

# WAYNE NATIONAL FOREST

## OUTREACH NOTICE

Information Receptionist  
Supervisors Office/Athens Ranger District  
Nelsonville, OH

### Wayne National Forest



Wayne National Forest

The Wayne National Forest is located in the hills of southeastern Ohio. This small national forest, in the heart of the heavily populated Midwest, covers almost a quarter million acres of Appalachian foothills. 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.

Visitors to national forest lands are welcome to camp, hike, hunt and fish. The Forest boundaries surround a checkerboard pattern of ownership, with public and private ownership interspersed.

There are over 300 miles of trails on the Forest for hiking, [all-terrain vehicle \(ATV\) riding](#), mountain biking, or horseback riding.

The Wayne National Forest is seeking qualified applicants to fill one (1) permanent, full-time position to start approximately mid to late April, 2014.

GS-0303-04-Information Receptionist, Nelsonville, OH

**The purpose of this Outreach Notice is to inform prospective applicants of this opportunity. Anyone interested is encouraged to complete the attached Outreach Reply Form and return it by 4:30pm (EST) on March 24, 2014. Special hiring authority maybe used to hire for this position.**

## **Position Duties:**

Greets visitors and responds to phone and written inquiries, which often requires an explanation in general terms of functions of the Agency to distinguish among and between function related to the subject of the inquiry. Assists in arranging 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 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 Interagency Passes in accordance with manual and handbook requirements. Is held accountable for the funds collected, and maintains accountability records as required.

## **Knowledge Required by the Position**

Knowledge of the organization of the Agency, office, or installation served. Knowledge of the location or organizational units, functions, and key personnel. Knowledge of the organization and functions of other Government agencies having similar or related programs. Ability to understand, use, and maintain directories, personnel lists, and other guides and references. Ability to use tact, courtesy, poise, alertness, and good judgment in public contacts. Skill in operating office automation equipment such as a word processor, microcomputer, or computer terminal, and related equipment such as printers and modems, using a standard typewriter style keyboard with additional function keys to produce work accurately and effectively. Knowledge of office automation software processing procedures and function keys to execute basic office automation functions such as storing and retrieving electronic documents or files, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary, producing letters, entering data into a predefined spreadsheet or database, retrieving data from specified electronic records, and transmitting and receiving electronic mail. Knowledge of grammar, spelling, capitalization, punctuation, and terminology commonly used in office settings to prepare material correctly, and requirements for the preparation of correspondence and maintenance of files.

## **Supervisory Controls**

Assignments involving conditions, concepts, and methods familiar to the incumbent are made in terms of the objectives to be achieved and without explicit instructions on work methods if standard procedures to supervisor. Incumbent uses initiative in carrying out recurring assignments independently, but refers deviations from standard procedures to supervisor. Work is reviewed for adherence to instructions and procedures.

## **Guidelines**

Guidelines are provided in the form of manuals, handbooks, written guides, and oral instructions. The employee applies guidelines without change. Deviations are referred to the supervisor. Employee must select appropriate guide for each situation.

## **Complexity**

The employee is confronted with a wide range of situations calling for judgment and self-reliance in determining the appropriate response to inquiries. Information provided must be consolidated from numerous sources for ready access and reference. Sources include information from the Forest Service and other agencies. At this level, the work is difficult because the unit served has numerous and extensive organizational elements or program units and the number of key personnel and officials served is very large. Frequent reorganization occurs, involving changes of functions, relocation of personnel, and movement of office, which creates problems directing visitors and

providing information. The offices or buildings are laid out, or physically located, in a manner which creates problems in directing visitors.

#### Scope and Effect

The purpose of the work is to provide inquirers with current factual and reliable information. The work affects the public's view of the Forest Service.

#### Personal Contacts

Personal contacts may include Forest Service employees, representatives of other Federal agencies, the general public, State and County representatives, Congressional staffs, and industry representatives.

#### Purpose of Contacts

Purpose of contacts is to obtain and disseminate information and to direct the visitor to the person or place requested.

#### Physical Demands

The work requires standing, walking, stooping, reaching, occasional lifting and carrying of small packages, etc.

#### Work Environment

The work is performed in an office setting.

**[Attached is our Outreach Reply Form. Please complete and send your form with resume to Ann Grasso, Administrative-Resources Group Leader, as indicated on the form.](#)**

# *Outreach Response Form*

**USDA, Forest Service, Wayne National Forest**  
Please respond by 4:30pm (EST) on March 24, 2014

## *Information Receptionist GS-304-4*

If you are interested in these positions, be sure to respond to this outreach **March 24, 2014** in one of three ways:

E-mail: agrasso@fs.fed.us

Fax: 740-753-0118

Mail: 13700 US HWY 33, Nelsonville, OH 45764

For additional details on the position, you may call Ann Grasso at 740-753-0852.

By completing this form, you are indicating that you are interested in the following position:

- **Information Receptionist**

Location:

- **Region 9, Wayne National Forest, Supervisors Office/Athens Ranger District**

**PERSONAL INFORMATION:**

Name		Date		
Address				
City		State		
Zip		E-Mail		
Phone number(s)				
Are you currently a federal employee				
If Yes, current agency and location				
current title/series/grade				
Type of Appointment if Current Government Employee	<b>Permanent</b>	<b>Term</b>	<b>Temporary</b>	
Type of Schedule if Government Employee	<b>Full-time</b>	<b>Part-time</b>	<b>Intermittent</b>	
If you are not a current permanent (career or career conditional) employee, are you eligible for appointment under any of the following special authorities (check the appropriate box):				
	Person with Disabilities			
	Veteran's Recruitment Act (VRA). If you would like to be considered for a VRA appointment include your resume, DD214 and transcripts (if applicable) with your reply.			
	Former Peace Corps Volunteer			
	Disabled Veteran with 30% Compensable Disability			
	Pathways Program (Students & Recent Graduates):			
	Veterans Employment Opportunities Act of 1998			
	Other, please describe:			

## **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).