



United States Department of the Interior
NATIONAL PARK SERVICE
 Capitol Reef National Park
 HC 70 Box 15
 Torrey, UT 84775-9602
 (435) 425-4121



PREVIOUS FEDERAL EMPLOYMENT NOT REQUIRED – OPEN TO ALL QUALIFIED PERSONS

LOCAL RECRUITMENT BULLETIN#: DE-15-01

Opening Date: Wednesday, 06/10/2015

Closing Date: Tuesday, 06/23/2015

***Applications must be postmarked by the closing date of this bulletin and received within five (5) working days in order to be considered.**

Experience your America and build a fulfilling career by joining the National Park Service, as we prepare for a second century of Stewardship and Engagement. Become a part of our mission to connect with our past and create important connections to the future by building a rich and lasting legacy for the next generation of park visitors, supporters and advocates.

POSITION TITLE & GRADE:

Visitor Use Assistant (Fee Collection)
 GS-0303-05
 \$15.31 - \$19.90 / Per Hour

DUTY STATION LOCATION:

National Park Service, Capitol Reef National Park
 Torrey, UT

AREA OF CONSIDERATION - WHO MAY APPLY: Applications will be accepted from applicants certified as maintaining permanent or exclusive physical residence in the area adjacent to Capitol Reef National Park and are dependent for their livelihood primarily upon employment in this park.

The Contiguous-to-Area Self-Certification (40 mile radius of the park in Wayne County) of Residency form attached to this bulletin **must be submitted with your application.**

NATURE OF APPOINTMENT: This is a full-time, permanent position at Capitol Reef National Park under the Excepted Service, Contiguous-to-Area appointing authority as long as the applicant meets the eligibility requirements under this hiring authority.

Eligibility under this appointment is based upon **physical residency adjacent to Capitol Reef for the past 2 years** and is expected to continue indefinitely. Should the incumbent move away from Capitol Reef National Park, employment under this authority would terminate.

This appointment does not confer competitive, permanent status in the Federal government, nor is it portable to any other National Park Service unit or Federal agency.

This position is also career-seasonal in nature and does not provide employment on a year-round basis. You may work a minimum of 26 weeks (13 pay periods) but generally not more than 48 weeks (24 pay periods) a year. Actual work schedule

and period of non-pay is contingent upon operational needs and/or weather conditions.

Employment is expected to begin Late August 2015.

The tour of duty is: 5-4/9 Work Schedule

Week 1: Monday through Thursday, 7:00 am to 4:30 pm, 9 hours a day, 36 hours per week with three consecutive days off.

Week 2: Monday through Friday, 7:00 am to 4:30 pm, 9 hours a day, 44 hours per week with two consecutive days off.

Incumbent may be required to work on Federal holidays and travel away from home for work/training.

BRIEF STATEMENT OF DUTIES:

The incumbent serves as a visitor use assistant for the fee collection operation. The fee collection operation is managed by the Visitor & Resource Protection Division and the incumbent reports directly to, and works closely with, the Chief Ranger. The fee staff also typically includes one seasonal visitor use assistants. The primary duties of this position include collecting entrance, camping, and fruit sales fees from honor system collection stations; maintaining a park pass sales operation at the visitor center desk, completing remittances and deposits for revenue collected; and maintaining deposit records.

The fee collection operation at Capitol Reef NP is an interdisciplinary operation with additional duties that include occasional staffing of the visitor center information desk, managing the lost & found operation, maintaining traffic counters, completing the monthly public use report, conducting simple trail and road patrols, helping with the maintenance of backcountry restrooms and trailhead registration boxes, and assisting rangers with emergency services such as searches, simple rescues, emergency medical services, and road closures. The incumbent is expected to lead all aspects of office management for the fee operation including maintaining records, maintaining accountable property, ordering supplies, managing office equipment, and preparing work schedules.

The incumbent is expected to have experience with office computer systems and software programs such as Microsoft Word, Excel, Power-Point, and any variety of graphics programs such as Adobe Photoshop, Adobe Pagemaker, and/or Adobe Illustrator.

PHYSICAL DEMANDS: Standing for long periods of time, walking, bending, lifting of moderately heavy items and sedentary work is required. Mental stress and physical fatigue occur due to high volume of personal contacts and the responsibility of dealing with large amounts of money.

WORK ENVIRONMENT: Work is often performed in small, outdoor structures with open windows which results in exposure to extremes of temperature, rain, snow, wind, and direct sunlight. Park areas may be geographically located in areas of high elevation, rugged terrain, or dense populations. High levels of vehicle noise and emissions may exist during heavy visitation periods. Duties may be performed alone in isolated locations.

For specific information on job duties, please contact Donita Pace, Human Resources Assistant at (435) 425-4121. **For questions on the application process,** please call Lorraine Atencio-Curry at (303) 969-2629.

KEY REQUIREMENTS:

- **U.S. Citizenship required.**
- Under the Requirements of the Homeland Security Presidential Directive 12 (HSPD-12), **all new Federal employees, must pass a background investigation.** Favorable adjudication of an NAC (fingerprint check) is required prior to entrance on duty to the position, and favorable adjudication of an NACI background investigation is required to remain in the position. Failure to satisfy the background check will result in cancellation of offer of employment or may be grounds for termination.

CONDITIONS OF EMPLOYMENT:

- If new to Federal Civil Service, you will be required to serve a probationary period of 1 year.
- This is a National Park Service (NPS) field uniform position. Employee will be required to wear a uniform and comply with NPS uniform standards. A uniform allowance will be provided to defray the cost of the uniform.

- You may be required to operate a government (or private) motor vehicle as part of your official duties. Prior to your first official motor vehicle operation, and again every year thereafter (or more frequently if management determines such need exists), you will be required to sign an affidavit certifying to your possession of a valid State issued drivers license that is current and has not been revoked, suspended, canceled, or otherwise disqualified in any way to prohibit your operation of a motor vehicle. You will also submit a photocopy of your valid State issued drivers license prior to your first official motor vehicle operation, and again every year, or more frequently if management determines such need exists. Lastly, you may be required to submit (within a State sealed envelope or submitted directly by the State authorities), and at your own expense, all certified driving records from all States that discloses all valid drivers licenses, whether current or past, possessed by you. Please indicate in your application whether you possess a valid State drivers license.
- All male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law. If selected for this position, the applicant must sign a statement certifying his registration.
- New employees of the Department of Interior must identify a financial institution for direct deposit of net pay within 30 days of entrance on duty.

QUALIFICATIONS: To be eligible for this position, you must possess the qualifying specialized experience and/or education as described in the occupational/assessment questionnaire and as outlined below.

All qualifications must be met by the closing date of this announcement.
Qualifying experience may be obtained in the private or public sectors.

SPECIALIZED EXPERIENCE – GS-0303-05: One year of specialized experience equivalent to the GS-04 level in the Federal service.

Specialized Experience is experience performing fee collection activities for an entrance station, campground, museum, public gardens or other similar visitor-oriented fee operations; instructing groups of people or individuals; and compiling and analyzing information to report. Experience also includes handling, tracking, or depositing monies; using software programs to maintain fee and stock data; resolving issues that arise in the remittance process and assisting staff with fee issues; and using tools or equipment (e.g., cash registers, calculators, etc.) to make sales transactions. To be creditable, experience must have involved frequent contact with the public to answer questions and disseminate information; collecting, accounting for, and safeguarding monies; and completing remittance reports for monies collected.

OR

EDUCATION: Four years of education above high school (120 semester hour or 180 quarter hours) leading to a bachelor's degree from an accredited college or university in any course of study.

IMPORTANT - PLEASE NOTE: If you are using education to qualify you must document your course work and/or degree completed in your resume or other application materials you submit. You must submit a copy of your transcripts for each of the college or university, that includes the semester or quarter hours earned, grade received, and date completed. If you are qualifying based on education and you do not submit specific course work information as described previously, your application will be rated not qualified for consideration. (A copy of your official transcripts will be required **before entrance on duty, if selected**).

OR

COMBINATION OF SPECIALIZED EXPERIENCE AND EDUCATION: An equivalent combination of education and experience. For example, 6 months of the specialized experience described above (50% of the experience requirement), and 3 years of college study from an accredited institution (75% of the qualifying education) as specified above, equals greater than 100% of the total requirement. **(You MUST submit a copy of your transcripts indicating number of credit hours in order to qualify based on the combination option).**

HOW YOU WILL BE EVALUATED:

Your rating will be based on your responses to the Assessment Questionnaire and the information stated in your resume. The assessment questions relate to the following competencies that are required to perform the work of this position.

- Arithmetic.
- Interpersonal.
- Speaking.
- Writing.
- Technology Application.
- Conscientiousness.

All answers provided in your questionnaire must be substantiated in your application package. If it is determined that your work history, competencies, and/or your supporting documents do not support your answer choices, you will not be referred to the selecting official.

Please ensure that your work history provides enough detail to support your answers to the competencies.

You must include months, years and hours per week worked to receive credit for your work experience. One year of specialized experience is equivalent to 12 months at 40 hours per week. Part-time hours are prorated. You will not receive any credit for experience that does not indicate exact hours per week or is listed as "varies".

BASIS OF RATING:

Applicants who meet the qualification requirements specified above for this position will be evaluated, and a score assigned, based upon the responses provided on the job specific questionnaire that is required as part of the application process for this position.

Category rating procedures will be used to rate and rank candidates. Candidates will be ranked into 3 categories:

Category Group I (Best Qualified) - applicants who possess experience and/or education that well exceeds the minimum qualifications of the position, including all selective factors and all quality ranking factors. Applicants considered best qualified must be highly proficient in all requirements of the job and be able to perform effectively in the position.

Category Group II (Well Qualified) - applicants possessing experience that exceeds the minimum qualifications of the position including all selective factors, and who are proficient in most of the requirements of the job.

Category Group III (Qualified) - applicants possessing experience that meets the minimum qualifications of the position including all selective factors, and who are proficient in some, but not all of the requirements of the job.

VETERANS PREFERENCE: Veterans Preference applies to category rating. Within each quality category, veteran's preference eligibles are listed first, including CP, CPS, XP, and TP. In addition, veterans who have a 10% or more service-connected compensable disability (CP or CPS) are placed at the top of the highest quality category (except in the case of scientific or professional positions at the GS-9 level or above or if they fail to meet positive education requirements, training, selective placement factor, etc.). Applicants referred are listed on the selection certificate alphabetically (veteran's preference eligibles before non-veterans) without scores.

HOW TO APPLY: Failure to submit required documents, if applicable, will result in you not being considered, or not receiving the appropriate preference. You ***will not*** be contacted for additional information & applications will not be returned.

Below is a CHECKLIST to ensure you submit a complete application package in order to receive full consideration:

Apply by submitting the following:

(A.) A Resume or written application. Your resume or written application must include the following:

- 1. Announcement Number, title and grade for which you are applying.**
- 2. Personal Information:** Full name, mailing address (with zip code) and day/evening telephone numbers (with area code); Social Security; Country of Citizenship.
- 3. Education:** High School name, city, state and zip code, date of diploma or GED; Colleges and/or Universities attended, city, state, and zip code; Major field(s) of study; Type and year of degree(s) received. If no degree received, show total credit hours received in semester or quarter hours.

4. Work Experience for each paid or non-paid (voluntary work) position held related to the job for which you are applying:

- Job Title
- Duties and accomplishments
- ***Number of hours per week***
- Employer's name and address
- Supervisor's name and phone number
- Starting and ending dates of employment (month and year)
- Salary
- Indicate if your current supervisor may be contacted.

Note: If ever employed by the Federal Government, please show the highest Federal civilian grade held, job series, and dates of employment in grade.

5. Other Qualifications:

- List any Job-related training courses (title and year)
- List any Job-related skills (e.g., other languages, computer software/hardware, tools, machinery, etc.)
- List any Job-related certificates and licenses
- List any Job-related honors, awards, and special accomplishments (e.g., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc.). Do not send copies of documents unless specifically requested.

In addition to an application as described above, submit the following items:

- Contiguous-To-Area Self-Certification of Residency Form** (attached)
- Indicate in your application whether you possess a valid state driver's license** (list state, number, expiration date and any restrictions). Do *not* submit a photocopy of your license.
- Questionnaire** (attached)
- List at least 2 or 3 work-related references (name, address & phone number)** we may contact in addition to your work experience supervisor contact information provided in your application or resume.
- Veteran's Preference documentation***: If you are claiming Veteran Preference, you *must* submit evidence of eligibility. DD-214 must show character of service (member copy – 4). Failure to submit a DD-214 which shows the character of service and other appropriate supporting documentation, if applicable, will result in not granting preference.
 - **5-point preference - DD-214** which shows character of service (member copy – 4), Certificate of Release or Discharge from Active Duty, or other proof of entitlement.
 - **10-point preference - DD-214, SF-15**, an official letter dated 1991 or later from the Department of Veteran's Affairs, or other appropriate source.

****Please note that documentation must be provided by the closing date of this bulletin to be credited with veteran's preference.***

MAIL YOUR APPLICATION PACKAGE TO:

National Park Service
Attn: Lorraine Atencio-Curry
Human Resources Management
12795 W. Alameda Pkwy
Lakewood, CO 80228

Applications must be postmarked by the closing date of this bulletin, and be received within five (5) working days in order to be considered.

Applications will NOT be accepted at Capitol Reef National Park. If you have any questions about the application process, you may contact the Capitol Reef Administrative Office at (435) 425-4121.

You may also apply via FAX at (303) 969-2830, by the closing date of this bulletin.

Please note: The general fax machine is limited in receiving large quantities of pages; your application may not be received at all; or the pages may be illegible. You will *not* be contacted to verify the condition of your faxed application, or if the application has been received.

Faxed application must be received by close of business on **Tuesday, June 23, 2015**.

Problems we have encountered in receipt of faxed applications include: highlighted, colored pages and some forms are received very dark and are not legible. The recommended method to ensure your application is received in complete form is to mail it via the US Postal Service, UPS, or FedEx with delivery confirmation, or to hand deliver to the address listed above. E-mail applications are not accepted.

It is the applicant's responsibility to provide documentation or proof of claimed qualifications, education, and veteran's preference. If you make a false statement in any part of your application, you may not be hired; you may be removed after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action. Applicants will not be solicited for additional information if that provided is found to be inadequate or incomplete.

In accordance with 39 U.S.C 415, applications submitted in Government postage-paid envelopes will not be accepted.

Please do not include the following in your application or resume package: In accordance with Federal hiring laws, applications may *not* include any document that contains photographs or descriptions of the applicant; electronic information such as CDs, MP3 files, diskettes, videos, DVDs, or other recorded formats; elaborate bindings or sheet protectors; originals of documents, such as DD-214's (member copy – 4), diplomas, certificates, transcripts, etc., since they will not be returned to you.

WHAT TO EXPECT NEXT: Once your complete application is received we will conduct an evaluation to determine if you meet the minimum qualifications and selective factor for the position. If you are found to be ineligible or not qualified, you will be notified. If you are determined to be both eligible and qualified you will be referred to the selecting official for further consideration and possible interview. **We expect to make a selection within 30-45 working days of the closing date of this bulletin.** Considered candidates will be notified of the final outcome.

OTHER INFORMATION:

- **Benefits:** You're making a great choice when you choose a career with the U.S Government. In addition to your take-home pay, annual and sick leave, our comprehensive compensation/benefits package is highly attractive. As a Federal employee, you and your family have access to a range of benefits that are designed to make your Federal career very rewarding.

Explore the major benefits offered to most Federal employees at:

https://help.usajobs.gov/index.php/Pay_and_Benefits

- Depending on the tour of duty, an employee may be paid Sunday and holiday worked. You are also entitled to paid Federal holidays.
- **Employee Assistance Program (EAP)** - As an employee, you and your family can take advantage of free confidential counseling and on-line services covering areas such as legal, financial, parenting, stress management, health and wellness.
- **Your Social Security Number is requested** under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants' who may have the same name. As allowed by law or Presidential directive, your SSN is used to seek information about you from employers, schools, banks, and others who may know you. Failure to provide your SSN on your application materials will result in your application not being processed.

- **It is the applicant's responsibility to provide documentation or proof of claimed qualifications, education, veterans' preference, etc. If you make a false statement** in any part of your application, you may not be hired; you may be removed after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.
- **Veteran's Preference Eligibility:** Changes to the eligibility criteria in Title 5, Sec. 2108, United States Code for veterans' preference entitlement in hiring within the Federal civil service. These changes are the result of the National Defense authorization Act of 2006, Public Law 109-163 Sec. 1111 and 1112, January 6, 2006. "Sec. 2108. Veteran; disabled veteran; and preference eligible. For the purpose of this title –
 - (1) **"Veteran" means** an individual who—(a.) served on active duty in the armed forces during a war, in a campaign or expedition for which a campaign badge has been authorized, or during the period beginning April 28, 1952 and ending July 1, 1955; (b) served on active duty as defined by section 101(21) of Title 38 at any time in the armed forces for a period of more than 180 consecutive days any part of which occurred after January 31, 1955 and before October 15, 1976, not including service under section 12103(d) of title 10 pursuant to an enlistment in the Army National Guard or the Air National Guard or as a Reservist for service in the Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, or Coast Guard Reserve; (c) served on active duty as defined by section 101(21) of Title 38 in the armed forces during the period beginning on August 2, 1990, and ending January 2, 1992; (d) served on active duty as defined by section 101(21) of Title 38 at any time in the armed forces for a period of more that 180 consecutive days any part of which occurred during the period beginning on September 11, 2001, and ending the date prescribed by Presidential proclamation or by law as the last date of Operation Iraqi Freedom; **AND** who has been discharged or released from active duty in the armed forces under honorable conditions;
 - (2) **"Disabled Veteran" means** an individual who has served on active duty in the armed forces, has been separated there from under honorable conditions and has established the present existence of a service-connected disability or is receiving compensation, disability retirement benefits, or pension because of a public statute administered by the Dept of Veterans Affairs or a military department;
 - (3) **"Preference Eligible" means** (a, b) a veteran as defined above in (1)(a,b,c, or d), (c) a disabled veteran, (d.) the unmarried widow or widower of a veteran as defined by (1)(a); (e.) the wife or husband of a service-connected disabled veteran if the veteran has been unable to qualify for any appointment in the civil service or in the government of the District of Columbia; (f) the mother of an individual who lost his life under honorable conditions while serving in the armed forces during a period named by (1)(a), if – her husband is totally & permanently disabled; she is widowed, divorced, or separated from the father and has not remarried; or she has remarried but is widowed, divorced, or legally separated from her husband when preference is claimed; and (g) the mother of a service-connected permanently and totally disabled veteran, if – her husband is totally and permanently disabled; she is widowed, divorced, or separated from the father and has not remarried; or she has remarried but is widowed, divorced, or legally separated from her husband when preference is claimed..."**Military retirees at the rank of major, lieutenant commander, or higher are not eligible for preference unless the individual is a disabled veteran.** Guard and Reserve active duty for training purposes does not qualify for preference.

More information on veteran's employment and preference are available at the Office of Personnel Management (OPM) website @ <http://www.fedshirevets.gov/job/veterans.aspx> and https://help.usajobs.gov/index.php/Veterans_Information

PRIVACY ACT INFORMATION: The application you submit for this position contains information subject to the Privacy Act of 1974 (P.L. 93-579), 5 U.S.C. 552a). We are required to provide you with information regarding our authority and purposes for collecting this data, the routine uses which will be made of it, and the effect, if any, of nondisclosure. You are entitled to the same information as it pertains specifically to disclosure of your social security number.

The National Park Service is an Equal Opportunity employer. Selection of these positions will be made solely on the basis of merit, fitness, and qualifications without regard to race, sex, color, creed, age, marital status, national origin, sexual orientation, non-disqualifying handicap conditions, and any other non-merit factors.

This agency provides reasonable accommodation to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

~CERTIFICATION OF CONTIGUOUS-TO-AREA RESIDENCY~
CAPITOL REEF NATIONAL PARK, TORREY, UTAH

Applicant's Name: _____

Applicant's Current Address: _____

Contiguous Hiring Authority is for technical, maintenance and clerical positions at or below grades GS-7, WG-10 or equivalent, in the field service of the Department of Interior, when filled by the appointment of persons who are certified as maintaining a permanent or exclusive residence within or contiguous to a field activity or district, and as being dependent for livelihood primarily upon employment available with the field activity of the Department. (schedule A, 213.3112(a)(1))

Capitol Reef National Park has established that residents that live in a 40 mile radius of Capitol Reef National Park within Wayne County would be eligible for contiguous hire opportunities.

Certification will be renewed every fiscal year. The park will confirm and review with each employee the requirements of the Contiguous Hiring Authority and the ramifications of their changing residence.

This authority does not include persons who reside in park housing or who move into park housing once employed.

Physical residence address(es) and dates of residency at address(es):

Do not list P.O. Box addresses. List "FROM and TO" dates with month and year. List and describe the physical residence location (i.e., county road, street, etc.) for each address listed, for the past six years.

From: _____ To: _____ Place: _____
(month/year) (month/year) (Street Address, City and Zip Code)

From: _____ To: _____ Place: _____
(month/year) (month/year) (Street Address, City and Zip Code)

From: _____ To: _____ Place: _____
(month/year) (month/year) (Street Address, City and Zip Code)

***** **Contiguous-to-Area Eligibility Requirements** *****

- I certify, I am dependent for my livelihood primarily upon employment available at Capitol Reef National Park because of the high unemployment rate, the isolated location of this area, and the long commuting distance to the next closest real source of employment.
- I live in a 40 mile radius of Capitol Reef National Park within Wayne County.
- My residency in this isolated area is expected to continue indefinitely.
- Should my physical residence change, I am responsible for informing my supervisor.
- I certify, I have lived within the area for the **past 2 years**.
- I certify that I meet the Contiguous-to-Area eligibility requirements.

(Applicant's Signature)

(Date)

Visitor Use Assistant (Fee Collection), GS-0303-05, DE-15-01
Assessment Questionnaire

INSTRUCTIONS: Thank you for your interest in the Visitor Use Assistant (Fee Collection) position at Capitol Reef National Park. Your responses to this Questionnaire, in conjunction with the other portions of your completed application, will be evaluated to determine your qualifications for this position. Please carefully follow all instructions before circling your responses. Your ratings in this Questionnaire are subject to evaluation and verification based on the documents and references you submit. Later steps in the selection process are specifically designed to verify your ratings. Deliberate attempts to falsify information may be grounds for not selecting you or for dismissing you from the position/agency.

Please circle only ONE response for each item. If you circle more than one response, or leave this question blank you will be rated ineligible. If you do not meet the minimum qualifications, you will be considered not qualified and will not receive consideration for this position.

1. From the descriptions below, **circle one response from A through D** that best describes how your background meets the basic experience requirements for a Visitor Use Assistant (Fee Collection), GS-0303-05 position. Read all responses before making your selection. **CIRCLE ONLY ONE RESPONSE.** If you circle more than one response, or leave this question blank you will be rated ineligible. If you do not meet these minimum qualifications, you will be considered not qualified and will not receive consideration for this position.

YOUR RESUME OR APPLICATION MATERIALS YOU SUBMIT FOR THIS ANNOUNCEMENT MUST SUPPORT THE ANSWERS YOU CLAIM UNDER THIS AND OTHER QUESTIONS. IF NOT, YOU WILL BE FOUND NOT QUALIFIED.

A. I have one year of specialized experience equivalent to the GS-04 level in the federal service. Specialized experience demonstrates the knowledge, skills, and abilities to perform successfully the duties of a Visitor Use Assistant. My specialized experience includes providing information or assistance to the public in a business or recreation setting; instructing groups of people or individuals; and compiling and analyzing information to report. My experience also included handling, tracking, or depositing monies; using software programs to maintain fee and stock data; resolving issues that arise in the remittance process and assisting staff with fee issues; and using tools or equipment (e.g., cash registers, calculators, etc.) to make sales transactions.

B. I have four years of education above high school (120 semester hours or 180 quarter hours) leading to a bachelor's degree from an accredited college or university. **(You MUST submit a copy of your transcripts indicating degree earned and credit hours in order to qualify based on education).**

C. I have NOT completed 1 full year of specialized experience as described in A above or the 4 years of education as indicated in B above, but I have an equivalent combination of education and experience. For example, 6 months of the specialized experience described in A above (50% of the experience requirement), and 3 years of college study from an accredited institution (75% of the qualifying education) as specified in B above, equals greater than 100% of the total requirement. **(You MUST submit a copy of your transcripts indicating number of credit hours in order to qualify based on the combination option).**

D. I do not meet or exceed any of the above statements.

INSTRUCTIONS: For questions 2-21, please circle ONE response from A through E to indicate the skill level that you possess for each task listed. The questions were developed based on the knowledge, skills, abilities, and competencies needed to perform the work of this position.

Be sure to describe your experience that supports your answers to the questions below, in your resume or application materials. It is important that your application package submitted, including a resume or application form, clearly shows how you possess the experience and skills levels you claim in this Questionnaire. Each of your responses must be clearly supported by your education,

training, and/or specific work experience you describe in your application packet submitted for this position (application form or resume, transcripts, list and description of training completed and/or other items you submit). If not, you will be found not qualified. The information you provide will be verified. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for rating you ineligible, not hiring you, or for firing you after you begin work.

KSA: Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

2. Operate equipment (e.g., credit card machine, calculator, typewriters, computers, and/or point of sale systems) to collect and track various forms of payment (e.g., cash, credit cards, checks, etc.).

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

3. Verify transaction records, including money collected and stock sold, to complete shift reports.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

4. Take precautions with funds collected or stock to safeguard from theft, fraud, and misuse.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

KSA: Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations.

5. Provide information to the public concerning an area or location (e.g., points of interest, available services, rules and guidelines, maps or directions, etc.).

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

6. Share new and important information with other co-workers.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

7. Resolve customer or visitor complaints by taking corrective action or referring the issue to a supervisor when appropriate.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

KSA: Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

8. Explain the significance and encourage stewardship of the area's natural, cultural, and/or historical resources for public awareness.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

9. Communicate orally in person, and/or over the phone to provide information to the public or others within the organization.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

10. Explain the importance of rules or regulations concerning the protection of the area's resources, and/or the safety of visitors.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

11. Answer recurring visitor questions while maintaining a professional demeanor.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

KSA: Writing - use correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

12. Prepare written information to maintain updated bulletin boards, displays, and/or signs for the public.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

13. Prepare remittance reports and bank deposits for funds collected.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

14. Prepares requisition requests for equipment and/or supplies.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

15. Prepare written reports in accordance with park policies and procedures.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

FACTOR: Technology Application - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

16. Operate audiovisual and electronic equipment (e.g., film projectors, DVD players, computers, etc.) to provide information to others.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

17. Operate general computer software programs such as, word processing, spreadsheet, or database (e.g., Excel, Access, Word, or similar operating systems).

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

KSA: Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

18. Notify appropriate staff of visitor and resource needs such as major maintenance issues, safety hazards, wildlife issues and sightings, etc.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

19. Maintain inventory of stock in accordance with established guidelines.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

20. Provides on the job training to new employees and volunteers.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

21. Guide activities for a small group of employees or volunteers (5-10 people).

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

Verification Statement

22. As previously explained, your ratings in this Occupational Questionnaire are subject to evaluation and verification based on the documents and references you submit. Later steps in the selection process are specifically designed to verify your ratings. Deliberate attempts to falsify information may be grounds for not selecting you or for dismissing you from the position/agency. Please take this opportunity to review your ratings to ensure their accuracy. By agreeing to the statement below, you are confirming that you: 1) understand this warning, 2) have reviewed your responses to this questionnaire for accuracy, and 3) verify that your responses accurately describe your current level of experience and capability.

Failure to agree to this statement will disqualify you from further consideration for the position.

A. Yes, I verify that all of my responses to this questionnaire are true and accurate. I accept that if my supporting documentation and/or later steps in the selection process do not support one or more of my responses to the questionnaire that my application may be rated lower and/or I may be removed from consideration.

Name

Date

B. No, I do not accept this agreement and/or I no longer wish to be considered for this position.