



OUTREACH NOTICE

Mark Twain National Forest

Potosi, MO

"Caring for the Land and Serving People"



Customer Service Representative GS-0303-5

Mark Twain National Forest (USDA – Forest Service) is planning to fill one GS-0303-5 Customer Service Representative position, to be located in Potosi, Missouri at the Potosi-Fredericktown Ranger District. This notification is being circulated to inform prospective applicants of this upcoming opportunity and to determine the interest in this position.

Please respond to this outreach notice by January 26, 2016. Interested applicants are encouraged to contact: Rebecca Ewing, District Ranger at (573) 438-5427 or rewing@fs.fed.us.

Interested candidates are encouraged to obtain/create a USA Jobs profile and prepare their resume in that format. The vacancy will be advertised at USAJOBS (<https://www.usajobs.gov/>).

Office of Personnel Management Qualifications: Complete 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 (<https://www.opm.gov/policy-data-oversight/classification-qualifications/>).

Time-in-Grade Requirement: If you are a current or former federal employee and applying for a promotion opportunity, you must have 52 weeks of Federal service at the next lower grade in the normal line of progression for the position being filled. This requirement must be met within 30 days of the closing of this announcement.

Major Duties

Reads and keeps apprised of organizational procedures such as preparation and processing of correspondence, reports, and forms; hard-copy and electronic filing; mail procedures; preparation of travel vouchers; and, security procedures.

Provides answers to a wide variety of inquiries. Provides explanations of office functions, describing specific requirements, providing basic instructions, or a similar degree of detail. Performs data entry and typing tasks as needed.

Greets visitors and answers the telephone. Provides routine information and answers many types of inquiries on all research and/or forest activities such as the whereabouts of key personnel and directions to facilities. Refers difficult, technical, or special questions to the appropriate staffs.

Uses word processing software and printing equipment to create, copy, edit, store, retrieve, and print a variety of standardized documents using a glossary of prerecorded formats, form letters, standard paragraphs, and mailing lists. May use database or spreadsheet software to enter, revise, sort, or calculate, and retrieve data for standard reports.

Serves as Collection Officer to sell such items as National Forest maps, 2400-4's (Forest Product Sale Permits), and America the Beautiful Passports in accordance with manual and handbook requirements. Is held accountable for the funds collected. Maintains accountability records as required.

ABOUT THE FOREST:

[Mark Twain National Forest](#) is made up of six ranger districts, mainly located in the southern third of the state. The Forest Supervisor's Office is located in Rolla, Missouri. The Forest contains approximately 1.5 million acres, comprised mainly of upland hardwoods and some associated shortleaf pine. A full range of vegetation and recreation management activities on the forest include timber harvest and regeneration activities, TSI, prescribed fire, developed and dispersed recreation, and mining.

DISTRICT INFORMATION:

The Potosi-Fredericktown Ranger District is comprised of two units with over 285,500 acres of federal ownership. It is located in eight Missouri counties: Bollinger, Crawford, Iron, Madison, Reynolds, St. Francois, St. Genevieve, and Washington..

The Potosi unit offers many developed and undeveloped sites for camping and picnicking. Council Bluff Recreation Area is the largest lake in the Mark Twain National Forest. It is a beautiful 440 acre lake, encircled by a 12 mile moderate hiking and mountain biking trail. Boar Ridge Campground along the spine of a forested Ozark ridge above the lake, offers a unique camping experience.

Courtois and Huzzah Creeks are well-known "floating" streams, typical of the Ozarks, and much-loved by canoeists who flock there in summertime for the crystal clear water. A portion of the Ozark Trail traverses the District, and the segment encompassing the Berryman Trail is popular for mountain biking events. The 9,183 acre Bell Mountain Wilderness has beautiful views and challenging trails in a secluded and primitive setting.

The Fredericktown unit features the rugged St. Francois Mountains and St. Francis River. In spring, the "shut-ins" at Silver Mine are a magnet for kayak enthusiasts, who take advantage of the high water rapids. Marble Creek provides a quiet campground for family outings, and Crane Lake welcomes hikers to take the trail around it as part of their trek along the Ozark Trail. Rockpile Mountain Wilderness offers 4,240 acres of heavily-forested land, including some of the state's last remaining virgin forest nestled in a narrow gorge.

ABOUT THE COMMUNITY:

Potosi, Missouri: Located in the scenic rolling hills of east-central Missouri, the city was founded in 1763 by a group of French settlers. A lead mining settlement, *Mine au Breton*, was first located at this spot; the name was later changed to that of the Bolivian silver mining city of *Potosi*. Population: 2,658 (as of 2012). Potosi is 70 miles south of St. Louis; 67 miles east of Rolla – the location for the Supervisor's Office.

No government quarters are available, but the area offers many opportunities for purchase or rentals; land can be obtained at relatively low prices. Median prices for homes are \$65,000.00 to \$100,000.00; a majority are three-bedroom homes, with some two-bedroom homes. Rental houses and apartments are about \$400 to \$500 per month plus utilities.

About a third of the employees have farms and live within about 30 minutes of Potosi. About half of the employees live in the Park Hills-Farmington area, about 30 minutes to the east of Potosi. Park Hills and Farmington are full service communities and are only 40 minutes from the southern suburbs of St. Louis. A few employees live as far away as Rolla and the St. Louis suburbs.

Schools: Mineral Area College and Jefferson College are within commuting distance. Private and public K-12 schools are in Potosi and neighboring communities. Potosi also has a public library.

Medical Facilities: Washington County Memorial Hospital is located in Potosi. World reknown medical care is available in St. Louis and its suburbs.

Churches: Baptist, Methodist, Presbyterian, Catholic, Lutheran, Church of God, Pentecostal, and others.

Sports and Events: Youth basketball, football, and baseball. A 9-hole golf course at Fourche Valley Golf Club. Nearby St. Louis offers opportunities to enjoy professional sports (Cardinals, Rams, and Blues) along with museums, parks, a zoo and the famous Gateway Arch.

Climate: Washington County enjoys the beauty of all four seasons. Warmest month (July, 86/67 degrees); coolest (January, 40/21 degrees). Average rainfall (44 inches); average snowfall (15 inches).

Responding to the Outreach Notice

If you are interested in this position, please complete and return the attached form. Email it to rewing@fs.fed.us or mail a hard copy to USDA Forest Service, Attn. Rebecca Ewing, District Ranger, 10019 Highway 8 west, Potosi, MO 63664.



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If you are interested in this position, please complete this form by January 26, 2016 and send:

E-mail to: Rebecca Ewing (mail to: rewing@fs.fed.us)

Mail to: USDA Forest Service, Mark Twain National Forest, ATTN: Rebecca Ewing, 10019 Highway 8 West, Potosi, MO 63664, or

FAX to: 573-438-2633, ATTN: Rebecca Ewing.

GS-0303-5 Customer Service Representative

Location: Eastern Region, Region 9, Mark Twain National Forest, Potosi-Fredericktown Ranger District

PERSONAL INFORMATION

Name:

Date:

Mailing Address

E-mail Address

Phone: Work:

Home:

Are you currently a Federal employee? Yes _____ No _____

Permanent? _____ Temporary? _____ TERM? _____ VRA? _____ PWD? _____ OTHER? _____

Current Title/Series/Grade:

Agency Employed with and location:

Thank you for your interest!