



Wallowa-Whitman National Forest
Whitman Ranger District

OUTREACH FOR:

GS-0303-04/05

Baker City, Oregon

The Wallowa-Whitman National Forest is advertising an opportunity as a Customer Service Representative. This position is located at the Whitman Ranger District on the Wallowa-Whitman National Forest and is responsible for serving as a front desk receptionist on a busy and active district.

If you are interested in being considered for this challenging opportunity through USA Jobs, complete the outreach response form located below and return to Darcy Weseman, deweseman@fs.fed.us, on or before **April 18, 2015**. For additional information on this position, please contact Darcy Weseman, Support Services Supervisor at 541-523-1302 or deweseman@fs.fed.us.

Position Title: Customer Service Representative

Tour of Duty: Permanent Full Time

Duty Station: Baker City, Oregon

Description of Position Duties:

Provides a full range of standard and non-standard assignments resolving a variety of non-recurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The incumbent must identify and understand the issues involved in each assignment and determine what steps and procedures are necessary and the order of their performance. Completion of each transaction typical involves selecting a course of action from a number of possibilities.

Reads and keeps apprised of organizational and Agency-wide directives and procedures in order to be aware of changes and new requirements affecting the work of the organization. Such procedures concern preparation and processing of correspondence, reports, and forms; hard-copy and electronic filing; mail procedures; preparation of travel vouchers; and, security procedures.

Provides answers to a wide variety of inquiries. Provides explanations of office functions, describing specific requirements, providing basic instructions, or a similar degree of detail. Performs data entry and typing tasks as needed.

Greets visitors and answers the telephone. Provides routine information and answers many types of inquiries on all research and/or forest activities such as the whereabouts of key personnel and directions to facilities. Refers difficult, technical, or special questions to the appropriate staffs. Coordinates the Whitman Ranger District cabin rental reservations in coordination with the recreation staff.

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 Interagency passes in accordance with manual and handbook requirements. Responsible for providing inventory to and working with vendors around the area and collects funds from vendor sales. Is held accountable for the funds collected. Maintains accountability records as required.

Responsible for purchasing or contracting for office supplies, equipment, and services with use of a purchase card.

The Wallowa-Whitman National Forest is one of the largest and most complex forests in Region 6. It covers more than 2 million acres in two states (Oregon and Idaho) and nine counties. The annual budget is 28 million with 240 permanent employees and approximately 300 temporary and seasonal employees are hired annually. The Wallowa-Whitman is a high recreation use Forest and includes the Hells Canyon National Recreation Area and all or portions of four wilderness areas (i.e., Eagle Cap, Hells Canyon, Monument Rock and North Fork John Day Wilderness Areas). Threatened and endangered species management, water quality and aquatic species habitat restoration are high priorities on the Wallowa-Whitman NF.

The Whitman Ranger District includes about 700,000 acres of national forest land and is a consolidation of the Unity, Baker, and Pine Ranger Districts. Its diverse and complex annual program of work typically includes several large integrated vegetation and fuels projects, administration of 40+ grazing allotments, the administration of 100+ mining claims, processing of several new mining Plans of Operations, many externally initiated special use projects, an active fire season, and a healthy dispersed and developed recreation program. The District has around 40 full-time employees and another 40-50 temporaries during the field season. District also has a strong cooperative Youth Program with Baker County.

LOCATION: The Whitman Ranger District Office, where this position would be located in historic Baker City, is situated in the mountains of Northeastern Oregon on the old Oregon Trail. Surrounded by the Elkhorn, Blue, and Wallowa Mountain ranges, Baker has an elevation of approximately 3,500 feet. It is located on Interstate 84 within 2.5 hours of the Tri Cities (Pasco, Richland, and Kennewick, Washington) to the northwest, and within 2 hours of Boise, Idaho to the southeast. Baker City is a full service community with a population of approximately 10,000. Baker City has medical facilities consisting of one hospital, a number of medical doctors, dentists, opticians, and chiropractors, a nursing home and two assisted living facilities; churches of most religious denominations; educational facilities include a high school, a middle school, four elementary schools, private and Christian schools, kindergarten, and preschool. Eastern Oregon University, which is located in La Grande, Oregon, is within commuting distance of Baker City (approx 45 miles).

Rental rates for 3-4 bedroom houses range from \$700 and up, and are typically in short supply. Apartment and duplex rental rates range from \$400 and up. Utility rates tend to be in the average to low range. Prices for 3 to 4 bedroom homes range from \$140,000 to \$300,000. Please check Baker City <http://www.bakercity.com/main.htm> for more information on the community and housing.

Cultural and community opportunities include Crossroads Art Center, live theater performances, Community Choir, Oregon Trail National Historic Interpretive Center, museums, art galleries, annual Miners Jubilee Celebration, and many other community activities, events, clubs, and lodges. Downtown Baker City is a National Historic District. Baker City enjoys a dry climate with four distinct seasons. The weather changes from snowfall in the winter to warm dry days in the summer. Winter temperatures average in the low to mid 30's and summer temperatures average in the mid to high 80's. There are many recreational activities and sites in the area including Little League, adult baseball and bowling leagues, community golf course, YMCA activity center and pool, Anthony Lakes Ski Area, Union Creek Campground, boating and fishing on Phillips Lake and Brownlee Reservoir, many other fishing lakes and streams, hiking trails, snowmobile trails, picnic areas and campgrounds.

If you are interested in working as an Office Automation Clerk on the Whitman Ranger District of the Wallowa-Whitman National Forest, please express your interest by filling out the attached form and emailing or faxing the form to:

Darcy Weseman, Support Services Supervisor

Email: deweseman@fs.fed.us

For more information about the position:

Phone number: (541) 523-1302

OUTREACH RESPONSE FORM

I am interested in the **Customer Services Representative** position on the Whitman Ranger District.

Name:

Email Address:

Mailing Address:

Telephone Number:

Agency Employed with:

Type of Appointment:

Current Region/Forest/District:

Current Series and Grade:

Current Position Title:

If not a current permanent (Career or Career-Conditional) employee, are you eligible to be rehired under any of the following special authorities?

Persons with disabilities: _____

Veteran's readjustment: _____

Disabled veterans with 30% compensable disability: _____

Veteran's employment opportunities act of 1998: _____

Student career experience program: _____

Other: _____

PLEASE RESPOND BY APRIL 18, 2015.

TO: Email: deweseman@fs.fed.us Phone: Darcy Weseman 541) 523-1302