



VETSWORK AMERICORPS POSITION DESCRIPTION



POSITION TITLE: Customer Service

PROJECT SPONSOR: Huron-Manistee National Forests

SERVICE DATES: 45 weeks from date of enrollment

PROJECT LOCATION: 650 North Michigan Avenue, Baldwin, MI 49304



POSITION SUMMARY: In partnership with the Mt. Adams Institute, the Huron-Manistee National Forest is looking to support a customer service position which will serve as an integral member of the administration team. The Intern will work with a full-time administrative specialist, and may be required to work alone from time to time and on Saturdays during Summer Season (Memorial through Labor Day). The position interacts closely with members of the public and district staff. The Intern will require strong communication skills, both written and verbal. The position works both independently and in a team environment. Most of the work will be in an office setting, with occasional field visits to gain knowledge of programs and functions.

GENERAL RESPONSIBILITIES (TO INCLUDE, BUT NOT LIMITED TO):

1. Ensures that the information desk at the reception area is covered at all times in order to greet visitors and answer phone calls. Provide information and guidance to the public regarding Forest policies, programs and general area information. Evaluates inquiries in order to provide the most useful and accurate information; directing inquiries to the appropriate staff when necessary.
2. Provides interpretive answers to a wide variety of visitor interests, such as the identification of local flora and fauna or the location of campgrounds and trailheads. Must be familiar with trails, campgrounds, roads, and other areas on the unit.
3. Serves as a Collection Officer to sell forest timber permits and recreation products in accordance with manual and handbook requirements. Responsible for submitting and accounting for collected monies using approved computer programs and records.
4. Performs regular daily activities for the reception area including but not limited to, daily opening and closing of the facility, raising and lowering the flag when necessary, and maintaining the front desk. Provides visitors with effective instructions on security and safety procedures and informs the supervisor of visitor needs. Maintains a lost and found for visitors and staff.
5. Coordinates Interpretive Association product sales, including ordering, stocking, sales, quarterly inventory and reporting.
6. Participates with staff specialists and public affairs office to provide the latest, most accurate and appropriate information to the public. 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. Works with the public affairs unit to ensure that current and accurate information is available on the external Forest Service website. Updates information such as road and recreation closures. Responds to and directs web and e-mail inquiries to the appropriate personnel. Acts as a liaison to other information centers such as other Forest Service offices or the local Chamber of Commerce.
7. Handles clerical duties, such as mail and package delivery. Supports the office staff as tasks arise and as assigned by the supervisor.
8. Complete a Community Action Project that is identified by the Intern, researched, and implemented during the term of service.

9. Attend and complete all MAI/AmeriCorps training and service requirements including orientation, trainings, team meetings and national service days.
10. Complete and submit all necessary MAI/AmeriCorps paperwork and reports in a timely manner.
11. Wear an MAI uniform and/or appropriate identifiers and required safety gear while performing service or attending official events.

POSITION REQUIREMENTS:

1. Must have a valid driver's license, clean driving record and ability to provide documentation.
2. Ability to use a variety of office and computer equipment to accomplish project and unit goals.
3. Skill in oral and written communication.
4. Motivation, positive attitude, and a strong will to be a productive member of a team.
5. Experience with customer service.
6. Meet other requirements of a federal employee (eg. background check)
7. Must have served in US Armed Forces and have a DD214 with an honorable discharge.
8. 21 years of age at beginning of service term.
9. U.S. citizen, national or lawful permanent resident.
10. Possession of a high school diploma or equivalent, or commit to earning one prior to receiving education award.
11. Ability to commit to the full 45-week term of service (10 ½ - months).
12. Selection, placement and retention are contingent upon passing the National Sex Offender Public Register and a national FBI fingerprint check. Position does have recurring access to vulnerable populations.
13. Members are eligible to serve up to four terms of service and receive AmeriCorps Education awards for each term of service up to the value of two full time education awards only. It is the responsibility of the applicant to inform MAI of any previous service in an AmeriCorps program, regardless of whether or not they completed the previous term(s) of service. MAI is not liable for providing an Education Award to a member if they are not eligible under the Corporation for National and Community Service AmeriCorps guidelines.

PREFERRED QUALIFICATIONS:

1. General knowledge of natural resource management and conservation and how this knowledge applies to visitor management.
2. Strong connection to the natural world.
3. Experience providing customer service with multi line phone system.
4. Comfortable with computers and Microsoft Office applications.

MEMBER BENEFITS INCLUDE:

1. VetsWork is an apprenticeship program approved by the Department of Veterans Affairs (VA) and the Department of Labor. Members with G.I. Bill benefits may be able to dual enroll as an apprentice and access their Monthly Housing Allowance (MHA) of up to approximately \$2,400 per month. Actual benefits vary by individuals' qualified benefits.
2. \$15,750 living allowance paid over the 10 ½ -month term of service (\$350 weekly, before taxes).
3. \$6,095 education award (qualified student loans and/or education expenses)
4. Loan Forbearance
5. Health Care Insurance
6. Child Care Reimbursement
7. Professional development, trainings and networking opportunities.
8. Free government bunk housing

TRANSPORTATION INFORMATION:

1. Project site is not accessible by public transportation.
2. Agency/Organization vehicles are available for work-related travel.
3. Intern is responsible for travel to and from orientation and to and from duty station

EQUAL OPPORTUNITY:

People of color, people with disabilities, veterans and LGBTQ candidates are strongly encouraged to apply. MAI is committed to a diverse workplace and to supporting our staff with ongoing career development opportunities. MAI is an equal opportunity employer and does not discriminate in its employment decisions.

MAI provides reasonable accommodations to applicants and employees as required by law. Applicants with disabilities may request a reasonable accommodation at any point in the employment process.

APPLICATION INSTRUCTIONS:

Email the following 4 documents to katie@mtadamsinstitute.org:

- Resume (Include contact information for three professional references – this could be military, civilian, or academic)
- Cover letter (One for each position applying to).
- Supplemental Questions:
 - What is your motivation for applying to VetsWork?
 - What are you hoping to get out of this experience?
- Copy of your DD 214 with an honorable discharge:
 - “General under honorable conditions” discharge are considered on a case-by-case basis
 - Must be long form “Member 4 copy” (has 30 total boxes of information).

ADDITIONAL INFORMATION:

- MAI screens all applications and conducts pre-interviews. If qualified, MAI will conduct thorough reference checks and recommend candidate for Sponsor Site interviews.
- If VetsWork position is offered, additional paperwork will be required.
- Application are open until filled
- Interviews will occur as qualified applications are received.
- More information can be found at “[VetsWork Frequently Asked Questions](#)” and “[Is VetsWork Right for Me?](#)”
- Cover letter information can be found at <https://www.macslis.org/articles/cover-letters>

QUESTIONS? Contact: Katie Schmidt | Recruitment Coordinator
509-395-3465
katie@mtadamsinstitute.org
mtadamsinstitute.org