and enclose a brief resume responsive to the job duties noted above.

How to apply for the vacancy announcement: The vacancy announcement for this position will be posted on the U.S. Government's official website for employment opportunities: www.usajobs.gov. **Anyone who wishes to be considered for this position must apply on USAJOBS website by the closing date of this vacancy announcement.** We encourage anyone who does not have a profile set up in USAJobs to do so as soon as possible. Once an account is set up, you can set up an alert notifying you of any appropriate vacancies.

USDA is an equal opportunity provider and employer. To file a complaint of discrimination, write: USDA, Office of the Assistant Secretary for Civil Rights, Office of Adjudication, 1400 Independence Ave., SW, Washington, DC 20250-9410 or call (866) 632-9992 (Toll-free Customer Service), (800) 877-8339 (Local or Federal relay), (866) 377-8642 (Relay voice users).

ABOUT THE ALLEGHENY NATIONAL FOREST



The Allegheny National Forest is headquartered in Warren, Pennsylvania and has two ranger districts: The Marienville Ranger District, located in Marienville, PA and the Bradford Ranger District located in Marshburg, PA. The ANF has approximately 130 permanent employees. The 513,000-acre forest is the only national forest in Pennsylvania and lies within a day's drive of one-third of the Nation's population. The Forest has two wilderness areas, two national scenic areas, two national wild and scenic rivers, and the Tionesta Research Natural Area (Pennsylvania's largest contiguous tract of old growth forest). The ANF offers a variety of recreation activities that result in about 1 million recreation visitor days annually. Activities include: motorized and non-motorized trail use; outstanding water-based recreation; and magnificent scenery and heritage resources. The Allegheny NF has a robust timber program with a significant amount of the black cherry veneer that is used in the furniture manufacturing

markets. In addition, the ANF has an active oil and gas well drilling program because 93% of the subsurface rights are privately owned. Currently, there are approximately 13,000 producing wells on the Forest.

CLIMATE – The area's climate provides a classic display of the four distinct seasons. Summers are warm and moderately humid with average temperatures of 75 to 80 degrees. Winters are moderate, with average temperatures of 20 to 25 degrees. Annual precipitation is about 40 inches.

COMMUNITY – Warren is located on the shores of the Allegheny River and has a population of around 9,500. Although fairly small, Warren offers a variety of services and amenities such as: a hospital, medical clinics, physicians, dentists and other health professionals. Recreation facilities include: baseball and soccer fields, an all-weather track, tennis courts, health and fitness clubs, an indoor and outdoor swimming pool, golf courses and many parks. Although shopping is somewhat limited, there are many shopping areas between 30 minutes and two hours away.



The area's educational opportunities consist of various elementary and high schools, and several satellite campus curriculums offered through the cooperative efforts of the Warren-Forest County Higher Education Council and Jamestown Community College. Within 90 minutes, there are other major universities, such as: the University of Pittsburgh Bradford (UPB) in Bradford, PA; Gannon in Erie, PA; Edinboro University in Edinboro, PA, Clarion University in Clarion, PA; and St. Bonaventure University in Olean, NY. Penn State University in State College, PA, and the State University of Buffalo, in Buffalo, NY, are about 3 hours away.

HOUSING – Many homes in Warren County are moderately priced. For real estate information please go to: [Warren County Board of Realtors](#). Apartment rentals range from \$400 to \$700 per month. Houses range from \$500 to \$800 per month.

MAJOR WARREN COUNTY EMPLOYERS – Blair Corporation, Northwest Saving Bank, United Refining Corporation, Betts Industries, Ellwood Forge, Whirley Industries, Superior Tire and Rubber, Warren General Hospital, Warren County School District, Berenfield Container, Lowes and Walmart.

For more information about the ANF and local communities, please visit the following websites.

- [Allegheny National Forest](#).
- [Warren County](#)
- [McKean County](#)
- [Elk County](#)
- [Forest County](#)

If you have questions, please contact Ruth Sutton, Public Affairs Officer at: rsutton@fs.fed.us or call 814.728.6115.