
Teacher to Ranger to Teacher Position Description

This position is located at Voyageurs National Park, located in northern Minnesota. Primary duties are assisting with or conducting interpretive programs (i.e. canoe, talks, hikes, tour boat programs and giving special presentations to summer school groups, scouts, etc). Other duties are staffing the visitor center desk and sales area, providing trip- planning assistance, and disseminating information in person or via mail, telephone, or electronic mail. This position is for 8 weeks. Supplementary pay will be allocated to the employee. All employees will be issued and wear a Class A National Park Service uniform during all working hours. Employees working in this capacity will receive appropriate training during seasonal training, guidance and supervision from the District Interpreter.

A. MAJOR DUTIES

As a uniformed employee with the National Park Service, the employee serves as a front- line representative of the agency while giving an interpretive program. The employee is responsible for providing current, accurate information on Voyageurs National Park and the National Park Service (NPS) to visitors, along with information on surrounding areas. The employee will be responsible for planning a program from start to finish and or using a park established program under the guidelines given by the District Interpreter. The employee explains other recreational opportunities, including National Park interpretive programs and services, and privately operated facilities and services. The employee is responsible for the safety of the visitors while on a designated interpretive program and informs visitors of potential safety hazards; provides directions and routes of travel through the park.

The employee develops and writes curriculum based programs for the education and Teacher- Ranger- Teacher program as assigned by the District Interpreter.

The employee operates a variety of office machines, including cash registers, calculators, typewriters, copiers, computers, and telephone/fax machines.

The employee staffs the visitor center front desk when needed and assigned by the District Interpreter. Employee provides trip planning information, publications and general information to help visitors find their way through the park and to other recreational areas outside the park.

The employee staffs the Jefferson National Parks Association sales outlet, makes sales using a cash register, and keeps display area stocked and neat in appearance at all times.

The employee may also perform any or all of the following duties in the course of completing their work. These duties are secondary to the primary duties and constitute 20% or less of the duties of the position.

- Collecting fees, stocking brochure and permit boxes, collecting permits.
- Performing roving contact at a variety of park locations.
- Assisting other park staff at special events.
- Going into the field to familiarize self with area resources.
- Assisting, as needed, with basic emergency response.

FACTORS

To perform the duties of this position, the employee must have the following knowledge, skills and abilities:

- Knowledge of NPS mission and goals.
- Knowledge of the park and operations.
- Moderate to Advanced canoeing skills.
- Public speaking skills.
- Skill in the handling of cash, checks, and credit cards, and ability to complete mathematical calculations and make change.
- Ability to operate an electronic cash register, credit card machine, calculator, typewriter, and computer.
- Knowledge of Departmental, NPS, and park fee collection guidelines and procedures.
- Ability to communicate effectively and deal with a high volume of personal contacts in a courteous, friendly, tactful and intelligent manner.

Supervisory Controls

The employee works under the direct supervision of the District Interpreter. After receiving specific instructions, the employee performs routine assignments independently. The supervisor is available when problems or unusual situations arise. Supervisor spot checks routine work for accuracy, with closer mid- season and year end reviews.

Complexity

The employee contacts visitors, conducts sales, disseminates information and is frequently required to perform multiple tasks during high volume visitation. Assignments are primarily repetitive, consisting of clearly defined tasks. Questions regarding non- routine tasks are referred to the supervisor.

Scope and Effect

The results of the incumbent's activities contribute to the enjoyment and understanding of the park area by visitors, and public understanding and appreciation of the National Park Service mission. These activities affect the NPS and its employees, visitors, and other land managers and neighbors.

Personal Contacts

The employee has daily contacts with the visiting public, volunteers, park staff, inholders and park neighbors. These people represent a cross section of the nation and of other countries of the world. Visitors are of all ages, and from all social, ethnic and economic groups. The employee has contact with park visitors for the purpose of providing information about area facilities, services, activities and recreational opportunities. Public contacts occasionally include dealing with visitor complaints and conflicts, although these are typically referred to the supervisor.

Physical Demands & Work Environment

Standing for long periods of time, walking, bending, lifting of moderately heavy items and sedentary work is required. Work is generally performed outdoors and indoors in both a visitor center and

office setting. Trips to park field locations or local travel within or near International Falls may be required. The employee may be subject to working in various weather conditions.