

POSITION DESCRIPTION *(Please Read Instructions on the Back)*

1. Agency Position No.
S000119

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation <i>(Show any positions replaced)</i> Updated SPD Approved for Servicewide use	3. Service <input type="checkbox"/> New <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> Other	4. Employing Office Location	5. Duty Station	6. OPM Certification No.
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 4--Special Sensitive

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review	Student Trainee (Park Ranger)	GS	0099	5	LJ	
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position *(if different from official title)*
Visitor Services Intern

17. Name of Employee *(if vacant, specify)*

18. Department, Agency, or Establishment Department of the Interior	c. Third Subdivision Region
a. First Subdivision Fish and Wildlife Service	d. Fourth Subdivision
b. Second Subdivision	e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee *(optional)*

20. **Supervisory Certification.** *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.*

a. Typed Name and Title of Immediate Supervisor Signature _____ Date _____	b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i> Signature _____ Date _____
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21. **Classification/Job Grading Certification.** *I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.*

22. Position Classification Standards Used in Classifying/Grading Position
PCS for Park Ranger Series, GS-0025.

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date								
a. Employee <i>(optional)</i>										
b. Supervisor										
c. Classifier										

24. Remarks This is a student career experience program position (SCEP). No changes can be made to this PD except amendments. FPL: 5; ref PN S000117/S000118 Drug Test: No Risk: Low Bus Code: 7777

25. Description of Major Duties and Responsibilities *(See Attached)*

**Student Trainee (Park Ranger), GS-0099-05
(Visitor Services Intern)**

Introduction

The incumbent serves as a Visitor Services Intern through the Student Career Experience Program (SCEP). The employee will be assigned to a National Wildlife Refuge, Refuge Complex, Wetland Management District, or Regional Office. (Although the term "refuge" is used throughout this PD, this position description can reflect work in any of these organizations.) Work is directed towards providing the public with safe, accessible, and quality wildlife-dependent recreation opportunities (e.g., hunting, fishing, wildlife observation, wildlife photography, environmental education and interpretation) as described in the Refuge Improvement Act of 1997. Work assignments are selected to ensure that the employee receives on-the-job training and exposure to a wide range of VS methods and practices from the U.S. Fish and Wildlife Service which complement formal education in a relevant field of study from an accredited college or university.

Major Duties

The employee spends least 25 percent of the time performing one or a combination of the following duties:

The supervisor must identify the specialty area(s) in which the employee performs work on a regular and recurring basis by checking the appropriate block(s) and indicating the percentage of time spent for each specialty area checked.

Interpretation (____%)

Develops and presents a variety of interpretive programs including orientation talks, conducted walks, and demonstrations to a variety of general public audiences or school groups. Initiates or assists with development or revision of interpretive materials, such as brochures, guidebooks, handouts, and exhibits. Operates a variety of audiovisual and other equipment used in connection with interpretive programs.

Environmental Education (____%)

Prepares and conducts on- and off-site environmental education programs for a variety of audiences. Initiates or assists with development or revision of environmental education materials. Assists in conducting teacher training and orientation programs. Inventories and maintains stock of environmental education materials, equipment, and supplies.

Volunteer Coordination (____%)

Assists with recruitment and training of candidates for a volunteer program and assists in developing volunteer work projects and schedules for visitor services. May assist in developing and scheduling work projects for program areas outside of visitor services. Monitors progress of volunteer projects and drafts volunteer job descriptions and other volunteer materials. Prepares monthly and yearly volunteer reports for review prior to submittal. Assists in planning for and recognizing volunteers through as events, meetings, and awards.

Recreation Management (_____ %)

Assists with the management of wildlife-dependent recreation opportunities such as hunting, fishing, wildlife observation, wildlife photography, environmental education and/or interpretation as described in the Refuge Improvement Act of 1997 and with secondary recreational uses such as camping, picnicking, berry picking, boating, and horseback riding in support of one or more of the primary uses. Provides orientation, interpretive, and regulatory information relating to site specific regulations, hunting and fishing programs, and other visitor activities.

Support Groups (_____ %)

Assists with maintaining working relationships with Friends organizations and other partners by attending a variety of events and functions, giving informative talks, and asking for volunteer or other assistance.

Communication/Media (_____ %)

Communicates effectively with visitors and staff by writing or through interpretive activities that aid in implementing the refuge's outreach program. Drafts a variety of written materials including news releases, articles, correspondence, and event flyers to increase understanding of the Service mission, encourage attendance at or assistance with a special event, explain the goals and objectives of the refuge and its practices, or related issues.

Permits/Concessions (_____ %)

Assists with issuing special permits for wildlife dependent recreation activities or other appropriate and compatible special events or activities.

In addition, the employee may also perform the following duties, which are not grade controlling:

- o Collects public use recreation fees such as boat launch, hunting, and fishing fees and sells entrance, weekly, annual and/or day use passes. Inventories, orders and maintains adequate collection supplies and information (fees payment envelopes, brochures, passes).
- o Staffs information desks in visitor center or contact stations, providing interpretive, and orientation information to the public. Serves as roving interpreter on trails and visitor use areas.
- o Monitors visitor facilities for safety, cleanliness, and accessibility; performs routine maintenance on visitor service facilities, and reports on or remedies obvious maintenance, health, and safety deficiencies. Assists with planning and designing visitor service facilities.
- o Protects refuge natural and cultural resources by observing conditions and reminding visitors to stay out of closed or restricted areas. Reports situations which may harm resources.
- o Follows practices appropriate to personal, visitor, and staff safety. Identifies and reports potential safety hazards to appropriate staff.
- o Administers basic first aid when necessary.

- o May operate passenger vehicles and light trucks, off-road vehicles such as all terrain vehicles and snow machines, and small watercraft.

Factors

1. Knowledge Required by the Position

Knowledge of a wide range of concepts, principles, and practices of visitor services management. Ability to assist in planning, organizing and implementing interpretive, educational and wildlife oriented recreation activities at a National Wildlife Refuge.

Skill in oral and written communication.

Knowledge of the mission and objectives of the U.S. Fish and Wildlife Service, the National Wildlife Refuge System and the refuge.

General knowledge of natural resource management and conservation and their application to visitor management.

Knowledge of public outreach and communications tools and techniques to identify audiences and messages.

Knowledge of the diverse range of outdoor facilities such as trails, visitor centers, campgrounds, wayside exhibits and their maintenance, in order to provide safe, wildlife-dependant recreation opportunities to visitors.

Knowledge of refuge policies and procedures concerning the collection and transmittal of recreation user fees.

Knowledge of basic first aid and CPR.

May require the ability to operate passenger vehicles and light trucks, off-road vehicles such as all terrain vehicles and snow machines, and small watercraft.

Interpretation: Knowledge of interpretive concepts and a variety of media to convey effective interpretive messages to the public.

Environmental Education: Practical knowledge of traditional and current concepts of environmental education programming. Ability to use these concepts to educate school classes and teachers about refuge resources and their conservation and management.

Volunteer Coordination: Knowledge of policies, regulations, standards, and procedures applicable to the Volunteer and Visitor Services programs.

Concessions / Permits: Knowledge of the laws and regulations addressing provision of commercial permits and special visitor services on a refuge.

2. Supervisory Controls

The incumbent is supervised by the Visitor Services Manager or designee. Work assignments are made in terms of ultimate objectives of assignments, with general instructions for special assignments (such as those involving special holiday work situations or high ranking Government officials). The employee typically resolves technical or personal contact problems that are similar to those encountered in the course of previous assignments. The supervisor provides assistance in resolving problems that have unusual or unfamiliar conditions, methods,

or concepts. The work is reviewed for adequacy of presentation or handling of visitor problems, logic in the application/selection of appropriate techniques, and conformity with policy. Review of completed work is closer for assignments that the employee has not previously performed.

3. Guidelines:

Procedures for doing the work have been established and a number of specific guidelines are available in the form of Fish and Wildlife Service policy, Federal regulations, the Fish and Wildlife Service Manual, the refuge's Comprehensive Conservation Plan, applicable step-down management plans, and refuge policies and procedures. In some cases the employee may refer to clearly applicable regulations or laws. The employee must use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines to specific cases. The employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviation from the guidelines are referred to the supervisor or other senior visitor services staff member.

4. Complexity

Incumbent assists with the implementation of wildlife-dependent recreational programs. He/she works within well-established programs but has some responsibility for initiating, developing, or modifying work methods. Incumbent must consider refuge resource objectives, subject matter, and audiences in developing specific programs. Incumbent must also consider these factors as they pertain to the National Wildlife Refuge System's mission and goals.

5. Scope and Effect

The purpose of the position is to provide the employee with training and experience to complement formal undergraduate education. Assignments will include specific, routine duties that include a variety of tasks or procedures to familiarize the employee with the Service's visitor services program. The incumbent assists with the development of wildlife-dependent recreational opportunities that minimize impacts to the refuge's natural resources while promoting the mission of the Service and of the National Wildlife Refuge System.

6. Personal Contacts

Contacts are with refuge visitors the public, co-workers, volunteers, support groups, conservation organizations, and other audiences

7. Purpose of Contacts

Contacts are for welcoming and orientating visitors, interpreting refuge resources, explaining Service policies and regulations, coordinating work efforts, and assisting with partnerships.

8. Physical Demands

The work involves frequent on-site visits requiring some physical exertion such as walking over wet, rough, uneven or rocky terrain; bending, crouching, stooping, stretching, reaching, lifting, or similar activities. May be required to operate or travel as a passenger for long distances in on- and off-road vehicles and light aircraft. The work requires average agility and dexterity. The employee must have the ability to work occasionally under pressure and tight deadlines.

9. Work Environment

The job requires both office and outdoor work. Offices and visitor centers are adequately lighted, heated, and ventilated. Temperature and weather extremes may be encountered in the performance of the outdoor work. The incumbent is expected to conduct duties in a safe and orderly manner so as not to endanger self, fellow workers, visitors, or property with which entrusted. The work may require the wear of protective clothing and some employees may be required to carry a firearm for protection from hostile wildlife.