



TAHOE

RESOURCE CONSERVATION DISTRICT

Watercraft Inspection Program Public Information Specialist

Resource Conservationist I

Salary range - \$14.00 - \$15.00 Per Hour

Full time seasonal position from May, 2019 through September, 2019

Summary Description

As a staff member of the Tahoe Resource Conservation District (Tahoe RCD) and working under the direction of the Watercraft Inspection Program (WIP) manager, the Public Information Specialist will be responsible for answering the WIP hotline, documentation, data entry, data analysis and reporting, customer service and interaction with private/public property owners and partners of the Tahoe RCD. Employment under this position is seasonal and considered to be "at will," dependent upon the needs of the Tahoe RCD and the availability of funding to support the position. Start and End dates are dependent upon weather and workload

Duties and Responsibilities

- Answer phone calls and emails from the public with questions about the Watercraft Inspection Program
- Coordinate delivery of required items for inspection sites, public and private marinas
- Data entry and analysis (non-motorized surveys, launching check-ins/haul outs, call tracking)
- Answer phone calls from staff with questions about inspections, decontaminations, fee collection, computer issues, etc.
- Help develop materials for staff in the field (e.g. outreach materials, signs, etc.)
- Maintain supply of materials used in the field (e.g. log books, inspection forms, training packets, contact lists, etc.)
- Coordinate and implement aquatic invasive species (AIS) Found protocols
- Schedule and coordinate special inspections/decontaminations
- Assist program manager, outreach specialist, prevention project coordinator and/or service technician as needed
- Ensure excellent customer service is provided

Desirable Qualifications

- Two years or more of college education; a passion for our natural resources and conservation actions
- Knowledge of watercraft and invasive species
- Experience in public outreach, customer service, and conflict resolution
- Applying analytical techniques to resolve conflicts and follow protocols and procedures

Abilities

- Skills: excellent written and oral communication skills, and ability to apply this knowledge to communicating with the public; familiarity with and/or ability to quickly learn to implement appropriate watercraft inspection protocols; ability to manage high intensity and challenging situations effectively;

familiarity with Lake Tahoe and/or Truckee River Watershed's ecological and social issues; a can-do-attitude is a must.

- Possess initiative and have the ability to work and maintain motivation with little oversight.
- Ability to: work on a team; work Holidays and weekends; exercise safe work practices at all times and under various conditions; lift heavy objects, and work for extended periods of time in various extreme weather conditions; exercise sound judgment; communicate effectively with the public; establish and maintain effective working relationships; possess a professional demeanor and presence.
- Possess: basic computer skills including but not limited to familiarity with Microsoft Office applications (Word, Excel, PowerPoint, and Access), Google Docs, and database management; California or Nevada driver's license and show evidence of a favorable driving record. A DMV printout may be required prior to employment.
- Subject to: background check conducted and requested by the Tahoe RCD.

Working Conditions

Work is performed at a desk (85%), in meetings (5%) and in the field (10%). Position will require flexible work hours when needed (occasional overtime, evenings, weekends, and holidays), with basic work week being Thursday through Monday.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Position may require manual labor. Ability to lift up to 35 lbs; ability to sit, walk and stand for intermittent periods of time and on a frequent basis; strength, dexterity, coordination; ability to climb, bend, stoop, squat, and reach on a frequent basis; ability to communicate on a telephone, via email, and in person. Ability to properly prepare for long hours exposed to the elements. The Tahoe RCD office is located at approximately 6,226 feet. Summer temperatures can be over 80 degrees and snow can accumulate throughout the year. Operations will allow for exposure to conditions such as dust, fumes, noise, heat, cold, rain, snow, and/or odors.

To Apply

Position open until filled.

Send email with "*Last Name* - WIP Public Information Specialist" in subject line and attach cover letter, resume and 3 professional references to:

Chris Kilian, AIS Program Manager

ckilian@tahoercd.org