



# United States Department of the Interior



NATIONAL PARK SERVICE  
Glacier Bay National Park and Preserve  
P.O. Box 140  
Gustavus, Alaska 99826-0140  
Tel: 907-697-2230

RECRUITMENT BULLETIN: GLBA-18-002  
ISSUE DATE: **December 04, 2017**  
CLOSING DATE: **December 11, 2017**

## JOBS AVAILABLE THROUGH THE ALASKA LOCAL HIRE PROGRAM PUBLIC LAW 96-487

**Glacier Bay National Park and Preserve** is accepting applications for a temporary, seasonal position, not to exceed 1039 hours.

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### **POSITION**

**Supervisory Visitor Services Assistant, GS-0303-07**  
\$22.79 per hour, subject to change in Jan. 2018

### **DUTY LOCATION**

Bartlett Cove

**BENEFITS:** Paid holidays, annual and sick leave, Temporary, seasonal, and intermittent employees on appointments expected to last at least 90 days, and expected to work a schedule of 130 hours or more a calendar month, will be eligible to enroll in a Federal Employee Health Benefit (FEHB) health plan upon notification from their employing office. Eligible employees will be responsible for the employee share of the premium while on the official agency roles, which will be deducted from bi-weekly earnings.

**APPOINTMENT INFORMATION:** Full-time, temporary, approximately April to late-September. The appointment may be extended for an additional period (not to exceed 1039 hours total employment). Persons selected may be eligible for rehire in future years. Schedule may involve weekend work or performance of duties before or after “normal” working hours. Limited government housing may be available. A driver’s license is required.

**DUTIES:** Supervises and operates the Visitor Information Station at Bartlett Cove. Plans, schedules and assigns work to staff, sets goals, evaluates and counsels staff. Responds to visitor information requests in person, through the mail, e-mail, telephone and VHF radio. Administer and train staff to provide vessel and backcountry permits and orientations. Serves as and trains staff to communicate on park radios. Sales for Alaska Geographic Association will be required. Some travel will be required at least 3 nights per month.

For questions about the duties of the position, please contact Margaret Hazen at (907) 697-2608.

**WHO MAY APPLY:** Any U.S. citizen who has acquired special knowledge or expertise regarding the natural or cultural resources of Glacier Bay National Park and Preserve, by reason of having either lived or worked in or near the park. This level of knowledge would be acquired by having lived or worked in or near the park for at least 12 months, to include all four seasons. Short seasonal residency is not qualifying as this would not provide the level of knowledge or

expertise that is gained through experiencing the range of climactic conditions and associated impacts on the resources. The areas considered to be “near” Glacier Bay National Park and Preserve include Gustavus, Hoonah, Elfin Cove, Pelican, Excursion Inlet, Haines, Skagway, Juneau-Douglas-Auke Bay, Yakutat, and Dry Bay.

**QUALIFICATION REQUIREMENTS:** There is no specific length of training or experience required; however, you must be able to demonstrate through the experience shown in your written resume and application package that you possess the skills/competencies to perform the duties described in this job posting. All qualifying experience, including volunteer experience, will be considered. Qualifications will be determined by evaluating experience as described in the resume, particularly in the Knowledge, Skills, and Abilities listed below. All qualification requirements must be met by the closing date of this job posting.

**KNOWLEDGE, SKILLS, AND ABILITIES:** Your written answers to the following questions will help us to evaluate your qualifications to perform the duties of this position. Please note that only qualified applicants will be referred. It is important to provide detailed information about your experience, particularly in the following Knowledge, Skills and Abilities (KSAs). Describe experience (paid or unpaid), education, training, awards and self-development that show your level of experience related to each KSA.

*Use a separate sheet of paper with corresponding numbers for answers*

**KSA 1.** Ability to plan, coordinate and supervise a visitor use program.

**KSA 2.** Ability to deal effectively with a high volume of personal contacts and communicate with others under stressful conditions.

**KSA 3.** Ability to operate business-oriented equipment, computer systems, and associated software programs.

**KSA 4.** Ability to manage all aspects of a high quality visitor center operation.

**KSA 5.** Ability to communicate effectively.

**CONDITIONS OF EMPLOYMENT:**

- Favorable suitability background investigation. Results of the investigation must be adjudicated prior to employment.
- Wearing of the NPS uniform is required.
- Driver’s license is required.
- If you are selected for Federal employment you will be required at that time to submit a completed OF-306 (Declaration for Federal Employment), to determine your suitability for Federal employment.
- Federal employees are required to utilize Direct Deposit (EFT), for their Federal Salary checks.

**HOW TO APPLY:**

***PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY!*** **Incomplete applications may result in non-referral of your application.** Assistance and forms may be obtained from the park office at the address above or by calling 907-697-2670. **The SF-15 may be obtained through the Internet at [www.opm.gov/forms](http://www.opm.gov/forms).**

**All applications must be postmarked or received in this office by the closing date of the announcement.** If your application package is postmarked on the closing date it must be received in this office no later than 7 calendar days after the closing date. Hand delivered applications must be received by close of business (4:30 pm) on the closing date.

Mail or deliver the following required forms to Park Headquarters, Glacier Bay National Park and Preserve, One Park Road, Box 140, Gustavus, Alaska 99826:

- Resume that provides detailed information about your work experience. Also include the dates worked (for example, June 2009 through August 2010); the position title; and employer name for each period of employment.
- Answers to the KSAs listed above
- Completed Local Hire Eligibility Questionnaire (attached to the announcement or can be obtained from the park office)
- Veteran's Preference documents, if claiming Veteran's Preference (see below for documents).
- Although not required you are encouraged to submit the attached "Applicant Background Survey" (DI-1935) with your application. Please ensure that it is the last page of your application package, as it is removed from your application before it is forwarded to the selecting official.

It is the applicant's responsibility to provide documentation/proof of claimed status veterans preference, qualifications, and education. Applicants will not be solicited for further data if that provided is found to be inadequate, illegible, or incomplete.

Application materials will not be returned, therefore do not submit original documents that you may need in the future, or extra materials such as letters of recommendation, photographs, or award certificates.

We do not accept faxed or electronic resumes or applications, or applications mailed in postage paid government envelopes or through an internal government mail system.

If you make a false statement in any part of your application you may not be hired or you may be fired after you begin work; or you may be subject to fines, imprisonment or other disciplinary action.

**VETERAN'S PREFERENCE (for qualifying veterans):** To receive Veteran's Preference, your application package must include a copy of the DD-214, Military Discharge, that shows the type of discharge from service (usually the Member 4 copy), or Report of Separation from Active duty if separation was prior to July 1, 1979. If claiming 10-point veteran's preference, you must also provide a completed SF15 ([www.opm.gov/forms](http://www.opm.gov/forms)) and verification documents

listed on the SF15. If you are separated and do not have a DD214 yet you may use an official statement of service from your command that you have completed active service and are being discharged under honorable conditions, or provide other official documentation (e.g., documentation of receipt of a campaign badge or expeditionary medal) that proves your military service was performed under honorable conditions. You will not receive veteran's preference if you do not provide this documentation.

If you do not know whether you have preference, [this link](http://www.dol.gov/elaws/vets/vetpref/mservice.htm) can assist you.  
([www.dol.gov/elaws/vets/vetpref/mservice.htm](http://www.dol.gov/elaws/vets/vetpref/mservice.htm))

**Reasonable Accommodations:** The agency provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and hiring process, please notify the park office listed on this announcement. Determinations on requests for reasonable accommodations will be made on a case-by-case basis.

**Privacy Act Information** The application you submit for this position contains information subject to the privacy act of 1974 (PL-93-579, 4 USC 552a). We are required to provide you with information regarding our authority and purpose for collecting this data, the routine uses which will be made of it and the effects, if any, of non-disclosure. You are entitled to the same information as it pertains to disclosure of your social security number. Any questions you may have regarding the Privacy Act regulations and the rights it extends can be answered by contacting the park office.

**Equal Employment Opportunity** Appointments are made without regard to race, color, age, sex, sexual orientation, religion, political affiliation, national origin, marital status, non-disqualifying handicap condition or any non-merit factor.

**Knowledge, Skills and Abilities (KSAs) -Required information**

Applicant Name \_\_\_\_\_

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The answers to the following questions will help us to evaluate your qualifications to perform the duties of the job for which the Park is recruiting. You must provide a narrative statement for each element of knowledge, skills and abilities (KSAs). Describe experience (paid or unpaid), education, training, awards and self-development as related to the KSAs. Your work experience or background will show the level of knowledge, skill, and ability you have. Fully describe your qualifications and give examples in each of the following KSAs. If you have previous government experience, please list the job title, series, and grade; and the dates you were employed. *Use additional sheets of paper if additional space is needed for your answers, but no more than one page per KSA. Please include your name on each sheet of paper. **The information provided in your KSAs must be supported by employment/experience shown on your resume.***

**KSA 1.** Ability to plan, coordinate and supervise a visitor use program.

**KSA 2.** Ability to deal effectively with a high volume of personal contacts and communicate with others under stressful conditions.

**Knowledge, Skills and Abilities (KSAs) -Required information, continued**

Applicant Name\_\_\_\_\_

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**KSA 3.** Ability to operate business-oriented equipment, computer systems, and associated software programs.

**KSA 4.** Ability to manage all aspects of a high quality visitor center operation.

**KSA 5.** Ability to communicate effectively.



## PRIVACY ACT AND PAPERWORK REDUCTION ACT STATEMENTS

**Privacy Act Statement:** This Privacy Act Statement is provided pursuant to 5 U.S.C. 552a (commonly known as the Privacy Act of 1974). The authority for this form is 5 U.S.C. 7201, which provides that the Office of Personnel Management shall implement a minority recruitment program, by the Uniform Guidelines on Employee Selection Procedures, 29 C.F.R. Part 1607.4, which requires collection of demographic data to determine if a selection procedure has an unlawful disparate impact, and by Section 501 of the Rehabilitation Act of 1973, which requires federal agencies to prepare affirmative action plans for the hiring and advancement of people with disabilities. Data relating to an individual applicant are not provided to selecting officials. This form will be seen by Human Resource personnel in the Office of Personnel Management (who are not involved in considering an applicant for a particular job) and by Equal Employment Opportunity Commission officials who will receive aggregate, non-identifiable data from the Office of Personnel Management derived from this form.

**Purpose and Routine Uses:** The aggregate, non-identifiable information summarizing all applicants for a position will be used by the Office of Personnel Management and by the Equal Employment Opportunity Commission to determine if the executive branch of the Federal Government is effectively recruiting and selecting individuals from all segments of the population. **Effects of Nondisclosure:** Providing this information is voluntary. No individual personnel selections are made based on this information. There will be no impact on your application if you choose not to answer any of these questions.

**Paperwork Reduction Act Statement:** The Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et. seq.) requires us to inform you that this information is being collected for planning and assessing affirmative employment program initiatives. Response to this request is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB Control Number. The estimated burden of completing this form is five (5) minutes per response, including the time for reviewing instructions. Direct comments regarding the burden estimate or any other aspect of this form to [INSERT: Agency name and address] and to the Office of Management Budget, Office of Information and Regulatory Affairs, Washington, DC 20503.