



TAHOE

RESOURCE CONSERVATION DISTRICT

870 EMERALD BAY ROAD SUITE 108 • SOUTH LAKE TAHOE, CA 96150 • 530.543.1501 PH • 530.543.1660 FAX

Hotline Personnel

Position	Hotline Personnel
Location	South Lake Tahoe, California
Salary	\$11.00 per hour
Duration	April 16, 2011 — September 30, 2011 (Full-Time & Part-Time Positions Available) [End & start dates are dependent upon weather and workload, some positions may start sooner/later and end sooner/later]

Job Description

The work of the Hotline Personnel is mentally demanding. Work is performed in Tahoe RCD offices, which can involve long hours and extended periods on the phone. 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 and exceed 10 feet in depth during the winter. Operations will allow for exposure to conditions such as dust, fumes, noise, heat, cold, rain, snow, and/or odors. Frequent interruptions to planned work activities will occur. Position will require flexible work hours when needed including holidays, weekends, and evenings, and will require some manual labor.

As a staff member of the Tahoe Resource Conservation District (Tahoe RCD) and working under the direction of the Watercraft Inspections Program Coordinator, the Hotline Personnel will be responsible for answering the Lake Tahoe Watercraft Inspection Program hotline, documentation and reporting, customer service; and interaction with private/public property owners and cooperators of the Tahoe RCD. Employment under this position is seasonal and dependent upon the needs of the Tahoe RCD and the availability of funding to support the positions.

Specific Job Description

- Answer phone calls from the public with questions about the Watercraft Inspection Program during business hours
- Coordinate inventory delivery with Supply Truck Driver and Operations Manager
- Data Entry
- 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 abundant surplus supply of materials used in the field (e.g. log books, inspection forms, training packets, contact lists, etc.)
- Assist Program Coordinator, Education & Outreach Specialist and/or Operations Manager as needed, report to Program Coordinator
- Ensure excellent customer service is provided

Minimum Qualifications

YOUR PARTNER IN LAKE TAHOE CONSERVATION

THE MISSION OF THE TAHOE RESOURCE CONSERVATION DISTRICT IS TO PROMOTE THE CONSERVATION AND IMPROVEMENT OF THE LAKE TAHOE BASIN'S SOIL, WATER AND RELATED NATURAL RESOURCES BY PROVIDING LEADERSHIP, INFORMATION, PROGRAMS AND TECHNICAL ASSISTANCE TO ALL LAND MANAGERS, OWNERS, ORGANIZATIONS AND RESIDENTS.



- **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 situations effectively; familiarity with Lake Tahoe and/or Truckee River Watershed's ecological and social issues; a can-do-attitude is a must.
- **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.
- **Physical requirements:** 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.
- **Possess:** 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:** thorough background check conducted and requested by the Tahoe RCD.

Desirable Qualifications

- Two years or more of college education; 1 or more seasons of field experience; 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

Additional 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.

Please Note

The length of the work season will be dependent and modified according to weather conditions. All positions are contingent upon funding and workload requirements.

How to Apply

Please submit a Tahoe RCD Application (found at TahoeRCD.org), cover letter, resume, and 3 professional references to **Nicole Cartwright:** ncartwright@tahoercd.org. Write as a subject heading "Hotline Personnel Application- INSERT YOUR NAME". Applications are accepted via email only.

TAHOE RCD • EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. • IT IS THE OBJECTIVE OF THE TAHOE RCD TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, CIVIL SERVICE RULES, AND A SPECIAL TRUST PLACED IN PUBLIC SERVANTS.