



*******OUTREACH NOTICE*******
WAYNE NATIONAL FOREST
Ironton Ranger District
Information Receptionist, GS-0304-4

PERMANENT POSITION

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

Position: One (1)

Tour of Duty: Full- Time, Permanent

Duty Station: Wayne National Forest, Ironton Ranger District, Pedro, OH

The Ironton Ranger District of the Wayne National Forest is 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.

MAJOR 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 functions related to the subject of the inquiry. Uses good host techniques 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.

Explains rules relating to the use of recreational areas and their facilities. Attempts to obtain greater public cooperation in protecting resources from fire and vandalism, preventing stream

pollution and keeping areas free of litter. Explains methods of preventing forest fires. Answers questions regarding fuelwood inquiries.

Serves as Collection Officer to sell such items as National Forest maps, Christmas tree permits, 2400-4's (Forest Product Sale Permits), and Golden Age Passports in accordance with manual and handbook requirements. Is held accountable for the funds collected. Maintains accountability records as required. Prepares Bills for Collection and transmits cash to Unit Collection Officer.

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.

Is responsible for correct spelling, grammar, capitalization, and punctuation, and for applying routing and clearance procedures.

Transmits, receives, and acknowledges electronic mail and messages and make distribution.

OUTREACH

Please complete the attached **Outreach Response Form and return it to: Ann Grasso, Operations Staff Officer at agrasso@fs.fed.us and/or call 740-753-0852 by close of business January 30, 2015.**

TO APPLY

If we received your Outreach Response Form, we will inform you once the positions is advertised in USAJOBS.gov.

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

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.

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, 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.

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, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

OUTREACH REPLY FORM
USDA, Forest Service, Wayne National Forest
Information Receptionist, GS-0304-4

Please respond by January 30, 2015

NAME: _____

E-MAIL ADDRESS: _____

MAILING ADDRESS: _____

TELEPHONE NUMBER: _____

CURRENT POSITION TITLE:

How did you hear about this position? Organization Name _____
Agency Contact _____ Other _____

**IF NOT A CURRENT PERMANENT (CAREER OR CAREER CONDITIONAL)
EMPLOYEE, ARE YOU ELIGIBLE TO BE HIRED UNDER ANY OF THE
FOLLOWING SPECIAL AUTHORITIES:**

- _____ **PERSON WITH DISABILITIES**
- _____ **VETERANS READJUSTMENT**
- _____ **DISABLED VETERANS W/30% COMPENSABLE DISABILITY**
- _____ **VETERANS EMPLOYMENT OPPORTUNITIES ACT OF 1998**
- _____ **FORMER PEACE CORPS VOLUNTEER**
- _____ **PATHWAYS INTERNS/STUDENT CAREER EXPERIENCE PROGRAM**
- _____ **OTHER** _____

Please send this completed form to Ann Grasso at agrasso@fs.fed.us or fax to 740-753-0118 or mail hard copy to:

Wayne National Forest, Supervisor's Office
ATTN: Ann Grasso
Re: Operations Staff Officer
13700 US Highway 33
Nelsonville, OH 45764

Thanks for your interest in this position!