



U.S. Fish and Wildlife Service

PD EXPRESS

Position Description

PD No.:	123550
FPPS PD No.:	S000404
FWS Title:	STUDENT TRAINEE (VISITOR SERVICES)
OPM Title:	STUDENT TRAINEE (VISITOR SERVICES)
Position Type:	Neither
Equal Employment Opportunity Statement:	
Pay Plan, Series and Grade:	GS-0099 : Student Trainee Series-3
Full Performance Level:	3
Is Interdisciplinary PD?	NO
Additional Series:	
Employing Office Location:	varies
Duty Location:	varies
Competitive Level Code:	
Service:	Field
Reason for Submission:	Other
Fair Labor Standards Act:	Non-Exempt
Subject to IA Action:	YES
Financial Statements Required?	NO
Position Sensitivity:	Non-Sensitive-Low
Organization Structure:	Department of Interior 1st Subdivision: US Fish and Wildlife Service 2nd Subdivision: Region 3rd Subdivision: 0:SPD Organization Code 4th Subdivision: 5th Subdivision:
Standards Used to Classify the Job:	OPM Job Family Standard for the given series OPM GS Primary Standard for the Factor Evaluation System OPM GS-0099 General Student Trainee Series Definition; and PCS for Park Ranger Series, GS-0025, dated 11/85
Bargaining Unit Status:	7777

Position Status:	Excepted
Position Status Remarks:	Modifications to SPD# S000120 (Park Ranger (Visitor Services Technician) GS-0025-03) per guidance established under 5 CFR 362.203(f).
Drug Testing Required?	NO
Physical Examination Required?	NO
Remarks:	Approved for Service-wide use.
Supervisor Certification Text:	
Supervisor Signature:	
Supervisor Title:	
Supervisor Sign Date:	
Approving Official Signature:	
Approving Official Title:	
Approving Official Sign Date:	
Classifier Certification Text:	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.
Classifier Signature:	CECILIA KING
Classifier Title:	Service Classification and Compensation Manager
Classifier Sign Date:	8/24/2012 3:47:00 PM

Introduction:

This is a student trainee standard position description intended for use throughout the US Fish and Wildlife Service (FWS or Service). This SPD is being established under the Career Pathways' Intern Program, as established under E.O. 13562, Recruiting and Hiring Students and Recent Graduates. The Intern Program is designed to provide students enrolled in a wide variety of educational institutions, from high school to graduate level, with opportunities to work in agencies and explore Federal careers while still in school and while getting paid for the work performed. Students who successfully complete the program may be eligible for conversion to a permanent job in the civil service.

This position is essentially the same as SPD# S000120 (Park Ranger (Visitor Services Technician) GS-0025-03); however, the position's title and occupational series are being changed for establishment under the Career Pathways, Student Intern Program in accordance with 5 CFR 362.203(f).

The incumbent serves as a Visitor Services Intern at a National Wildlife Refuge, Refuge Complex, or Wetland Management District, assisting with the operations of the station'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. Duties are associated with one or more of the visitor services specialty areas.

Duties:

Major:

1. Percentage Of Time: 70%

Performs one of the following:

At a visitor center information desk, answers visitors' questions that are usually routine and repetitive and relate largely to factual situations, e.g., geographical location of facilities, trails, tour routes, boat ramps, and other recreational areas. Obtains and posts information to records, such as number of visitors, survey information on length of visitor stay, size of visiting parties, and patterns of visitor use. Maintains supply of information materials and other stock items. Sells books and other items.

or

At an entrance station, answers visitors' questions and explains regulations covering common refuge use situations (such as field station rules and regulations). Collects fees, sells permits, and safeguards and balances collected funds. Maintains records on accountable permits and stock items. Controls vehicular traffic.

2. Percentage Of Time: 30%

Assignments 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. Such assignments/duties typically include:

Presents limited interpretive talks, assists with the environmental program, and conducts tours of limited complexity that do not require extensive background knowledge.

Operates audio visual equipment during interpretative talks, demonstrations, or meetings.

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.

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

FES Factors:

Factor 1 - Knowledge Required by the Position:

[Factor Level 1 - 2] - 200 points

Familiarity with the mission and responsibilities of the Service, region, and station.

Working knowledge of detailed procedures that are either established and repetitive or specified by the supervisor when the tasks are originally assigned (the Intern generally is provided classroom or on-the-job training when initially employed).

Readily acquired skill or subject-matter knowledges based on experience, education, or training.

Communication skills that enable the employee to meet and deal effectively with persons of different social, economic, and cultural backgrounds in varied work situations.

May require skill in the operation of small boats or canoes, snow machines, or all-terrain vehicles.

Basic knowledge of the operation and care of audio visual equipment.

Knowledge of basic first aid and CPR.

May require ability to operate passenger vehicles and light trucks, off-road vehicles such as all-terrain vehicles

and snow machines, and small watercraft and to maintain appropriate certifications or licenses.

Factor 2 - Supervisory Controls:

[Factor Level 2 - 2] - 125 points

The Intern is supervised by the Visitor Services Manager or designee. Work assignments that involve new or nonrepetitive tasks are covered by complete, explicit instructions given at the beginning of each task. Instructions cover areas such as work methods and procedures, equipment available, and results desired. The supervisor is usually available to resolve technical problems encountered by the Intern; however, some assignments may be performed in remote areas that do not permit close supervision. Routine, recurring tasks are spot checked or observed infrequently; the less routine tasks are observed and checked in progress; the technical adequacy of completed work and adherence to instructions are closely reviewed upon completion and discussed in detail with the Intern.

Factor 3 - Guidelines:

[Factor Level 3 - 2] - 125 points

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 Intern may refer to clearly applicable regulations or laws. The Intern must use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application; determining which of several established alternatives to use; and in making minor deviations to adapt the guidelines to specific cases. Situations to which the existing guidelines cannot be applied or proposed deviation from the guidelines are referred to the supervisor or other more senior visitor services staff.

Factor 4 - Complexity:

[Factor Level 4 - 1] - 25 points

The Intern is assigned varied, frequently recurring tasks to perform in well-defined situations. Actions to be taken or responses to be made are readily discernible and the work is quickly mastered.

Factor 5 - Scope and Effect:

[Factor Level 5 - 1] - 25 points

The Intern performs specific, routine tasks associated with providing quality wildlife-dependent recreational opportunities for the public. The work contributes to the efficiency of the day-to-day operation of the Refuge's Visitor Services Program and the enjoyment and safety of refuge visitors.

Factor 6 - Personal Contacts:

[Factor Level 6 - 1] - 10 points

Contacts are primarily with refuge visitors, co-workers, and volunteers.

Factor 7 - Purpose of Contacts:

[Factor Level 7 - 1] - 20 points

Contacts are for welcoming and orientating visitors, and to explain basic Service and Refuge policies and regulations.

Factor 8 - Physical Demands:

[Factor Level 8 - 2] - 20 points

The work involves 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 Intern must have the ability to work occasionally under pressure and tight deadlines.

Factor 9 - Work Environment:

[Factor Level 9 - 1] - 5 points

The job requires both office/visitor center 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 work may require wearing protective clothing.

Total Points:	555
Grade Conversion Range:	455-650
Grade:	GS-3
