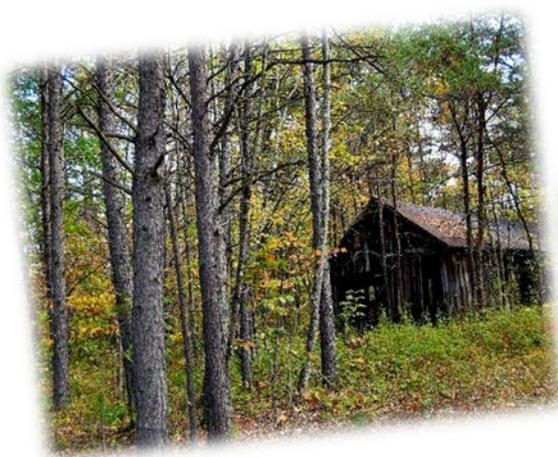


\*\*\*\*\*OUTREACH NOTICE\*\*\*\*\*

**WAYNE NATIONAL FOREST**  
**Information Receptionist, GS-0304-4**



**PERMANENT POSITION**

**Title, Series, and Grade:** Information Receptionist, GS-0304-4

**Position:** Up to Two (2)

**Tour of Duty:** Full-Time, Permanent

**Duty Station:** Wayne National Forest, Athens Ranger District, Nelsonville OH and Ironton Ranger District, Pedro, OH

The Athens Ranger District and Ironton Ranger District of the Wayne National Forest are looking for an individual who enjoys working with the public to fill the position of Information Receptionist. This position will work in close coordination with the Support Services Specialist. There may be one (1) position filled at each duty station.

**MAJOR DUTIES:**

Greets visitors, answers phones and responds to inquiries about the Forest. This often requires an explanation in general terms of functions of the Agency to distinguish among and between functions related to the subject of the inquiry. Explains rules relating to recreational opportunities, facilities, and the rules and regulations of the Forest. Provides for excellent customer service in all contacts.

Evaluates inquires in order to provide the most useful and appropriate information or to suggest other productive sources of specific information applicable to the nature and subject of inquiry. Resolves inconsistencies in available information.

Orders and maintains publications for public distribution. Composes letters and mails appropriate material in answer to inquiries from the public on recreation opportunities, or other Forest Service activities.

Serves as Collection Officer to sell such items as National Forest maps, 2400-4's (Forest Product Sale Permits), Interagency Passes, and motorized trail permits. Maintains accountability of funds collected and records per Forest Service policy. Uses the Point of Sale System (POSS) to process collections.

Arranges displays of informational and natural materials in the reception area. Varies or changes displays to coincide with seasonal changes, and special public information programs. Uses imagination and good taste to achieve desirable results.

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.

### **About the Forest:**

The Wayne National Forest is located in the rolling Appalachian foothills of southeastern Ohio. This small National Forest, in the heart of the heavily populated Midwest, covers almost a quarter million acres of Appalachian foothills. Public and private ownership is heavily interspersed within our boundaries. The Wayne is divided into three blocks administered by two Ranger Districts at Athens and Ironton. A field office is also located east of Marietta.



The Forest offers a variety of recreation opportunities, including camping, picnicking, fishing, hunting, nature viewing, canoeing, and much more. There are over 300 miles of Forest trails for hiking, all-terrain vehicle riding, mountain biking or horseback riding in season.

The Forest is located within an hour from Columbus, and a few hours from Akron, Cleveland, Dayton, Cincinnati, Lexington, Louisville, and Pittsburgh.

More information about the forest can be found on our websites:

[www.fs.usda.gov/wayne](http://www.fs.usda.gov/wayne)  
[www.facebook.com/WayneNationalForest](https://www.facebook.com/WayneNationalForest)  
[www.twitter.com/WayneNationalFS](https://www.twitter.com/WayneNationalFS)

### About the Athens Ranger District and Community:

The Athens Ranger District encompasses approximately 138,000 acres in 8 counties. The District consists predominantly of oak/hickory and mixed hardwood forests with smaller amounts of pine in the unglaciated foothills of the Appalachian mountains. Several smaller rivers and the much larger Ohio River are located within the District providing some of the best warm water fishing in the state.



The office is located outside of Athens, Ohio, which is the home of Ohio University, with over 22,000 students. Athens is the cultural hub of southeast Ohio providing access to arts, music, entertainment, and commerce associated with a large university. Several additional full service communities, such as Nelsonville, are within equal commuting distance and offer a variety of options for housing and a range of services. Public schools and medical services are abundant. The cost of living is very reasonable with many housing options available in all price ranges. The climate is warm and humid in the summer, with relatively mild winters and occasional snowfall. Spring brings an explosion of new growth, with fall ushering forth the wonderful hardwood color change.

For additional information on the Nelsonville/Athens area see: <http://athenschamber.com/>

### About the Ironton Ranger District and Community:



The Ironton Ranger District is the largest district on the forest with approximately 107,000 acres of Wayne National Forest. The popular Lake Vesuvius Recreation Area is located here. The rec area contains Lake Vesuvius a 143 acre lake, two campgrounds, picnic areas, group camping, fishing, boating, hiking and an archery trail. It is named for the historic Vesuvius Iron Furnace and is the Wayne National Forest's premier developed site. The rugged hills and cliff outcrops provide a scenic backdrop for this historical and beautiful area.

The Ironton District office falls within Lawrence County and is located just a few miles from Ironton, Ohio (county seat) along the Ohio River. Lawrence County is within the WV-KY-OH Metropolitan Statistical Area (MSA) and has a 2010 population of 287,202 people. Within the tri-state area there are many full service communities within driving distance to the office. The cost of living is low to average with the median home price of approximately \$84,000. The rental market is good, with prices between \$400 - \$800.

Additional information can be found at:

<http://www.lawrencecountyohio.org/> (Lawrence County Chamber of Commerce)

<http://www.ironton-ohio.com/> (City of Ironton)

**HOW TO APPLY:** go to <https://www.usajobs.gov/>

Step 1 — Create a USAJOBS account (if you do not already have one). It is recommended that as part of your profile you set up automatic email notification to be informed when the status of your application changes. If you choose not to set up this automatic notification, you will need to log into your USAJOBS account to check on the status of your application.

Step 2 — Create a resume with USAJOBS or upload a resume into your USAJOBS account profile. You may want to customize your resume to ensure it accurately depicts your duties and accomplishments as they pertain to the position for which you're applying. Include accurate information about the length of time you performed such duties as it is a key factor in determining whether or not you qualify for a specific grade. In addition, your resume must support your responses to the online questionnaire (you may preview the online questionnaire by clicking on the link at the end of the "How You Will Be Evaluated" section of the job announcement).

Step 3 — Search for the job announcement number or simply click on the provided hyperlink. Please read the entire announcement and all the instructions before you begin. Click "Apply Online" and follow the prompts to complete the "Occupational Questionnaire" and attach any additional documents that may be required.

You may update your application or documents anytime while the announcement is open. Simply log into your USAJOBS account and click on "Application Status." Click on the position title, and then select "Update Application" to continue.

If you need assistance with navigating through the USAJOBS website, please visit: [https://help.usajobs.gov/index.php/Main\\_Page](https://help.usajobs.gov/index.php/Main_Page)

### **Non-Discrimination Statement**

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

#### **To File an Employment Complaint**

If you wish to file an employment complaint, you must contact your agency's EEO Counselor (PDF) within 45 days of the date of the alleged discriminatory act, event, or in the case of a personnel action. Additional information can be found online at [http://www.ascr.usda.gov/complaint\\_filing\\_file.html](http://www.ascr.usda.gov/complaint_filing_file.html).

#### **To File a Program Complaint**

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

#### **Persons with Disabilities**

Individuals who are deaf, hard of hearing or have speech disabilities and you wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish). Persons with disabilities, who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotope, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).