



COLORADO

Parks and Wildlife

Department of Natural Resources

License, Reservations and Customer Operations
6060 Broadway
Denver, CO 80216

Temporary Job Announcement

POSITION: License and Pass Temporary Employee (40 hours per week)

START AND END DATES: July 01, 2021 - March 31, 2022

PAY RATE: \$14.00 - \$15.00 per hour, depending on qualifications

LOCATION: 6060 Broadway, Denver, CO 80216

DEADLINE FOR APPLICATIONS: June 01, 2021

JOB DESCRIPTION: The License and Pass Temp will be helping primarily the Disability and Refunds Coordinators with heavy workloads during this time, but will also assist all License, Reservations & Customer Operations staff with various assignments and job shadowing, including but not limited to the following:

- Greeting customers at our front desk. Answering the phone and forwarding the calls to the appropriate CPW staff.
- Processing disability licenses, passes, and ADA accommodations to approved customers. This will include learning the regulations and statutes applicable to those programs and the processing steps.
- Organizing refund and restoration of preference point requests. This will require learning the regulations applicable to the refunds program and the processing steps.
- Learning the Integrated Parks and Wildlife System (IPAWS) license and pass system.
- Completing IPAWS administrative tasks such as merging duplicate customer records.
- Helping contact customers whose mail has been returned as undeliverable to our office.
- Looking for process improvements or efficiency opportunities and providing proposals to the team.



MINIMUM REQUIREMENTS: The ideal candidate will have interest in the parks, wildlife, and/or the outdoor recreation profession. Experience with databases, email, and internet research is preferred. Candidates should also be well organized, detail-oriented, have excellent communication skills (verbal and written), able to work independently, multi-task effectively and possess an overall positive attitude.

HOW TO APPLY: Please submit a cover letter, resume, and writing sample via e-mail. Submittals should be directed to: payeton.childers@state.co.us with "License and Pass Temporary Employee Position" in the subject line.

Qualified applicants will be contacted to schedule an interview.