



United States Department of the Interior
National Park Service

Temporary Recruitment Bulletin

Hiring Agency	Department of the Interior, National Park Service	Who May Apply	U.S. citizens, nationals or those who owe allegiance to the U.S. with or without Federal status, may apply and be considered.
Position Title	Visitor Services Assistant	Series/Grade	GS-0303-04
Open Period	4/24/2021	Duty Locations	Promontory Summit Utah (Golden Spike National Historical Park)
Salary	15.10 per hour	Work Schedule	Full-Time

For More Information:

Name: Justin Glasgow
Email address: justin_glasgow@nps.gov
Phone#: 435-471-2209 x 441

Duration of Appointment: This is a temporary excepted service position expect to last until September 10, 2021 but, may be extended up to 2 years.

Travel Required: No

Relocation: No, relocation expenses will not be paid.

Additional Bureau and Park Information:

Learn more about what it's like to work at National Park Service, what the agency does, and about the types of careers this agency offers:

<https://www.nps.gov/aboutus/index.htm/>.

Major Duties:

This position will work in the visitor center and provide information and public orientation at Golden Spike NHP

Give interpretive programs on the building of the first transcontinental railroad and it's impacts.

Deal with a high volume of diverse individuals or groups while maintaining a professional demeanor.

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

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

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

Key Requirements:

- U.S. Citizenship required
- Appointment subject to background investigation and favorable adjudication.
- Males must meet Selective Service Registration Act requirement.
- You will be required to participate in the Direct Deposit Electronics Funds Transfer Program.
- You may be required to wear a uniform and comply with the National Park Service uniform standards. A uniform allowance will be provided.
- You may be required to work on-call, evenings, weekends, holidays, overtime and/or shift work.

Education:

To qualify based on education, you must submit a legible copy of transcripts from an accredited institution with your name, school name, credit hours, course level, major(s), and grade-point average or class ranking.

Evaluations:

Applicants will not be rated or ranked. All applicants that meet the basic eligibility and minimum qualification requirements of the position will be referred to the selecting official in preference eligible order.

Qualifications:

All qualifications must be met by the closing date of this announcement (unless otherwise stated in this bulletin).

Credit will be given for all appropriate qualifying experience. To receive credit for experience, your resume MUST clearly indicate the nature of the duties and responsibilities for each position, starting and ending dates of employment (month/year), and the resume must reflect full and/or part-time or total number of hours worked (i.e., work 40+ hours a week, rather than indicating full-time). If part-time, the hours must be annotated to be able to pro- rate the amount qualified specialized experience.

To qualify for this position, you must possess one of the following:

One year of progressively responsible clerical, office, or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of a Visitor Services Assistant. **General experience** includes greeting the public, disseminating information, providing directions and fee collection.

-OR-

Two years of education above high school (60 semester hours or 90 quarter hours). This education was obtained in an accredited business, secretarial or technical school, junior college, college, or university.

-OR-

Equivalent combination of experience and education that, together, equal 100% of the qualification standards listed above when combined.

Additional Information:

Benefits:

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- Federal Employees Health Benefits
- Federal Long-Term Care Insurance
- Flexible Spending Accounts

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

Required Documents:

The following documents are required and must be submitted by 11:59 PM (EST) on April 28, 2021:

1. **Resume** which includes a list of all significant jobs held and duties performed, dates specified in month and year format, and the resume must reflect full and/or part-time or total number of hours worked (i.e., work 40+ hours a week, rather than indicating full-time). If part-time, the hours must be annotated to be able to pro-rate the amount of qualified specialized experience. If military or civilian, please include your rank and/or grade.

2. **Other Supporting Documents**, if applicable, such as:
 - o **Veterans Preference Documentation**:
 - If you are a **Discharged, Non-Disabled Veteran**, you must submit a copy of your DD-214 showing character of discharge (Member 4 copy), or other Documentation of Service and Separation under Honorable Conditions, as listed on the SF15. If you don't have your DD-214, you may request it after discharge from the National Archives.
 - If you are a **veteran within 120 days of discharge**, you must submit signed documentation from the Armed Forces certifying: 1) your expected release/retirement from active duty, 2) under honorable conditions, 3) your pay grade/rank/rate at time of discharge, 4) dates of active duty service, 5) any campaign or expeditionary medals received, & 6) dated within 120 days of your separation.
 - If you are a **Disabled Veteran, Purple Heart Recipient, or Mother or Spouse of a Disabled or Deceased Veteran**, you must submit all additional proof required by the SF15, and if applicable, a completed SF15. You may request a copy of your Department of Veterans Affairs letter from www.ebenefits.va.gov or call 1-800-827-1000 to establish proof of disability.
3. Documentation that you meet **Selective Factors**.
4. College transcripts, if qualifying based on education.

Do not submit photographs with your application package. Documents with photographs may not be seen by hiring officials - you must remove your image from any badges, licenses, etc.

Do not upload Adobe portfolio documents. Adobe portfolio documents are not viewable by our agency's staffing offices.

How to Apply:

To receive consideration, you must meet the minimum qualifications requirements for this position and submit the documentation specified in the Required Documents section via email to emily_selleck@nps.gov. The complete application package must be submitted by 11:59 PM (EST) on **April 28, 2021**.

- Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.