

## **Visitor Information Assistant 60 day Temp Hire with the Forest Service**

### **Summary**

This position is located at 601 S. Weber St, COS, CO 80903. The primary purpose of this position is to perform customer service and information of both general and/or technical nature in support of a variety of Forest Service activities and programs.

### **Hours and Grade**

40HRS at GS5 step 1

### **Responsibilities**

- Ensures that the information desk at a reception area or visitor center is covered at all times, and answers the phone and radio.
- Greets visitors, and responds to a variety of inquiries regarding Forest Service activities, programs, exhibits, facilities, policies, and functions.
- Evaluates inquiries in order to provide the most useful and appropriate information or to suggest other options, such as alternate routes or activities.
- Provides guidance to the public on rules and regulations regarding on-unit activities, and attempts to gain public cooperation in protecting resources from damage and pollution.
- Assists visitors and callers with informational searches, and with use of the reference library.
- Performs regular daily activities for the reception area or visitor center, including but not limited to, daily opening and closing of the facility, raising and lowering the flag, and maintaining the front desk.
- Monitors public areas, and updates the status of exhibits.
- Provides visitors with effective instructions on security and safety procedures and informs the supervisor of visitor needs.
- Operates a variety of audio/visual equipment.
- Maintains a lost and found for visitors and staff.
- Coordinates Interpretive Association book sales, including ordering, stocking, sales, quarterly inventory and reporting.

## **Responsibilities — Cont.**

- Coordinates with staff specialists and public affairs office to provide the latest, most accurate and appropriate information to the public.
- Researches and maintains an inventory of timely publications, brochures, posters, and informational handouts for the public.
- Creates and posts informational handouts and flyers concerning safety, events and other items of importance.
- Updates information such as road and recreation closures.
- Responds to and directs web and email inquiries to the appropriate personnel.
- Acts as liaison to other information centers such as other Forest Service offices
- Provides interpretive answers to a wide variety of visitor interests, such as the location of camping areas, location of trails, and local spots of interest. Visits and is very familiar with trails, campgrounds, roads, and other areas
- Handles clerical duties, such as mail and package delivery, personnel updates to phone lists and sign-out board.
- Supports the office by performing such duties as monitoring of field going personnel for safety purposes, assistance with scheduling the conference room, fleet use reporting, travel assistance, and with other projects and duties as assigned by the supervisor.
- Monitors the status of office and security equipment and uses a variety of office and computer equipment to accomplish project and unit goals.

## **Experience / Education**

- Must have at least 3 years of business or customer service experience
- Or must have at least 2 years of higher education
- Or a combination of both

**Please provide resume and transcripts when applying.**

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