



# 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-15-008  
ISSUE DATE: February 5, 2015  
CLOSING DATE: February 19, 2015

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

Glacier Bay National Park and Preserve is accepting applications for full-time temporary work. More than one position may be filled from this bulletin.

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### POSITION

Visitor Services Assistant, GS-0303-04  
\$14.95 per hour plus 7.18% COLA

### DUTY LOCATION

Gustavus, AK  
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 late-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. Government housing may be available. A driver's license is required.

**DUTIES:** Operates the Visitor Information Station at Bartlett Cove. Responds to visitor information requests in person and via mail correspondence, telephone, electronic mail, and VHF radio. Administers vessel and backcountry permit systems for motorized vessels and campers as required by Federal regulation. Provides resource protection, health and safety, and general informational orientations to backcountry users and recreational boaters. Serves as radio dispatcher for park boating operations and during emergency incidents. Sells Alaska Geographic Association materials and performs other duties as assigned. May be required to assist with ranger patrols and trips into the park by boat, kayak, hiking or aircraft.

**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 and education 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. 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. Describe situations where you have effectively used these skills

**KSA 2. Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately. Give examples of when you’ve performed public speaking duties.

**KSA 3. Technology Application** - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Include information on what types of equipment you’ve used and the information that was communicated.

**KSA 4. Flexibility** - Adapts quickly to changes. Is open to change, new information and ability to perform dispatch duties. Provide examples of situations where you’ve demonstrated your ability to be flexible in your duties

**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.

- **Drug testing designated** – must receive negative results on a drug test prior to employment, and will be subject to random testing.

### **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 907-697-2230. **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, including current phone numbers for supervisors and references. Also include the dates worked (for example, June 2009 through August 2010), work schedule (for example, 40 hours per week); the position title; and employer name for each period of employment. If work experience was with the federal government, include the job title, series, and grade of the position.
- 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](#) can assist you. ([www.dol.gov/elaws/vets/vetpref/mserve.htm](http://www.dol.gov/elaws/vets/vetpref/mserve.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 \_\_\_\_\_

**GLBA-15-008**

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. 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. Describe situations where you have effectively used these skills

**KSA-2. Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately. Give examples of when you've performed public speaking duties.

**KSA-3. Technology Application** - Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Include information on what types of equipment you've used and the information that was communicated.



**Knowledge, Skills and Abilities (KSAs) (required information)(continued)**

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

**GLBA-15-008**

**KSA 4. Flexibility** - Adapts quickly to changes. Is open to change, new information and ability to perform dispatch duties. Provide examples of situations where you've demonstrated your ability to be flexible in your duties





**GENERAL INSTRUCTIONS:** The information from this survey is used to help ensure that agency personnel practices meet the requirements of Federal law. Your responses are voluntary. Please answer each of the questions to the best of your ability. Read each item thoroughly before completing the appropriate code number in the blank.

VACANCY ANNOUNCEMENT NUMBER GLBA-15-008	TODAY'S DATE: (MM/DD/YYYY)
POSITION TITLE: Visitor Service Assistant	SERIES/GRADE: GS-0303-04
1. NAME: (Last, First, MI)	
4. How did you learn about the position or exam you are applying for? Please circle your choice(s).	
01 Private Information Service 02 Magazine 03 Newspaper 04 Radio 05 Television 06 Poster 07 Private Employment Agency 08 State Employment Office	09 Agency Personnel Office 10 Federal Government recruitment at school/college 11 Federal/State/local job information 12 Religious Organization 13 School/college counselor or official 14 Friend/Relative working in agency 15 Friend/Relative not working in agency 16 Other(specify)_____
5. Please categorize yourself in terms of race and sex using the definitions below. Indicate in space number 6 the RACE/ETHNIC CODE which indicates the group you identify yourself. Check the appropriate space in number 7 to show your sex.	
A - American Indian or Alaskan Native B - Asian or Pacific Islander C - Black, not of Hispanic Origin D - Hispanic E - White, not of Hispanic Origin	6. RACE/ETHNIC CODE: _____ 7. Check to indicate your sex. Female: _____ Male: _____
8. Do you have any disabilities? Yes No	
<p><b>PRIVACY ACT INFORMATION</b></p> <p>This information is provided pursuant to Public Law 93-579 (Privacy Act of 1974), December 31, 1974, for individuals completing Federal records and forms that solicit personal information. <b>AUTHORITY:</b> Sections 1302, 3301, 3304, and 7201 of Title 5 of the U.S. Code. <b>PURPOSE AND ROUTINE USES:</b> The information from this survey is used for research and for a Federal Equal Opportunity recruitment program to help ensure that agency personnel practices meet the requirements of Federal law. <b>EFFECT OF NONDISCLOSURE:</b> Providing this information is voluntary. No individual personnel selections are made based on this information. <b>INFORMATION REGARDING DISCLOSURE OF YOUR SOCIAL SECURITY NUMBER UNDER PUBLIC LAW 93-579, SECTION 7 (b):</b> Solicitation of Social Security Number by the Office of Personnel Management is authorized under provisions of Executive Order 9397, dated November 22, 1943, and is used to relate this form with other records that you file with Federal agencies.</p>	



**ALASKA LOCAL HIRE APPLICANT ELIGIBILITY QUESTIONNAIRE**  
**Visitor Services Assistant, GS-0303-04**  
**GLBA-15-008**

*This eligibility questionnaire must be submitted with your application package. Please print your name and answer the following: .*

Your Name: \_\_\_\_\_

**Eligibility Questions**

1. How long have you lived or worked in the vicinity of Glacier Bay National Park and Preserve? (circle one)
  - a. Less than 12 months
  - b. 12 months or more
  - c. I have not lived or worked in or near the park
  
2. What time of year have you lived or worked in or near Glacier Bay National Park and Preserve? (circle all that apply)
  - a. during all or part of December through February
  - b. during all or part of March through May
  - c. during all or part of June through August
  - d. during all or part of September through November
  - e. I live (or have lived) in or near the park on a year around basis.
  
3. List your physical address(es) while living in the vicinity of Glacier Bay National Park and Preserve, and approximately when you lived there (month & year, for example Oct 2001 to September 2005 (use additional paper if needed) \_\_\_\_\_
  
4. Do you have knowledge, by virtue of living in this area, of one or more of the items listed below (circle all that apply)?
  - a. Community history such as: specific dates, important events, seasonal observations, customs, etc.
  - b. Geographic features and/or unique land markers such as: mountain or river locations, types of landscapes, or other
  - c. Wildlife (including identification of): mammals, birds, big game, fish, or other animals specific to the area.
  - d. General knowledge of safety precautions, weather conditions, recreation options, and important information knowledgeable to the local community.
  - e. Supplies and logistics needed for field camping including area-specific needs or that incorporate challenges or safety aspects specific to the area.
  - f. Other unique information not listed above that shows familiarity with the full range of typical conditions that affect the work to be accomplished. Describe here (use additional paper if needed):  
\_\_\_\_\_  
\_\_\_\_\_
  - g.
  - h. I do not have knowledge or experience as listed above.
  
5. How did you obtain your knowledge of the Glacier Bay National Park and Preserve area (circle all that apply)?
  - a. Personal knowledge such as: fishing, hunting, camping, hiking, etc.
  - b. Professional: obtained through work (this work, and the date and year worked, must be cited in your resume)
  - c. Official training: high school class, college course
  - d. Other resource used to obtain knowledge that is not listed above (you may be asked to elaborate later).
  - e. I do not have the knowledge listed above.

***Applicant Certification:***

I certify that the statements made on this application are true, correct and complete to the best of my knowledge. I understand that the information I provide may be verified and that I will not be considered if it is found to be inaccurate.

\_\_\_\_\_  
Applicant signature

\_\_\_\_\_  
Date

