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

1. Agency Position No. 5000119

2. Reason for Submission
[ ] Redescription [ ] New
[ ] Reestablishment [X] Other
Explanation *(Show any positions replaced)*

Standard PD

This PD is approved for Service-wide use.

P. Craig Welch

3. Service
[ ] Hdqtrs. [X] Field

4. Employing Office Location

5. Duty Station

6. OPM Certification No.

7. Fair Labor Standards Act
[ ] Exempt [X] Nonexempt

8. Financial Statements Required
[ ] Executive Personnel Financial Disclosure [ ] Employment and Financial Interests

9. Subject to IA Action
[X] Yes [ ] No

10. Position Status
[ ] Competitive
[X] Excepted (Specify in Remarks)
[ ] SES (Gen.) [ ] SES (CR)

11. Position is
[ ] Supervisor/Mgr (2 - GSSG)
[ ] Supervisor(4 - Title V)
[ ] Mgmt Official (5 – Title 5)
[ ] Leader (6)
[ ]Team leader (7)
[X] Other (8)

12. Sensitivity
[ ] 1-Non-Sensitive
[ ] 2-Non-critical Sensitive
[ ] 3-Critical Sensitive
[ ] 4. Special Sensitive
[ ] 5. Moderate Risk
[ ] 6. High Risk

13. Competitive Level Code

14. Agency Use

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

16. Organizational Title of Position
Visitor Services Intern

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

18. Department, Agency or Establishment
Department of the Interior

a. First Subdivision
U.S Fish and Wildlife Service

b. Second Subdivision
Region ___

c. Third Subdivision

d. Fourth 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 *(optional)*

Signature | Date

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.

Type Name and Title of Official Taking Action

Signature | Date

22. Position Classification Standards Used in Classifying/Grading Position
PCS for GS-0025
Series definition for GS-0099

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	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a.. Employee *(optional)*										
b. Supervisor										
c. Classifier										

24. Student Career Experience Program

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:

- 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).
- 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.
- 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.
- 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.
- Follows practices appropriate to personal, visitor, and staff safety. Identifies and reports potential safety hazards to appropriate staff.
- Administers basic first aid when necessary.

- 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.

Position Classification Evaluation Statement

References: GS-0025 Park Ranger Series, GS-025, November 1985
Series Definition for GS-0099

Classification Park Ranger, GS-0025-3
Park Ranger, GS-0025-4
Park Ranger, GS-0025-5
Park Ranger, GS-0025-7
Student Trainee (Park Ranger), GS-0099-3
Student Trainee (Park Ranger), GS-0099-4
Student Trainee (Park Ranger), GS-0099-5

Introduction and Background: This evaluation covers standardized "Visitor Services Technician," Visitor Services Specialist," and "Visitor Services Intern" positions at grades GS-3 through GS-7. These position descriptions were prepared to describe a standardized set of duties, typical of employees who serve at the operating level in a visitor services program on a national wildlife refuge, refuge complex, or wetland management district. (When the term "refuge" is used in this evaluation statement, it encompasses all three types of resource lands.) It is expected that only in rare circumstances would an employee performing this work not be covered by one of these PDs. Position descriptions covered by this evaluation were developed to recognize an expansion in refuge recreational programs and to implement a portion of the National Wildlife Refuge System report "Fulfilling the Promise."

The work covered by these PDs implements laws mandating a greater emphasis on the recreational use of refuge lands (primarily in the Refuge Improvement Act of 1997). The employee provides a quality visitor experience through six types of priority refuge recreation activities – hunting, fishing, wildlife observation, wildlife photography, environmental education, and interpretation. The work includes both on-refuge activities and outreach activities performed on- and off-refuge. To conduct this work the incumbent works closely with other refuge programs and cooperating individuals and organizations outside of the Service.

Other standardized PDs have been developed to complement these PDs and cover other work in the visitor services program. They include Visitor Services Manager positions at several grade levels for employees who are responsible for a station's visitor services program and professional educator positions who conduct a station's environmental education program.

One of management's goals in preparing a family of student trainee, technician, specialist, and manager positions was to identify refuge level visitor services work from entry- through journey- and management-level in order to describe all levels of work typically performed on a refuge, to allow a clearer career path for improved career opportunities for employees in the visitor services field, and to provide a bridge between positions at the refuge level to higher graded positions at the regional and national levels. The family of position descriptions was developed after an extensive study by HR and visitor services staff and included a review of the work done by the refuge visitor services function, the authorities delegated to a refuge visitor services program, and the role of the regional and national Visitor Services and Communications staffs.

Under Service policy, positions performing law enforcement work on other than a full-time basis are considered as "dual-function" law enforcement positions and must include law enforcement duties performed between 25 to 50 percent of the time. The positions that are the subject of this evaluation are not intended for employees possessing a law enforcement commission. However, at the discretion of the supervisor and regional classification staff, they may be used in conjunction with a position classification amendment to incorporate law enforcement duties. If used this way, a unique position number should be assigned.

Series Determination The GS-0025 series includes positions the duties of which are to supervise, manage, and/or perform work in the conservation and use of Federal park resources. (For the purpose of this classification standard the term "park" is not restricted to national parks, but also includes other resource lands managed by the Department of the Interior, such as wildlife refuges.) Functions typical of the series include the development and operation of interpretive and recreational programs and the duties include dissemination of general, historical, and scientific information to visitors.

The work of the positions is consistent with the GS-0025 series as the employee is responsible for the development and operation of refuge recreational and interpretive programs.

The GS-0023 Outdoor Recreation Planning Series has traditionally been used for some Service refuge visitor services positions. On the surface, this series seems to be appropriates for some positions performing visitor services functions on a refuge as it applies to positions whose primary concerns are planning, advising on, and coordinating the use of land, water, and related resources to provide opportunities for the creative use of leisure time outdoors. However, exclusion 5 in the GS-0025 classification standard states that work covered by the GS-0023 series is typically concerned with broad area, regional, state, or national plans and programs, and that positions in the GS-0023 series are typically not concerned with day-to-day work in parks or similar areas, or with the direction of park operations, or with the provision of immediate staff assistance to those who are dealing with operational problems. A major component of these positions involves day-to-day visitor services operations on a single refuge or refuge complex. For this reason, exclusion 5 applies and the position is not assigned to the GS-0023 series.

For positions classified to the GS-0025 series, the work performed, purpose of the organization, potential career paths, and desires of management are all consistent with the GS-025 series and the positions are classified to this series.

Also included are positions to be used for appointments under the Student Career Experience Program (SCEP). The Office of Personnel Management advises that these positions involving periods of pertinent formal education as well as periods of employment are classified to the XX99 series for the appropriate occupational group. For SCEP positions related to the GS-0025 series the appropriate series is GS-0099.

Title Determination: OPM advises that the basic title for positions in the GS-0025 series is "Park Ranger," which is assigned to all subject positions in the GS-0025 series. OPM advises that the title for positions in the GS-0099, General Student Trainee Series, is "Student Trainee" followed by a parenthetical title consistent with the occupational field involved. Subject positions in the GS-0099 series are titled "Student Trainee (Park Ranger)." The refuges program has requested the assignment of organizational titles to lessen confusion between Service employees performing visitor services functions and rangers in the National Park Service. "Visitor Services Technician" (GS-0025-3 and 4), "Visitor Services Specialist" (GS-0025-5 and above), and "Visitor Services Intern" (GS-0099) were selected for organizational titles as they communicate the intent for establishing the positions and the scopes of their authority. As these titles do not conflict with OPM's titling instructions for other series, they are assigned as the organizational titles.

Grade Determination:

In order for a grade to be supportable at a given level, grade controlling duties and responsibilities must be regular and recurring and comprise a significant and substantial part of the overall positions (i.e., occupy at least 25 percent of the employee's time). As is typical for many positions, work covered by this set of position descriptions involves mixed-grade work.

Most of the position descriptions covered by this evaluation include two sets of duties for each grade. The first set is at the grade level of the position and most of these duties were adapted from and closely match benchmark example duties from the GS-0025 classification standard. A second set of lower graded duties is also included. Many of the duties in the second set have been adapted from lower graded benchmark examples, and therefore, do not support the grade of the position. Others, such as operation of a motor vehicle, are not performed a substantial part of the time. In order for the position to be properly classified at a given grade, duties from the first set must be performed at least 25 percent of the time over a representative duty cycle. To document the types and amount of grade controlling duties performed in the GS-5 and 7 positions, the supervisor will annotate the PD with the time spent in each of the grade controlling major duties.

The grading criteria for the GS-0025 series are in a narrative format with benchmark examples of duties appropriate at each grade level. The position descriptions were developed by reformatting the narrative remarks into the nine factor FES format. In a few cases where the narrative did not contain descriptive information for a factor, the factor level relationships in "Introduction to the Classification Standards" and the appropriate factor level description from the Primary Standard were referenced and language was adapted. Many of the benchmark duties from the classification standard were adopted as major, grade controlling duties in the position descriptions. When necessary, these were supplemented with other duties at an equivalent level of difficulty and responsibility. By using this method of developing the position descriptions, each PD is classified at the appropriate grade and includes major duties and responsibilities equivalent to that described in the appropriate grade of the GS-0025 classification standard.

The PDs are written so that they may be used at a full-performance level or for a developmental level when the employee's appointment allows career level promotions. This should be decided at the time of recruitment, and if the position is at a developmental level as part of a career ladder, the statement in block 24 of the OF-8 should be checked.

Summary and Classification Findings

The positions are classified to the GS-0025 and GS-0099 series, with grades from GS-3 through GS-7, as identified on the individual OF-8s. The official title is Park Ranger for all positions in the GS-0025 series and Student Trainee (Park Ranger) for positions in the GS-0099 series. All positions are FLSA non-exempt as none of exemptions to the FLSA apply. The position sensitivity will typically be non-sensitive/low risk. However, as some positions may include duties such as those requiring access to Service standard IT systems, the position sensitivity should be decided on a case-by-case basis.

In selecting the appropriately graded PD for a specific position, the position description language should accurate describe the level of work appropriate to the assigned organization and position.

Richard T. Morris
Human Resources Specialist
Region 7
March 29, 2005