



## OUTREACH

### Vacancy

#### Customer Service Representative (Receptionist) GS-0303-04/05

Permanent, Full-time Position

#### Tongass National Forest Petersburg Ranger District



The Petersburg Ranger District will soon be advertising for a permanent, full-time Customer Service Representative. The position may be filled at the GS-4 or GS-5 level. The incumbent serves as the District Receptionist with responsibility for accomplishing a variety of District customer support and clerical services.

#### **DESCRIPTION OF POSITION:**

Serves as District receptionist, opening and closing the office and staffing the reception desk Monday - Friday. Primary job duties include greeting visitors and answering the telephone; providing routine information and answers to many types of inquiries from external (public) and internal (coworkers) customers; using word processing software and office equipment to create, copy, edit, store, and print a variety of documents; serving as a collection officer to sell maps and permits and to process collection of a variety of fees; issuing federal subsistence permits; and processing incoming and outgoing daily mail.

Other duties include: maintaining district bunkhouse reservation schedule, handling all remote camp and out-of-town vehicle reservation requests in support of field crews, maintaining accurate bunkhouse and field camp check-in/check-out logs; ensuring bunkhouse agreements are signed prior to check in. Receives and processes monthly vehicle mileage reports. Promptly reports vehicle or housing issues or problems to appropriate staff for resolution. As a key member of the District's administrative support team, works closely with the District Business Management Assistant and Support Services Specialist to ensure timely and efficient operations.

**QUALIFICATION REQUIREMENTS:** Those who are interested must meet the qualification requirements for the GS-0303 series that are covered by the Miscellaneous Clerk and Assistant Series Standards. The OPM Qualification Standards Handbook Manual is available for review at any federal personnel office or on the Internet at <http://www.opm.gov/qualifications/index.asp>.

**Grade 04:** Qualifying experience for the GS-4 level includes one (1) year of general experience in clerical, office, or other work which indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position, or two (2) years of education above the high school level. Examples of general experience are performing reception duties, such as answering business calls and/or greeting visitors, providing information, and taking messages; performing general clerical duties, such as filing, typing, or maintaining straightforward records; or using common office machines or equipment such as personal computers, copying machines, or fax machines.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** The experience requirements for the GS-4 level may be met by completion of two full years of full-time academic study in an accredited business, secretarial or technical school, junior college, college, or university.

**COMBINING EDUCATION AND EXPERIENCE:** Equivalent combinations of successfully completed post high school education and general experience may be used to meet the total experience requirements.

**PROFICIENCY REQUIREMENT:** Applicant must be able to type 40 words per minute.

**Grade 05:** Qualifying experience for the GS-5 level includes one (1) year of specialized experience equivalent to the GS-4 level or four years of education above the high school level. Specialized experience is experience that equipped the applicant with the particular knowledge, skills, and abilities (KSAs) to perform successfully the duties of the position as described above, and that is typically in or related to the position to be filled. Examples are providing general clerical support (i.e., greeting visitors, maintaining files, and typing routine correspondence); or gathering program data or information following routine search procedures.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** The experience requirements for the GS-5 level may be met by completion of a bachelor's degree or four years of education above high school.

#### **COMBINING EDUCATION AND EXPERIENCE**

Equivalent combinations of successfully completed post high school education and specialized experience may be used to meet the total experience requirements.

**PROFICIENCY REQUIREMENT:** Applicant must be able to type 40 words per minute.

**Primary Contact:** Linda Slaght, Supervisory Program Specialist

**Phone Number:** 907-772-5948

**E-mail address:** [lslaght@fs.fed.us](mailto:lslaght@fs.fed.us)

**If you are interested in applying for this position, please fill out the attached form and send it to Linda Slaght by April 11, 2016.**

**OUTREACH NOTICE FORM  
REGION 10  
Respond to Linda Slaght  
lslaght@fs.fed.us  
By April 11, 2016**

**Position Title/Series/Grade: Customer Service Representative, GS-303-4/5  
Duty Station: Petersburg, Alaska**

**PERSONAL INFORMATION:**

**Name:**

**Date:**

**Address:**

**Phone No.**

**E-mail address:**

**WORK EXPERIENCE**

**Current title/series/grade/location:**

**Type of appointment you are currently under:  
(E.g., Career, Career-Conditional, Excepted-ANILCA, Excepted VRA, etc.)**

**Are you currently a Federal employee? Yes \_\_\_\_\_ No \_\_\_\_\_**

**Briefly describe why you will be a quality candidate for this position:**