



Customer Service Representative

GS-0303-5

Duty Station: Olympia, WA



Overview:

The Olympic National Forest is seeking candidates for a transitioning military internship for a GS-0303-5 Customer Service Representative. The internship will be 120 days, and upon successful completion the intern will be considered to fill this full-time position through non-competitive placement with Veterans Recruitment Appointment (VRA).

The Customer Service Representative is a mission-essential position serving the public by providing real-time information for many areas of interest – selling permits, recreation passes, maps & souvenirs, and advising about area closures and other safety related matters affecting access to public lands. This position also supports internal customers (employees) in a wide range of administrative duties: maintaining office equipment, scheduling conference rooms appointments, badging and ID administration, answering phones and fielding inquiries, and coordinating many other facilities related matters such as mail, recycling, archiving records, purchasing supplies etc.

A small but mighty national forest, the Olympic National Forest is uniquely situated on the Olympic Peninsula, a primarily rural area surrounded by saltwater on three sides, with the Olympic Mountains nestled at its center and the continuously expanding I-5 urban centers (Olympia, Tacoma, Seattle, Everett) just a short drive away. The unique physical and social environments surrounding the Olympic Peninsula generate management needs that drive the way we approach our work. Driven by relationships and guided by science, the Olympic National Forest is committed to being a team-oriented, collaborative organization that nurtures a respectful, professional workplace. The Forest is building a staff of diverse, adaptive leaders who provide innovative ideas from different perspectives to develop thoughtful solutions to complex opportunities. The Olympic National Forest embraces a culture of learning, inclusion, service, and accountability.

Duty Station:

Landscapes across the forest are wonderfully diverse, including coastal, mountainous, and saltwater fjord settings. Our program of work is as diverse as the lands we manage and the public we aim to serve. This includes watershed management protecting threatened and endangered species, timber stand restoration thinning that enhances wildlife habit while providing benefits to local economies, sustaining a world-class recreation program, controlling invasive weeds, suppressing wildfires, engineering to support it all and communications and community engagement to share our work.

OLYMPIA:

The Forest Supervisor's Office is the forest headquarters is in Olympia, WA. Olympia is the state capitol of Washington, and a large metropolitan city in Thurston County with immediately neighboring cities of Tumwater and Lacey. The tri-city area supports major schools, places of worship, stores etc. Olympia is located at a crossroads of I-5 and HWY 101, with easy access to the Olympic Peninsula to the northwest, and Seattle/Tacoma region to the northeast. More information about the area can be found on the [City of Olympia](#) or [Thurston County](#) websites.

If you are interested in this position and excited about joining our team, complete and respond to the WorkEx outreach to be considered.

FOR MORE INFORMATION about this vacancy please contact Michael Lang, at 360-956-2430 or at: michael.lang@usda.gov