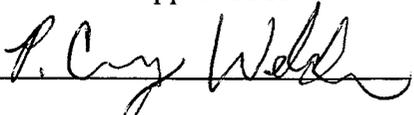


POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
5000123

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> New	3. Service <input type="checkbox"/> Hdqtrs. <input checked="" type="checkbox"/> Field	4. Employing Office Location	5. Duty Station	6. OPM Certification No.
<input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced) Standard PD This PD is approved for Service-wide use. 		7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Financial Disclosure Interests	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 (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)	11. Position is <input type="checkbox"/> Supervisor/Mgr (2 - GSSG) <input type="checkbox"/> Supervisor (4 - Title V) <input type="checkbox"/> Mgmt Official (5 - Title 5) <input type="checkbox"/> Leader (6) <input type="checkbox"/> Team leader (7) <input type="checkbox"/> Other (8)	12. Sensitivity <input type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 2-Non-critical Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 4. Special Sensitive <input type="checkbox"/> 5. Moderate Risk <input type="checkbox"/> 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-___					
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Park Ranger	GS	0025	7		
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position Visitor Services Specialist	17. Name of Employee (if vacant, specify)
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18. Department, Agency or Establishment Department of the Interior	c. Third Subdivision
a. First Subdivision U.S Fish and Wildlife Service	d. Fourth Subdivision
b. Second Subdivision Region ___	e. Fifth Subdivision

19. Employee Review--This is an accurate description of the major duties and responsibilities of my position	Signature of Employee (optional)
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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	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Signature _____ Date _____	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.	22. Position Classification Standards Used in Classifying/Grading Position PCS for GS-0025
Type Name and Title of Official Taking Action	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.
Signature _____ Date _____	

23. Position Review	Initials	Date								
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. (If checked.) This is a developmental position. The incumbent will perform the duties at the level described while receiving on-the-job and other appropriate training as identified in an Individual Development Plan to prepare him/her for promotion to the next higher grade level. The employee may be promoted when the supervisor has determined that he/she has completed the necessary training, demonstrated the ability to perform at the higher grade level, and has met time-in-grade, length-of-experience, and all other requirements for promotion. The full-performance level of this position is GS-___ as described in position number

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

**Park Ranger, GS-0025-7
(Visitor Services Specialist)**

Introduction

The incumbent serves as a Visitor Services Specialist at a National Wildlife Refuge, Refuge Complex, or Wetland Management District, assisting with the management and operations of the refuge's visitor services program. (Although the term "refuge" is used throughout the PD, it encompasses all three types of resource lands.) 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.

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 (_____%)

Suggests new topics, revisions, and other changes or improvements in the overall interpretive program; participates in development of program plans that include program content, emphasis, and methods. Develops interpretive materials such as pamphlets, exhibits, and signs. Recommends location and layout of new exhibits. Is responsible for onsite interpretive service, including development of daily work schedules that include tours of duty and location of assignments for the supervisor's approval. Audits and coaches other visitor services staff in the interpretive program.

[] Environmental Education (_____%)

Develops and presents on- and off-site environmental education programs for a variety of audiences. Drafts and conducts a variety of environmental education curricula and other educational products. Prepares and conducts teacher training and orientation programs.

[] Volunteer Program (_____%)

Recruits and trains candidates for volunteer programs, develops work projects, and coordinates activities with other refuge personnel. Coordinates volunteer needs and opportunities with staff from visitor services and other program areas. Serves as primary point of contact for potential volunteers, responding to phone calls or correspondence. Assesses the skills, interests, and suitability of potential volunteers, and attempts to place them in suitable work situations. Coordinates the refuge's volunteer activities with the regional volunteer coordinator. Prepares volunteer job descriptions and other volunteer materials. Prepares monthly and yearly volunteer reports for review prior to submittal. Implements and insures the refuge's program is conducted in compliance with "A Guidebook for Working with Volunteers" and applicable directives. Plans for volunteer recognition through events, meetings, and awards.

Support Groups (_____%)

Acts as liaison with community organizations, friends groups, and other interest groups in order to: (a) provide orientation to refuge programs and services; (b) stimulate interest in such programs and services; and (c) discover ways to facilitate visitation to and use of the refuge's recreational and educational facilities. Coordinates group visits with operational personnel and communicates schedules, logistical support requirements, and other pertinent data.

Communication/Media (_____%)

Assists with the implementation of a comprehensive public outreach program through written and oral communication. Drafts and prepares a variety of written materials including news releases, articles, correspondence and event flyers to increase understanding of the Service mission, a special event, or related issues. Speaks to groups to explain the Service's and refuge's programs and policies. Responds to routine media requests for information.

Concessions and Permits (_____%)

Assists with issuing and monitoring the use of special permits and concessions contracts (if applicable) 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 Compiles and submits collection, remittance, and reporting of recreation user and entrance fees.
- o Assists with inventories and maintains adequate collection supplies and information (fees payment envelopes, brochures, passes).
- o Develops and presents a variety of interpretive programs including orientation talks, conducted walks, and demonstrations to a general public or school group.
- o Drafts and or prepares a variety of interpretive materials, such as brochures, guidebooks, handouts, and exhibits.
- o Inventories and maintains stock of environmental education materials, equipment and supplies.
- o Staffs information desks in visitor center or contact stations, provides interpretive and orientation information to the public, and serves as roving interpreter on trails and in visitor use areas.
- o Monitors visitor facilities for safety, cleanliness, and accessibility and identifies and reports obvious maintenance, health, safety, and accessibility deficiencies. Within capabilities, performs routine maintenance on visitor service facilities. Assists with planning and design of visitor service facilities.
- o Assists with the management of hunting and fishing programs and other wildlife dependent activities such as wildlife observation and photography. Also assists with secondary uses

supporting compatible recreation and providing visitors with first-hand experiences in activities involving wildlife management and refuge practices. Provides orientation, interpretive, and regulatory information that relates to site specific regulations, hunting and fishing programs, and other visitor activities.

- o This position description also applies to developmental level positions with a higher full-performance level. For these positions, work may include assignments that are designed to develop knowledge of an organization's functions and operating policies/procedures, skill in the effective use and protection of resources, and knowledge of specific programs and operations.
- 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 and skill in applying this knowledge to work assignments, including planning, organizing and implementing interpretive, environmental education, and wildlife oriented recreation activities at the refuge.

Skills in oral and written communication to plan and develop informative, interpretive, and educational materials and programs, and to explain the refuge mission and issues and its governing rules and regulations to volunteers and visitors.

A thorough knowledge of the principles and processes of interpretation and natural resource conservation education as they apply to developing and coordinating refuge programs.

Ability to assist in developing short and long-range planning documents and analyze critical issues.

Knowledge of the U.S. Fish and Wildlife Service, the National Wildlife Refuge System, the refuge mission and objectives, and the surrounding community to develop needs-based programs for wildlife-dependent recreation that support refuge resource management objectives and Service policy on wildlife-dependent recreation.

Knowledge of natural resource management and conservation to minimize visitor impact to the refuge's resources and to prepare and present interpretive and educational programs and outreach materials.

Knowledge of public outreach and communications tools and techniques to identify audiences, messages, and appropriate strategies to gain acceptance of management decisions.

Knowledge of laws and regulations concerning the collection and transmittal of recreation user fees. Ability to recognize and institute correct procedures for collection of fees in the field and train others to accomplish that task.

Knowledge of a diverse range of outdoor facilities such as trails, visitor centers, campgrounds, and wayside exhibits and how they are adopted into an interpretive program. Basic maintenance skills needed to perform minor repairs to structures. Basic knowledge of the Service's health and safety standards, access compliance standards within the Rehabilitation Act of 1973, and in-house or contract responsibilities for maintenance or janitorial services.

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.

Knowledge of basic first aid and CPR.

Interpretation: Knowledge of interpretive concepts and techniques using a variety of media and ability to convey effective interpretive messages to the public and to train others to do the same. Excellent communication skills are required to ensure that concepts and media are appropriate for the message and audience of each interpretive presentation.

Environmental Education: Knowledge of traditional and current concepts of environmental education programming. Ability to utilize those concepts, as well as a variety of media, to prepare and present lessons to educate school classes and teachers about refuge resources and their conservation and management.

Concessions and Permits: Practical knowledge of the laws, regulations, and policies which address special use permits and commercial visitor services on a refuge.

Volunteer Program: Knowledge of Service and refuge policies, regulations, standards, and procedures applicable to the Volunteer and Visitor Services programs. Ability to match the skills, desires, and goals of volunteers to the needs of the refuge. Ability to train, influence and motivate volunteers to do work of value to the refuge, particularly when it conflicts with their personal desires.

2. Supervisory Controls

The incumbent is supervised by the Visitor Services Manager or designee. The supervisor makes the initial assignment by indicating the purpose and general direction of the program or project and any deadlines or similar constraints. Guidance is provided for new developments, changes in program or policies, and deviations in procedures that are required by the supervisor or higher level management. Completed work is reviewed for technical soundness, appropriateness, and accomplishment of objectives.

3. Guidelines

Guidelines are generally available in the form of Fish and Wildlife Service policy, Federal regulations, the Fish and Wildlife Service Manual, the refuge's Comprehensive Conservation Plan, and applicable step-down management plans. Assignments typically involve locating and selecting the most appropriate guidelines, and then determining which of several alternatives to use. The employee adapts procedures to fit work situations and develop and recommend revisions to standard work methods.

4. Complexity

Incumbent develops, and implements wildlife-dependent recreational programs. Solutions to problems often require evaluation of alternatives and original, resourceful thinking. 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. The employee recommends ways to improve program effectiveness and efficiency and improvements in the management, administration, and use of facilities.

5. Scope and Effect

The purpose of the work is to provide quality information and wildlife-dependent recreational opportunities to enhance the public's understanding and appreciation of natural resource conservation and management. The incumbent develops wildlife-dependent recreational opportunities on the refuge 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 the public, refuge visitors, co-workers, volunteers, support groups, media, conservation organizations, schools, peers from other government agencies, and other audiences. Some positions will involve contact with local print or television media.

7. Purpose of Contacts

Contacts are for giving and receiving information, assignments, or instructions, and explaining well-established policies and procedures. Contacts are also to conduct tours, and to give presentations on Refuge or Wetland Management District the management of fish and wildlife resources.

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. The work requires average agility and dexterity. The employee must have the ability to work occasionally under pressure and tight deadlines. May be required to travel in off-road vehicles, watercraft, and light aircraft.

9. Work Environment

The job requires both office and outdoor work. The office is 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 appropriate 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 accurately describe the level of work appropriate to the assigned organization and position.



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