

Superior National Forest
OUTREACH NOTICE
GS-0303-4, Customer Service Representative
Aurora, MN
Reply by January 5, 2015

The Forest will consider filling this position using a Special Hiring Authority

The Superior National Forest is looking to fill a Customer Service Representative position in **Aurora, MN** and would like to collect information from all interested candidates through the attached Outreach Response form.

About the Position 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. 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.

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.

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.

May perform other duties as assigned.

The Superior National Forest is located in the northeast tip of Minnesota and is sandwiched between Lake Superior and the Canadian border. One third of its three million acres contains the Boundary Waters Canoe Area Wilderness (BWCAW). The National Forest has over 2,000 lakes, 3,400 miles of streams, hosts 27 Forest Service campgrounds, nine Minnesota DNR campgrounds, 2,200 developed campsites within the BWCAW, and 254 back country campsites outside the Wilderness. These camping areas provide quick access to 354 fishing lakes, 162 public boat landings, 29 picnic areas, 400 miles of designated hiking trails, 450 miles of groomed cross-country ski trails, and over 1500 miles of canoe routes through the BWCAW.

Aurora, Minnesota is 60 miles north of Duluth, Minnesota. Five other small cities are located within 20 miles of Aurora. Surrounding rural communities also provide opportunities for housing outside Aurora. The local economy is based primarily on taconite mining. Tourism is also important, including income from all-season visitors. Outdoor recreational opportunities include deer and small-game hunting, snowmobiling, downhill and cross-country skiing, biking and hiking. Lakes and rivers for fishing, boating, canoeing and swimming are located within close proximity to all communities. There are numerous golf courses in the area, in addition to Giants Ridge Golf and Ski resort which is located within five miles of Aurora. Health care facilities in Aurora and Virginia include a hospital and a clinic. The K-12 public school system in Aurora and

Virginia provide a curriculum including college level courses. A community college is located in Eveleth/Virginia. Many area churches serve various faiths.

More information on Aurora, Minnesota can be found at: www.ci.aurora.mn.us

Andrea White (218)229-8804 or awhite@fs.fed.us would be glad to provide additional information on this position and the community. Additional information regarding the Superior National Forest can be found at the website: <http://www.fs.fed.us/r9/superior>

OUTREACH REPLY
GS-0303-4, Customer Services Representative
Aurora, MN

If you are requesting consideration under a direct hire authority you will need to send a resume, applicable documents (DD-214, Schedule A verification letter, or other non-competitive eligibility documentation) and transcripts (if available) along with the Outreach Reply form.

Your response to this outreach will help us determine the level of interest of prospective candidates in this opportunity and advertisement strategy.

Please indicate your interest in this position by completing and submitting this form to **Andrea White at awhite@fs.fed.us** by **January 5, 2015**.

Thank you.

Contact Information

Contact Information

Name:

E-mail address:

Contact Number:

Current Federal Employees:

Agency/Forest:

Series:

Grade:

Position Title:

Type Appointment:

Non-Federal Employees

Current Occupation:

Agency/Company:

Are you eligible to be hired under any of the following special authorities?

Schedule A

VRA

Former Peace Corp Volunteer

Other _____