

# VETSWORK – ENVIRONMENT

## AMERICORPS POSITION DESCRIPTION



for the greatest good



**POSITION TITLE:** Customer Service Assistant

**PARTNER ORGANIZATION:** Huron-Manistee National Forests

**WEBSITE:** <https://www.fs.usda.gov/hmnf>

**PROJECT LOCATION:** 650 North Michigan Ave., Baldwin, MI 49304

**SERVICE DATES:** Open Until Filled (32 week / 1200 hour position)

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**POSITION SUMMARY:** In partnership with the Mt. Adams Institute (MAI), 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 serve 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 be required to have strong communication skills; both written and verbal. The position works both independently and in a team environment. Most of the tasks will be in an office setting, with occasional field visits to gain knowledge of programs and functions.

**ESSENTIAL FUNCTIONS (TO INCLUDE, BUT NOT LIMITED TO):**

- 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.
- 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.
- 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.
- 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.
- Coordinates Interpretive Association product sales, including ordering, stocking, sales, quarterly inventory and reporting.
- 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.
- Handles clerical duties, such as mail and package delivery. Supports the office staff as tasks arise and as assigned by the supervisor.

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- Attend and complete all MAI/AmeriCorps trainings and service requirements including orientation, trainings and team meetings.
- Complete and submit all necessary MAI/AmeriCorps paperwork and reports in a timely manner.
- Wear MAI identifiers and required safety gear while performing service or attending official events.

#### **POSITION REQUIREMENTS:**

- Must have a valid driver's license, clean driving record and ability to provide documentation.
- Attend mandatory virtual MAI Orientation and Intern trainings (mid-term).
- Ability to use a variety of office and computer equipment to accomplish project and unit goals.
- Skill in oral and written communication.
- Motivation, positive attitude, and a strong will to be a productive member of a team.
- Experience with customer service.
- Comply with all Partner Organizations safety policies and procedures.
- Meet other requirements of a federal employee (eg. background check).
- Must have served in US Armed Forces and have a DD214 with an honorable discharge.
- At least 21 years of age at beginning of service term.
- U.S. citizen, national or lawful permanent resident.
- Possession of a high school diploma or equivalent, or commit to earning one prior to receiving education award.
- Ability to commit to the full 45-week term of service.
- Selection, placement and retention are contingent upon passing the National Sex Offender Public Registry, state of service and state of residence criminal history check and a national FBI check.
- 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.
- **Must be willing to respond to COVID-19 restrictions by altering duties, working remotely from home, wearing designated Personal Protective Equipment (PPE) such as masks, ensure social distancing and follow all agency requirements while working and living in agency housing.**

#### **PREFERRED QUALIFICATIONS:**

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

#### **BENEFITS INCLUDE:**

- \$11,200 living allowance paid over the 32 week term of service (\$350 weekly, before taxes).
- \$4,441.5 education award (qualified student loans and/or education expenses)
- Loan Forbearance
- Health Care Insurance
- Child Care Reimbursement
- Professional development, trainings and networking opportunities.

#### **HOUSING:**

- Free housing in Forest Service bunkhouse

#### **TRANSPORTATION INFORMATION:**

- Project site is not accessible by public transportation.

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- Agency/Organization vehicles are available for work-related travel.
- Intern is responsible for travel to and from orientation and to and from duty station.

#### **OTHER CONSIDERATIONS:**

- Learn more about the Baldwin / White Cloud Ranger District: <https://www.fs.usda.gov/main/hmnf/about-forest>.
- Learn more about the village of Baldwin: <https://villageofbaldwin.org/>.

#### **DIVERSITY, EQUITY AND INCLUSION:**

MAI celebrates equity, diversity, and inclusiveness and does not discriminate against any person or group based on race, ethnicity, culture, age, gender, sexual orientation, expression, gender identity, ability, national origin or ancestry, veteran status, social economic class, religion, professional status, pregnancy, or parents/guardians with children. MAI is committed to a diverse workplace and to supporting our Interns and staff with trainings and career development opportunities.

MAI provides reasonable accommodations to applicants and employees. Applicants with disabilities may request a reasonable accommodation and/or alternative formats at any point in the employment process.

#### **APPLICATION INSTRUCTIONS:**

Email the following documents to Katie Schmidt at [katie@mtadamsinstitute.org](mailto:katie@mtadamsinstitute.org):

- Resume
- Cover Letter (One for each position applying to).
- Three Professional References (military, civilian, or academic) – Information to include: name, title, relation to you, email & phone number.
- Supplemental Questions:
  - What is your motivation for applying to VetsWork?
  - What are you hoping to get out of this experience?
- DD 214 – (with 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).

#### **PROCESS:**

1. MAI screens application materials, conduct pre-interviews, and recommends qualified applicants for Service Site interviews.
2. Service Sites interview candidates, conduct reference checks and recommend placement.
3. If position is offered, additional paperwork will be required.

***Due to Covid-19 parts of our programming may change***

#### **ADDITIONAL INFORMATION:**

- More information 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 | 503 504 5994

[katie@mtadamsinstitute.org](mailto:katie@mtadamsinstitute.org) | [mtadamsinstitute.org](http://mtadamsinstitute.org)



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