



## Outreach for Permanent Appointment



# Customer Service Representative GS 0303 – 05

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## **Arapaho & Roosevelt National Forests**

*Duty Stations – Boulder and Granby, Colorado*

The Arapaho and Roosevelt National Forests is considering filling two permanent, full-time Visitor Information – Customer Service Assistant positions on the Sulphur Ranger District in Granby, Colo. and Boulder Ranger District in Boulder, Colo. This position provides services such as greeting the public, providing visitor information, answering phones, selling maps and permits, updating the Forest website, networking with other information outlets, recruiting and supervising volunteers, and creating/updating handouts.

### **\*\*OUTREACH RESPONSE\*\***

The purpose of this outreach is to determine the potential applicant pool for the position described and to establish appropriate recruitment methods for the vacancy announcement. Interested applicants should **send a resume and the outreach response form** to Reid Armstrong at [katherine.armstrong@usda.gov](mailto:katherine.armstrong@usda.gov) by **COB Feb. 28, 2020**.

### **\*\*\*THE POSITION\*\*\***

This position serves as the primary unit collection officer for selling, issuing and tracking inventory of Forest Service maps, passes and permits (including personal fuelwood & wilderness), using the Forest Service Point of Sale software system. This position is also responsible for maintaining inventory, sales and display area for books, maps, and miscellaneous items sold thru our non-profit partner, Rocky Mountain Conservancy. This position manages the issuing and tracking of wilderness permits for the Indian Peaks Wilderness Area, and sells passes for the Arapaho National Recreation Area and other fee areas across the nation. This position recruits and supervises a robust volunteer corps and networks closely with other information sites and partners. There may be opportunities for this position to provide interpretive/educational programs for local schools and summer visitors.



# OUTREACH RESPONSE FORM

**GS-0303-05**  
**Visitor Information – Customer Service Representative**  
**Full time, permanent**  
 Arapaho & Roosevelt National Forests and Pawnee National Grassland  
 USDA Forest Service, R2-Rocky Mountain Region

**If you have questions regarding these positions, please contact Reid Armstrong, 303.541.2532**

Please return this **completed form and a short resume/transcripts** via email by COB Feb. 28, 2020 to:

Reid Armstrong at: [katherine.armstrong@usda.gov](mailto:katherine.armstrong@usda.gov)

Name:		Phone W:	
Email:		Phone H:	
		Phone C:	

**Current Employer**

USDA FS Unit:	
Other:	
Location:	

**If Federal Employee, Type of Appointment**

Permanent		Temporary		Student/ Intern		Contractor		Other	
Current Position Title:				Series/Grade:					

How did you hear about this position?	
Agency Contact:	
Other:	

If not a current permanent employee, are you eligible to be hired under any of the following special authorities?

- Schedule A (persons with disabilities)
- Veterans Recruitment Act (VRA)
- Veterans with 30% Compensable Disability
- Veterans Employment Opportunities Act (VEOA) of 1998
- Former Peace Corps Volunteer
- Pathways Program (Students, Interns and Recent Graduates)
- Public Land Corps (PLC)
- Land Management Workforce Flexibility Act (Temporary/Term Land Management Agency Employees)
- Other: *<please elaborate>*

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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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