



**COLORADO**

**Parks and Wildlife**

Department of Natural Resources

# Temporary Job Announcement

**POSITION:** Customer Service Representative

**START & END DATE:** March 2022 to November 2022

**PAY RATE:** \$15.00/hour based on experience

**LOCATION:** Northeast Region Office, 6060 Broadway, Denver, CO 80216

**DEADLINE FOR APPLICATIONS:** January 31, 2022 or until 25 qualified applicants are received

**JOB DESCRIPTION:** A customer service-based position that provides information and handles all aspects of product sales to customers while providing support to the staff. Daily interaction with walk-in customers requires effective communication and public relations skills along with handling incoming calls. Duties include but are not limited to:

- Sell products and provide information to customers, including sales of wildlife products (hunting and fishing licenses, refund and duplicate licenses, and hunter education cards) and parks products (park passes, OHV Permits, snowmobile and boat registrations).
- Maintenance of customer records in IPAWS (name and address changes, hunter education verification, and other documentation as needed).
- Answer incoming calls, handle inquiries about wildlife or parks, and/or direct to appropriate staff.
- Maintain and update information bulletin boards, seasonal handouts/reports/forms, and informational packets.
- Perform wildlife euthanizing
- Provide internal customer service to other staff, serving as front desk reception; administrative duties such as management of copy, fax and IPAWS Machines including supply stocking.
- Backup to maintenance of animal seals log and stocking of required supplies for mandatory animal checks.
- Pickup/delivery and distribution of mail
- Monitor and ensure that standard office supplies, brochures, and merchandise are in stock.
- Other administrative duties as assigned.

**MINIMUM REQUIREMENTS:** Valid driver's license required. Ability to interact positively with the public in various situations. Weekend and evening work may be required. Hunting and fishing experience helpful.

**HOW TO APPLY:** Email cover letter and resume to [lauren.berry@state.co.us](mailto:lauren.berry@state.co.us)

