



The Salmon-Challis National Forest is outreaching to fill four GS-0303-05 Customer Service Representatives positions. Locations are:

- **Challis-Yankee Fork Ranger District with a duty location of Challis, Idaho.**
- **Salmon-Cobalt Ranger District with a duty location of Salmon, Idaho.**
- **North Fork Ranger District with a duty location of North Fork, Idaho.**
- **Leadore Ranger District with a duty location of Leadore, Idaho.**

The Announcement Number for this position is:

- **(To Be Determined)**

Interested candidates should contact Challis-Yankee Fork District Support Service Specialist (SSS), Stacy Parent (slbaker@fs.fed.us; 208-879-4133) for more information. If you wish to be considered for this opportunity please complete the attached outreach form and send it to the Challis-Yankee Fork District SSS, Stacy Parent at slbaker@fs.fed.us by February 22, 2016.

About the Positions

These positions are located at District Offices on the Salmon-Challis National Forest to provide Customer Service Representative services such as greeting visitors, answering telephones, responding to routine inquiries from a variety of customers, and providing overall support to the administrative staff on the unit. Major duties include, but are not limited to: serve as a Collection Officer to sell such items as National Forest maps, Christmas tree permits, Forest Product Sale Permits, and recreation passes; maintain accountability records and files; perform data entry and typing tasks; and use various processing software and office equipment. The incumbent must have knowledge of rules, procedures, the organization and its mission, function and Agency-wide directives and procedures, and be able to communicate this clearly to a diverse audience. Other duties may be assigned at any time, therefore the ability to prioritize and balance work as necessary, make decisions based on established systems, follow instructions, and have a fine attention for details are essential to a successful Customer Service Representative.

Duties & Unique Needs of Positions:

- Provide support to administrative and district staff.
- Maintain a Forest Service purchase card to serve as a back-up micro-purchaser to the SSS.
- Create, edit, and file correspondence using the Mercury database system and maintain correspondence at each unit.
- This position requires outstanding communications skills, both verbal and written.
- Maintain accountability records, file inventories, detailed and accurate records.
- Ability to work independently, while using initiative to carry out recurring assignments. Must be able to problem solve, multi-task and work in a dynamic, fast paced and ever-changing work environment.
- Knowledge of computers with the ability to use Microsoft Word, Excel, Power Point, Publisher and Outlook, and related software are essential. Knowledge of office equipment including fax machines, copy machines, printers, type-writers, etc.

About the Forest

The Salmon-Challis National Forest covers over 4.3 million acres in east-central Idaho. The Forest is bordered by the Bitterroot Range of the North Central Rockies on the east, and to the west over 1.3 million acres of the Frank Church--River of No Return Wilderness. Rugged and remote, this country offers adventure, solitude and breathtaking scenery. The Forest also contains Mt. Borah, Idaho's tallest peak and the Wild & Scenic Salmon River and the Middle Fork of the Salmon River. The area is a highly desired destination for hunting, fishing, white-water rafting and the many other popular recreational pursuits. The Forest features diverse, rough topography, geologic conditions, and miles of streams with anadromous fish spawning habitat creating a highly complex land management situation. The Supervisors Office is located in Salmon, Idaho. There are currently six administrative units on the Forest: Salmon-Cobalt, Challis-Yankee Fork, Lost River, Middle Fork, North Fork and Leadore Ranger Districts. For more information on the Forest or the Districts, visit the website - www.fs.fed.us/r4/sc/

About the Duty Stations

Challis: (www.challisidaho.com) Challis is located along the Salmon River Scenic Byway at an elevation of 5,253 feet in the mountains of central Idaho. The city has a population of approximately 1,000 and is the seat of Custer County which has a population of 4,300.

Salmon: (www.cityofsalmon.com) Salmon, the nearest town, is the heart of the Salmon River Valley and is located 21 miles southeast of North Fork. Salmon has a population of approximately 3,000 and is the seat of Lemhi County which has a population of 8,000. The main industries are ranching, mining, timber and recreation. Salmon is known as the "White Water Capital of the World" serving as the hub of personal and outfitter, jet boat and rafting river activities.

North Fork: North Fork is an unincorporated community in Lemhi County, Idaho. Its name is derived from the confluence of the south-flowing North Fork of the Salmon River with the north-flowing main Salmon River, which makes a near-right angle turn here to flow westward across the state to Riggins. US 93 serve the community, connecting it with Salmon to the south and Lost Trail Pass to the north.

Leadore: Leadore is an incorporated city in Lemhi County, Idaho. The population was 70 in the 1990 census, 90 in the 2000 census, and 105 at the 2010 census. Salmon, the nearest town, is the heart of the Salmon River Valley and is located 45 miles northwest of Leadore.

