



STATE OF COLORADO  
invites applications for the position of:

# TEMPORARY Communications Center Customer Service Representative – Denver, CO

This is a temporary position. Applications will be considered from residents and non-residents of Colorado.

**CLASS TITLE:** TEMPORARY AIDE

**LOCATION:** Denver Metro, Colorado

**PRIMARY PHYSICAL WORK ADDRESS:** 6060 Broadway, Denver CO 80216

**SALARY:** \$15.50 Hourly

**FLSA STATUS:** Non-Exempt; position is eligible for overtime compensation.

**OPENING DATE:** 12/27/21

**CLOSING DATE:** Continuous

**JOB TYPE:** Temporary (9 months or less)

**DEPARTMENT INFORMATION:**



**COLORADO**  
Department of  
Natural Resources

**THIS IS A TEMPORARY POSITION (9 MONTHS OR LESS) - PAYING \$15.50 PER HOUR**

To apply, please submit your application along with a cover letter and a current resume. This announcement will remain open until FILLED. You are encouraged to apply early.

The mission of the [Colorado Department of Natural Resources](#) is to develop, preserve, and enhance the state's natural resources for the benefit and enjoyment of current and future citizens and visitors. In an effort to build diversity and inclusion we welcome applications from people of diverse backgrounds and abilities.

COLORADO PARKS AND WILDLIFE (CPW)

Our Mission is to perpetuate the wildlife resources of the state, to provide a quality state parks

system, and to provide enjoyable and sustainable outdoor recreation opportunities that educate and inspire current and future generations to serve as active stewards of Colorado's natural resources. [Colorado Parks and Wildlife](#).

## **DESCRIPTION OF JOB:**

This position develops methods for determining the best, most accurate answers to the public's inquiries. Determines proper referral for information requests. Most requests are handled directly by the position. But, in some cases, information requests must be referred to the appropriate CPW employee or other agency employee. The position must use logic and extensive knowledge of CPW programs and organizational structure for appropriate referrals.

Depending upon the information request, the position relies on training and knowledge of procedures to determine the most appropriate source to answer the request. The position requires a thorough understanding of available information resources including but not limited to CPW Regulations and State Statutes (Title 33).

- Performs as an agent for CPW Information and Communication Center. Researches and formulates answers in an accurate and timely manner to inquiries received through "ASK CPW", phone inquiries and through the mail. Judgment is used in determining the level of the customer's needs and the complexity of their questions. The position may have to perform considerable research based on a thorough knowledge of CPW programs and procedures to accurately respond to the customer's information needs.
- Researches and formulates answers in an accurate and timely manner to inquiries received through phone inquiries, "ASK CPW" emails, and through the mail. Judgment is used in determining the level of the customer's needs and the complexity of their questions. The position may have to perform considerable research based on a thorough knowledge of CPW programs and procedures to accurately respond to the customer's information needs.
- Answer specific questions about the status of customer accounts with CPW. Proficient in other computer programs such as word processing and database programs.
- This position could be assigned to assist with processing chronic wasting disease reimbursements for eligible customers and contacting hunters regarding positive chronic wasting disease results or other duties as assigned.

## **MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:**

### **REQUIREMENTS:**

- Must be at least 16 years of age
- Bilingual is helpful but not required
- Must work at 6060 Broadway and have a valid drivers' license or reliable transportation
- Must be able to work days Monday through Friday – 8am to 5pm, 40hrs per week
- Experience working with the public is helpful
- Experience with Microsoft Office Suite (MS Word, Excel, PowerPoint)
- Experience with Google (GMAIL, Google Docs, Google Sheets, Google Drive)
- Exceptional communication and organizational skills
- Selected candidates will need to undergo criminal background investigation prior to starting assignment

- Resumes can also be sent to [Bradley.Gabrielski@state.co.u](mailto:Bradley.Gabrielski@state.co.u)

## **CONDITIONS OF EMPLOYMENT**

Effective September 20, 2021, employees will be required to attest to and verify that they are fully vaccinated for COVID-19. Employees who have not been fully vaccinated will be required to submit to twice-weekly serial testing. Testing details will be provided during the onboarding process. Upon hire, new employees will have three (3) business days to provide attestation to their status with proof of vaccination, or begin twice-weekly serial testing for COVID-19. Testing will be considered paid work time. Note: Fully Vaccinated means two (2) weeks after a second dose in a two-dose series of the COVID-19 vaccine, such as the Pfizer or Moderna vaccine, or two (2) weeks after the single-dose vaccine, such as Johnson & Johnson's Janssen vaccine, as defined by the State of Colorado's Public Health Order and guidance issued by the Colorado Department of Public Health & Environment.

## **SUPPLEMENTAL INFORMATION:**

The State of Colorado believes that equity, diversity, and inclusion drive our success, and we encourage candidates from all identities, backgrounds, and abilities to apply. The State of Colorado is an equal opportunity employer committed to building inclusive, innovative work environments with employees who reflect our communities and enthusiastically serve them. Therefore, in all aspects of the employment process, we provide employment opportunities to all qualified applicants without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity or expression, pregnancy, medical condition related to pregnancy, creed, ancestry, national origin, marital status, genetic information, or military status (with preference given to military veterans), or any other protected status in accordance with applicable law.

The Department of Natural Resources is committed to the full inclusion of all qualified individuals. As part of this commitment, our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our ADAAA Coordinator, Anna Kargobai-Murray, at [anna.kargobai-murray@state.co.us](mailto:anna.kargobai-murray@state.co.us) or call 303-866-2667 x8647.

### **ADAAA Accommodations**

Any person with a disability as defined by the ADA Amendments Act of 2008 (ADAAA) may be provided a reasonable accommodation upon request to enable the person to complete an employment assessment. To request an accommodation, please contact Anna Kargobai-Murray at [anna.kargobai-murray@state.co.us](mailto:anna.kargobai-murray@state.co.us) at least five business days before the date that any accommodation will be required to allow us to evaluate your request and prepare for the accommodation. You may be asked to provide additional information, including medical documentation, regarding functional limitations and type of accommodation needed. Please ensure that you have this information available well in advance of the assessment date.

### **E-Verify employer:**

The Department of Natural Resources participates in [E-Verify](#) in accordance with the program's [Right to Work](#) for all newly-hired employees. 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 may complete section 1 of the I-9 form upon your acceptance of a job offer letter, but no later than your first day of employment and in addition, on your first day, but no later than the third day, you are 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.

**Toll-Free Applicant Support - Technical Help**

If you experience technical difficulty with the NEOGOV system (e.g. uploading or attaching documents to your online application) call NEOGOV at 855-524-5627, Mon-Fri between 6 am and 6 pm (Pacific Time). Helpful hints: if you are having difficulty uploading or attaching documents to your application first, ensure your documents are PDF or Microsoft Word files and second, close the document before you attempt upload (attach) it. **The Human Resources Office will be unable to assist with these types of technical issues.**

**HOW TO APPLY:** Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

**IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:**

Online is the preferred application method.

**DEPARTMENT CONTACT INFORMATION:**

Sarah Bronikowski [sarah.bronikowski@state.co.us](mailto:sarah.bronikowski@state.co.us)

**METHODS OF APPOINTMENT:** This position is not part of the classified state personnel system.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://dnr.state.co.us>

Position #2022TEMP- PMA024  
TEMPORARY COMMUNICATIONS CENTER CUSTOMER  
SERVICE REPRESENTATIVE – DENVER, CO  
CP

THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.

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**TEMPORARY Communications Center Customer Service Representative – Denver, CO Supplemental Questionnaire**

\* 1. Do you have prior Colorado Parks & Wildlife work experience?

Yes  No

\* 2. Please describe why you're interested in working for Colorado Parks & Wildlife:

\* 3. Please select which areas of experience your work history includes:

- Customer Service
- MS Office Suite (Word, Excel, PowerPoint, etc)
- Google Application Suite (Gmail, Drive, Sheets, etc)

\* 4. Are you a student or have you graduated within the past 3 years?

Yes  No

- \* 5. Please describe how your work experience translates to your ability to successfully perform this position's job functions:
  
- \* 6. This is a temporary position starting at \$15.50 per hour and is anticipated to not exceed 9-months. Please acknowledge your acceptance of these terms:
  - I understand and accept these terms
- \* Required Question