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OFFICE OF PERSONNEL MANAGEMENT
DEPARTMENT OF THE INTERIOR
UNITED STATES OF AMERICA



Department: **Department Of The Interior**

Agency: **National Park Service**

Job Announcement Number:
HRFS 08-261 (SR180421)

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Park Ranger (General), GS-025-5

HOW TO APPLY:

HOW TO APPLY

APPLICATION MATERIALS **CANNOT** BE ACCEPTED BY MAIL OR EMAIL SENT TO THE HR FRANCHISE OFFICE.

IF YOU DO SEND THEM DIRECTLY TO THE HR FRANCHISE OFFICE BY MAIL OR EMAIL, YOU WILL NOT RECEIVE CONSIDERATION. YOU MUST FOLLOW THE DIRECTIONS BELOW TO APPLY.

To apply for this position, you must provide a complete Application Package, which includes both of the following parts:

1. Your responses to the Assessment Questionnaire, and
2. Your résumé or application form; and any other supporting documents needed (such as DD214 to show veterans' preference, or transcripts, for example.)

We encourage you to complete both of these steps online. Applying online is the most efficient and effective way to ensure your application is received and processed in a timely manner. If you cannot submit all application materials online, you may submit some documents online and some offline. For example, you may be able to submit the questionnaire and resume online but do not have an electronic copy of your transcripts. In this case, you may submit the questionnaire and resume online and send the transcripts via fax (see below).

Use Application Manager for convenience and quickest processing. You can track your progress to a Complete Application Package using the My Application Packages checklist and status displays in Application Manager.

DUE DATE: No matter how you apply (online or by faxing materials as directed below), your Application Package status must be Complete by Thursday, March 20, 2008. All resumes must be submitted by midnight Eastern time on the closing date. (DO NOT send your application or supporting documents directly to the HR Franchise Office by fax or mail. They **cannot be** accepted.)

Option A: Using Application Manager

To begin, choose one of these options:

- If your résumé is going to come **from the USAJOBS Resume Builder**, you begin the process by clicking the **Apply Online** button near the bottom of this page. Your résumé will be attached only to the Application Package you complete and Submit immediately **after** you click the Apply Online button for this job announcement, not to any Application Packages you may already have created.
- If your résumé is going to be one you prepared **outside of USAJOBS Résumé Builder**, you will be given the

option to upload these documents in the Application Manager. Click this link to begin the process: [Online Questionnaire](#). If you need help with how to upload documents you may contact the application manager help desk, or click on the help button within the Application Manager.

After the assessment questionnaire is submitted, you will receive a notice that indicates the submission was successful.

To return to Application Manager at any time, use whichever one of the links you used to begin as described above, or simply go to <https://ApplicationManager.org>. To apply for this position, the Vacancy ID Number is: SR180421.

MORE DETAILS: The USAJOBS web site provides a "Create a Resume" feature that you may use to develop and submit a resume for this position. The completed resume can be attached to this vacancy announcement and submitted electronically. To do so, scroll down to the end of the vacancy announcement. Click on the "Apply Online" icon. Then follow the USAJOBS web site instructions. Your resume will be attached only to the online Assessment Questionnaire you complete and Submit from this session. (It will not be attached any other Questionnaires you may already have Saved or Submitted). If you do not have all the requested documents stored in the USAJOBS resume builder, you will be able to upload the rest of your documents and/or fax the remaining documents, such as veterans preference or transcript documentation. See information below for how to fax supporting documentation.

FAXING DOCUMENTS: If you ARE able to complete the Assessment Questionnaire online, as outlined above, but are unable to upload your resume, transcripts, or DD214, or other necessary application materials, you may use the official cover sheet (link provided in next paragraph) and fax all or part of your other documentation to:

FAX NUMBER: 1-478-757-3144.

When faxing documents, always use the official cover sheet which is here -- <http://staffing.opm.gov/pdf/usascover.pdf> -- and be sure to fill it out completely and clearly, including the Vacancy ID Number for this announcement SR180421. Feed all documents into your fax machine top first so that we receive them right-side up.

Please note that: You must use the official fax number provided above. (Applications or supporting information faxed, mailed, or emailed directly to the HR Franchise Office will **NOT** be accepted).

HOW TO SAVE AND RETURN TO COMPLETE YOUR ONLINE ASSESSMENT QUESTIONNAIRE:

If you want to "Save" an incomplete online Assessment Questionnaire and return later, select the "Save" button at the top or bottom of each of the application pages and click the "Logout" button.

If you have "Saved" an incomplete online Applicant Assessment Questionnaire, you may finish it and/or upload documents by clicking on or inserting this link into your internet browser <https://ApplicationManager.org>. Insert your USAStaffing Application Manager User Name and Password and click the "Go" button. Once you are logged in, click on the Vacancy ID number on which you would like to work. The Vacancy ID Number for this position is SR180421.

If you submit more than one online Assessment Questionnaire for this position, the most recent one submitted is the one that is used. Therefore, it is important for you to complete it in its entirety.

HOW TO VERIFY YOUR APPLICATION MATERIALS HAVE BEEN SUCCESSFULLY SUBMITTED:

1. Go to <https://ApplicationManager.org> and log in using your USAStaffing Application Manager User Name and Password.

2. Verify that your questionnaire, resume, and supporting documents were submitted successfully by clicking on the appropriate Vacancy ID: SR180421

3. Verify that all of your documents were submitted by reviewing the table.

-If an Item (Type of Document) on the table appears with a status of "OK", that Item was successfully submitted.

IF YOU NEED HELP WITH THE ONLINE APPLICATION PROCESS: If you need help, or have problems with using the online application process, send an email to applicationmanagerhelpdesk@opm.gov.

Option B: Paper Qualifications Questionnaire

WHAT TO DO IF YOU CANNOT APPLY ONLINE: If it is not possible for you to use *Application Manager* to complete the Assessment questionnaire, you can write your answers on paper. Follow these steps:

1. You can print a copy of this job announcement so that you can read the questions offline.
2. Obtain and print a copy of the OPM Form 1203-FX, which you will use to provide your answers. You can obtain the form at this URL http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf or by calling USAJOBS by Phone at (703) 724-1850; after the introduction, press 1, and listen for instructions. Print a copy of this job announcement and use the Form 1203-FX as a response sheet when answering the assessment questionnaire portion of this announcement.
3. You may submit the Form 1203-FX, resume, and/or any supporting documents, by fax.

By Fax: If you are faxing a Form 1203-FX, **do not** use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.

If you are faxing any documents (such as resume, transcripts, miscellaneous materials or veterans' preference documents) *without* the Form 1203-FX on top, always use the official cover sheet which is here -- <http://staffing.opm.gov/pdf/usascoversheet.pdf> -- and be sure to fill it out completely and clearly.

The fax number is 1-478-757-3144.

Feed all documents into your fax machine top first so that we receive them right-side up.

INSTRUCTIONS FOR ANSWERING THE ONLINE ASSESSMENT QUESTIONNAIRE:

You may omit any optional information; however, you must provide responses to all required questions. Be sure to double check your application before submission by viewing your answers before submitting your answers. You must click the "Submit Your Answers" button when you are done. Follow the instructions that appear on the screen until you receive an acknowledgment that your answers have been successfully submitted. The online Assessment Questionnaire must be completed and submitted by 12:00 midnight Eastern time on Thursday, March 20, 2008.

Here's a printed out version of the entire Assessment Questionnaire you will be answering as a part of your application:

Social Security Number

Vacancy Identification Number

SR180421

1. Title of Job

Park Ranger (General), GS-025-5

2. Biographic Data

3. E-Mail Address

4. Work Information

If you are applying by the OPM Form 1203-FX leave this section blank.

5. Employment Availability

If you are applying by the OPM Form 1203-FX leave this section blank.

6. Citizenship

Are you a citizen of the United States?

7. Background Information

If you are applying by the OPM Form 1203-FX leave this section blank.

8. Other Information

If you are applying by the OPM Form 1203-FX leave this section blank.

9. Languages

If you are applying by the OPM Form 1203-FX leave this section blank.

10. Lowest Grade

05

11. Miscellaneous Information

If you are applying by the OPM Form 1203-FX leave this section blank.

12. Special Knowledge

If you are applying by the OPM Form 1203-FX leave this section blank.

13. Test Location

If you are applying by the OPM Form 1203-FX leave this section blank.

14. Veteran Preference Claim**15. Dates of Active Duty - Military Service****16. Availability Date****17. Service Computation Date**

If you are applying by the OPM Form 1203-FX leave this section blank.

18. Other Date Information

If you are applying by the OPM Form 1203-FX leave this section blank.

19. Job Preference

If you are applying by the OPM Form 1203-FX leave this section blank.

20. Occupational Specialties

001 General

21. Geographic Availability

7077 Saint Gaudens NHS, NH

22. Transition Assistance Plan

If you are applying by the OPM Form 1203-FX leave this section blank.

23. Job Related Experience

If you are applying by the OPM Form 1203-FX leave this section blank.

24. Personal Background Information

If you are applying by the OPM Form 1203-FX leave this section blank.

25. Occupational/Assessment Questions:

1. From the descriptions below, select one response that best describes how your background meets the basic experience or education requirements for a Park Ranger (Interpretive), GS-0025-05 position. Read all responses before making your selection. **MARK ONLY ONE RESPONSE.** If you select 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 ANSWER YOU CLAIM UNDER THIS AND OTHER QUESTIONS. IF NOT, YOU WILL BE FOUND TO BE NOT QUALIFIED OR YOUR SCORE WILL BE LOWERED.

A. I possess one year of specialized experience equivalent to the GS-04 level. Specialized experience is experience that equipped the applicant with the particular knowledge, skills, and abilities needed to successfully perform the duties of this position. Examples of specialized experience could include Park Guide or tour leader; environmental educator or teacher; law enforcement or investigative work; archeological or historical preservation research work; forestry and/or fire management work in a park, recreation, or conservation area; management, assistant, or program specialist work involving the development and implementation of policy related to protection, conservation, or management of park areas or similar operations; or other similar work. To be creditable, this experience must have been equivalent in level of difficulty and responsibility to that of at least the GS-04 grade level in the federal service.

B. I have four years of education above high school (120 semester hour or 180 quarter hours) leading to a bachelors degree with major study or 24 semester hours of course work in a related field, and I do not have the experience described in A above. (Related fields of study include natural resource management, natural sciences, earth sciences, history, archaeology, anthropology, park and recreation management, law enforcement/police science, social sciences, museum sciences, business administration, public administration, behavioral sciences, sociology, or other closely related subjects pertinent to the management and protection of natural and cultural resources.)

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 or a complete list of college courses taken that identifies for each course the college or university, 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).

C. I have NOT completed 1 full year of specialized experience as described in 1A above or the 4 years of education as indicated in 1B above, but I have an equivalent combination of education and experience. **NOTE:** Only education in excess of the first 60 semester hours of a course of study leading to a bachelor's degree is creditable toward meeting the specialized experience requirements. Two full academic years of study, or 60 semester hours, beyond the second year is equivalent to 1 year of specialized experience. For example, I have 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 (50% of the qualifying education) which included at least 12 semester hours of related coursework as specified in B above (50% of the related coursework required).

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

For the questions below, please select 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.

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, your score will be lowered or 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.

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 I have not yet performed it on the job.

C- Have performed this task on the job, with close supervision from supervisor or senior employee.

D- I have performed this task as a regular part of a job, independently and usually without supervision from senior employee.

E- I have supervised the performance of this task, and/or am regarded as expert in performing this task, and/or have trained, or am consulted by others, on how to do this.

Important: The information you provide in your application materials must support the level you claim in your responses to the questions below, by providing details of your relevant experience. This is especially critical for each D or E response you claim. If not, your score will be lowered.

2. Present informational and interpretive talks and/or guided tours to visitors (individuals, groups, and special interest groups) to enhance the public's understanding and enjoyment of the natural/cultural/historic environment.

3. Deliver interpretive presentations that require the adaptation of methods or techniques to meet the needs of diverse audiences (different ages, levels of knowledge or understanding of the subject, or interest levels, for example).

4. Express information on cultural resources, or historic figures to diverse audiences, effectively taking into account the audience and nature of the information.

5. Develop and present interpretive presentations following the principles of the Interpretive Development Program (IDP).

6. Research and develop illustrated programs, walks, or demonstrations featuring cultural resource topics, such as daily home life, artistic endeavors of the period, social structure, language, etc.

7. Use a variety of presentation techniques in making presentations, such as story-telling, hands-on, demonstrations, questioning, etc. (Be sure to list and describe these in your application materials.)

8. Make interpretive presentations that incorporate and reflect a variety of learning styles, such as audio, visual, and kinesthetic (interactive) learning styles.

9. Facilitate the opportunity for visitors to make meaningful, personal connections with park resource (tangibles) using thematic interpretation that incorporates intangible meanings and universal concepts.

10. Conduct research and prepare outlines and written materials to develop interpretive talks and programs about historic figures. (Be sure to include research efforts including interviews, literature or library research, and/or other means of investigation in your application.)

11. Research and develop interpretive programs and materials on historic themes.

12. Research and develop interpretive programs and materials on cultural themes, specifically 19th century American history and art history. (Be sure to detail this research in your application).

13. Present interpretive multi-media programs or slide shows on cultural history topics.

14. Present interpretive conducted activity programs, illustrated programs, or demonstrations that focus on the fine arts such as ranger-led walks, talks, tours, illustrated programs, or living history demonstrations. (Be sure to detail this experience in your application).

15. Present interpretive talks or guided tours in an art museum, gallery, or private collection.

16. Work in a visitor center or information kiosk in a State, National, or local Park, Historical Site, outdoor education center, public gardens, or comparable informational visitor-oriented operation.

17. Independently perform opening and closing operations for a business, visitor, or interpretive center.
18. Update informational/educational exhibits and maintain bulletin board.
19. Collect cash and other payments in a high volume cost operation such as a busy entrance station, movie theater, grocery store, or restaurant. Calculate costs, make change and/or process credit card transactions for customer purchases/payments.
20. Use office equipment that includes electronic cash register, credit card machines, or computers to perform fee collection or cash processing work.
21. Prepare and reconcile remittance reports and bank deposits. Troubleshoot accounting problems and correct errors.
22. Sell merchandise or accountable property such as tickets or passes, and fill out daily shift accounting reports for sales.
23. Maintain inventory, stock and maintain supplies of information/documents needed.
24. Set up, operate, and troubleshoot audio-visual equipment for presentations and talks. (Be sure to specifically describe the types of equipment operated in your resume.)
25. Disseminate general park information and provide orientation about park services or activities and other information of interest to the public.
26. Guide or assist park volunteers and/or lower-graded staff as required; or trains others to operate a visitor center.
27. Process requests for information in accordance with established procedure.
28. Answer questions from the public; interact with and serve a variety of customers to provide information and assistance, and to resolve problems.
29. Educate visitors regarding the rules and limitations on park usage and visitor safety, and gain friendly compliance with the regulations.
30. Educate visitors regarding activities that impact upon the preservation of natural and cultural resources (such as Leave No Trace).
31. Show understanding, courtesy, tact, empathy, concern; relate well to people from varied backgrounds and situations.
32. Communicate natural history or cultural history information to diverse audiences.
33. Courteously and effectively respond to customer complaints, adjusting approach to maintain good rapport and communication.
34. Maintain courtesy and rapport with individuals when contacting them to gain their cooperation; for example, when contacting visitors who are behaving in an unsafe way, or are not in compliance with park rules, in order to obtain their compliance.
35. Prepare correspondence in reply to written inquiries and communications.
36. Gather information and prepare articles, publications, formal reports, papers, or bulletins.
37. Write bulletins, brochures, or articles on natural or cultural resource topics. (Be sure to list and describe in your application materials.)
38. Prepare technical or program reports.
39. Write narrative text for public displays or exhibits.
40. Use word processing software to prepare letters, reports, or other documents.

41. Read and respond to email communications, and/or access the Internet to obtain information.
42. Use desktop publishing software (such as InDesign, PageMaker, Quark, or Publisher) to create materials.
43. Use PowerPoint or other presentation software to create a presentation.
44. Use business software (such as database, word processing, and/or spreadsheet software) to enter, track, monitor, and report information.
45. Use image editing software to manipulate digital images and graphics.
46. Use graphic editing software (such as Photoshop, Paint Shop Pro, Corel Draw, or Illustrator) to produce written materials.

ADDITIONAL INFORMATION: WHAT TO INCLUDE IN YOUR SUPPORTING APPLICATION MATERIALS

(1) APPLICATION OR RESUME: A written application for employment. You may submit a resume, a completed OF-612 Optional Application for Federal Employment (which can be obtained at www.opm.gov/of612.htm), or any other alternative format. SPECIAL NOTE: Your application should include a work experience block for each paid or non-paid position held that relates to the job for which you are applying. Be sure to indicate the month and year you began and ended each job, and the number of hours worked per week. Your application materials must include all of the information specified in this vacancy announcement.

YOU MUST PROVIDE INFORMATION ABOUT YOUR EXPERIENCE AND/OR EDUCATION THAT SUPPORTS THE ANSWERS YOU GAVE IN THE QUESTIONNAIRE. The vacancy announcement includes a list of the Knowledge, Skills, and Abilities (the Rating Factors) that have been identified as being needed to perform the work of this position. The questions in the Assessment Questionnaire for this position are based on these KSAs, and are designed to assess your capability to perform the work. **Be sure your resume or other application materials you submit include detailed information to support your answers on the questionnaire.** This can be done in the resume itself in your work experience descriptions; or if you prefer, you can include a separate page with your resume that specifically addresses the KSAs, and/or the answers you provided to the questionnaire, describing the related experience or education that support your answers. Be aware that we will review application materials, and if it is not apparent how you acquired the level you claim in your answers to the questionnaire, **your score will be lowered. Be especially sure to indicate in writing how you meet any mandatory requirements specified in the announcement (Selective Factors), as this is required to be found qualified.**

Applications must be typed or printed clearly in dark ink. A blank OF-612, other forms, or additional information on how to apply for Federal jobs can be obtained from the Internet at www.usajobs.opm.gov, or by calling (478) 757-3000 or TDD (478) 744-2299.

Upon selection and offer of employment, applicants will be asked to complete an Optional Form 306, Declaration for Federal Employment to determine their suitability for Federal employment and to authorize a background investigation. You will be asked to sign and certify the accuracy of all the information in your application. If you make a false statement in any part of your application, you may not be hired, may be fired after beginning work, or may be fined or jailed.

2) VETERAN'S PREFERENCE: If you are claiming Veteran's preference, you MUST clearly identify your claim for veteran's preference on your application, and must provide specific required evidence such as: DD-214 (Member Copy 4), Certificate of Release or Discharge from Active Duty, or Standard Form 15 (SF-15), "Application for 10-Point Veterans Preference" and proof requested on the form. Failure to submit appropriate supporting documentation will result in NOT granting veteran's preference. For more information on Veteran's preference, visit: <http://www.opm.gov/veterans/html/vetguide.asp>.

3) APPLICANTS UNDER SPECIAL APPOINTING AUTHORITIES OR VEOA ACCESS: Applicants applying under any special hiring authority or access should identify the program under which they are applying and must

submit the documentation required to show eligibility under the special program.

4) COLLEGE TRANSCRIPTS: If you are using education to qualify, **you must** submit a copy of your college transcripts (or a complete list of all college or other courses taken, indicating the course titles, dates attended, credit and grade received).

5) SF-50, NOTIFICATION OF PERSONNEL ACTION: *Only if you are a current or former Federal Civilian employee*, provide a copy of your SF-50 showing current grade and tenure and an SF-50 showing highest (permanent) grade ever held, or an SF-50 showing permanent status, if different.

DO NOT INCLUDE THE FOLLOWING IN YOUR APPLICATION OR RESUME:

- Documents containing your photograph. 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.

IF YOU NEED HELP WITH THE ONLINE APPLICATION PROCESS: If you need help, or have problems with using the online application process, send an email to applicationmanagerhelpdesk@opm.gov

IMPORTANT:

YOU MUST FOLLOW THE DIRECTIONS DESCRIBED ABOVE TO APPLY. APPLICATION MATERIALS **CANNOT** BE ACCEPTED BY MAIL OR EMAIL SENT TO THE HR FRANCHISE OFFICE. IF YOU DO SEND THEM DIRECTLY TO THE HR FRANCHISE OFFICE BY MAIL OR EMAIL, **YOU WILL NOT RECEIVE CONSIDERATION.**

FOR ADDITIONAL INFORMATION ON THIS ANNOUNCEMENT, CONTACT:

Email: WASO_HRFranchise_Seasonal@nps.gov or call: 1-888-279-9193.

REQUIRED DOCUMENTS:

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To apply for this position, you must provide a complete Application Package, which includes both of the following parts:

1. Your responses to the Assessment Questionnaire, and
2. Your résumé or application form; and any other supporting documents needed (such as DD214 to show veterans' preference, or transcripts, for example.)

AGENCY CONTACT INFO:

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HR Support
Phone: (888)279-9193
Email: WASO_HRFranchise_Seasonal@nps.gov

Or write:
WASO HR Franchise
12795 West Alameda Parkway
Lakewood, CO 80228
USA

WHAT TO EXPECT NEXT:

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Once your complete application is received, we will verify your responses provided in the Assessment Questionnaire against your other supporting application materials you submitted, and your final score will be assigned. Based on applicant scores, the most highly qualified candidates

will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 60 days of the closing date of this announcement.

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Send Mail to:
WASO HR Franchise
12795 West Alameda Parkway
Lakewood, CO 80228
USA



Questions?

For questions about this job:
HR Support
Phone: (888)279-9193
Email:
WASO_HRFranchise_Seasonal@nps.gov

USAJOBS Control Number: 1164244

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