



COLORADO

Parks and Wildlife

Department of Natural Resources

Statewide Volunteer Program Assistant

DEADLINE FOR APPLICATIONS: Tuesday, January 19, 2021

START & END DATE: Start as soon as possible, 9 month term

PAY RATE: \$16.00-17.25/hour

SCHEDULE: 40 hours/week, primarily weekdays from 8:00am - 4:30pm (open to negotiation)

LOCATION: Colorado Parks and Wildlife (CPW) Office, 6060 Broadway, Denver, CO 80216.

- Work from home with occasional in-office days until COVID-19 restrictions lift. Laptop provided. No reimbursement available for home internet but can discuss options.
- Office located along the [RTD 8 line bus route \(stop at Broadway & 60th Pl\)](#).

JOB DESCRIPTION:

CPW's Volunteer Program engages 6,000 volunteers annually in a variety of projects and programs around the state relating to Colorado's wildlife, state parks, and natural resource management. The Volunteer Program team includes one statewide volunteer coordinator, four regional volunteer coordinators, and one program assistant, and there are a few hundred staff across the agency who work with volunteers.

The Program Assistant is an administrative position intended to ensure a smooth and effective experience for volunteers and staff. You will advance our mission through staff support and behind-the-scenes volunteer recruitment, communication, support, and data management. This position is key to implementing volunteer engagement best practices, and offers networking opportunities in state government and the natural resource field.

RESPONSIBILITIES:

- Lead high-quality, responsive customer service for volunteers and staff across roles and geographies through daily phone and email communications. Manage volunteer email account, answer inquiries, fulfill requests, address questions, and suggest strategies.
- Maintain volunteer database via updated and accurate records, and staff and volunteer assistance. Help develop, test, migrate data, launch, and train others on our new database.
- Coordinate volunteer recruitment and support placement for programs, including the Camp Host program and annual International Sportsmen's Expo.
- Provide first line of support for youth intern on their role in volunteer and staff customer service, database management, monthly volunteer newsletters, volunteer Facebook group, and recognition efforts. Cover responsibilities if intern unavailable.
- Manage statewide volunteer uniform inventory, budget, product orders, staff requests, and annual statewide inventory.
- Support cultivation of partnerships, particularly those doing work with equity and inclusion, community engagement, and conservation.
- Implement and conduct analysis and reporting of annual volunteer and staff surveys.
- Coordinate occasional volunteer or staff training.
- Update job aides, resources, and shared file drives at least annually.

- Other duties and special projects as assigned.

MINIMUM REQUIREMENTS:

- Collaborative, driven, and committed team player.
- Self-motivated and proactive in spending time efficiently with attention to detail.
- Excellent communication and customer service skills (written and verbal).
- Excellent organization; ability to balance multiple responsibilities while working independently.
- Demonstrated ability to build relationships, whether during one or many interactions.
- Willingness and enthusiasm to support a wide variety of employees and volunteers from behind the scenes. This is an office job rather than direct volunteer or event management.
- Proven lived or work experience with volunteer coordination or community engagement.
- Experience as, or ability to be, a work lead for interns or volunteer assistants.
- Passion for natural resources, conservation, volunteerism, community service, or similar areas.
- At least 18 years old.
- Proficiency with Microsoft Office Suite and Google Applications.
- Reliable internet connection while working from home, but can discuss options.
- Able to get to the office when necessary, and comfortable traveling alone if applicable. Valid driver’s license and good driving record for using State vehicle.

PREFERRED QUALIFICATIONS:

- Experience using volunteer management databases is highly preferred.
- Knowledge and understanding of geographies and communities across Colorado.
- Experience with or ability to quickly learn SurveyMonkey and MailChimp.
- People with life experience in community engagement, equity and inclusion, and/or with community-minded organizations we are trying to partner with.
- Multilingual (Spanish or ASL preferred).

BENEFITS:

This position pays into [PERA](#) (State pension program), but does not include medical benefits or paid holiday or vacation time. Effective January 1, 2021, temporary employees will accrue paid sick leave (1 hour for every 30 hours worked, up to 48 hours per fiscal year). Leave rolls over upon rehire.

ACCESSIBILITY: We will happily discuss and provide ADA accommodations at any time.

HOW TO APPLY:

Send a cover letter and resume (PDFs) to Becky Mares at becky.mares@state.co.us with “Volunteer Program Assistant” in the subject line. We welcome lived, educational, and work experiences. Cover letter should include:

- Why do you want to work for CPW’s volunteer program specifically?
- What does volunteering or community service mean to you?
- What makes you a unique fit beyond what we can see in your resume?

CPW is committed to fairness and equality of opportunity in the workplace. *All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*

The Department of Natural Resources participates in E-Verify. Upon acceptance of a job offer, employees are queried through the electronic system established by the Department of Homeland Security (DHS) and the Social Security Administration (SSA) to verify identity and employment eligibility. You will be required to submit original documents to verify your eligibility to work in the U.S. Learn more about [E-Verify](#), including your rights and responsibilities.

