



STATE OF COLORADO
invites applications for the position of:

TEMPORARY Customer Service Representative – Northeast Region Office

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

CLASS TITLE: TEMPORARY AIDE

LOCATION: Denver, Colorado

PRIMARY PHYSICAL WORK ADDRESS: Northeast Region Office, 6060 Broadway, Denver, CO 80216

SALARY: \$17.00-\$19.00 Hourly/Based on experience

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

OPENING DATE: June 17, 2024

CLOSING DATE: July 1, 2024

JOB TYPE: Temporary (9 months or less)

DEPARTMENT INFORMATION:



COLORADO
Department of
Natural Resources

THIS IS A TEMPORARY POSITION (9 MONTHS OR LESS) - PAYING \$17-19 PER HOUR

EMPLOYMENT STARTS July 2024 THROUGH January 2025.

To apply, please submit your application with resumes and cover letters attached. This announcement will remain open until FILLED. You are encouraged to apply early.

The mission of the [Colorado Department of Natural Resources](https://dnr.colorado.gov/) 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 is an entry-level position that will include an introduction to all aspects of the agency and is a great way to be exposed to and gain experience in CPW. 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 euthanization
- 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
- Monitors and ensures that standard office supplies, brochures, and merchandise are in stock.
- Other administrative duties as assigned.

UNIFORMS:

The office will provide some uniform items. Employee may be required to purchase limited uniform items at their own expense.

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

BASIC REQUIREMENTS:

- Must be 18 years of age or older.
- Must have a current & valid drivers' license or reliable transportation.
- Applicants may be subject to successful completion of a comprehensive background check.
- Must be willing and able to work 40 hours per week.
- Must be available to work some weekends and holidays.
- Previous experience handling money and working with the public preferred
- Possess strong interpersonal communication skills to deliver excellent customer service.
- Previous experience with Word or Excel is helpful
- Ability to work well within a team.
- Preference may be given to applicants with or working towards a Natural Resources degree or similar education.

