

CUSTOMER SERVICE TECHNICIAN

Forest Care



One opening available immediately based in Blue Jay, CA. The purpose of these positions is to coordinate the Forest Care Program in communities within and around the San Bernardino National Forest. This position requires the ability to professionally communicate the program mission to homeowners, forest landowners, forest workers, natural resource professionals, and other stakeholders by working within an established call center as well as managing the data associated with these interactions.

INTRODUCTION

Forest Care brings federal, state and local partners together to help educate the communities of San Bernardino National Forest about the importance in nurturing a healthy forest that provides a safe and vital home to both people and wildlife. The San Bernardino National Forest Association (SBNFA) and California Department of Forestry and Fire Protection (CAL FIRE) are working closely with local community-based organizations and Fire Safe Councils to implement this fuels reduction program, which will facilitate the removal of small-diameter green trees growing on privately owned land in and around the National Forest. This program will help to increase forest health as well as create more fire-safe communities.

RESPONSIBILITIES

Communications and Outreach

1. Serve as point of contact for landowners to identify eligible participants, and coordinate with project staff and contractors to process landowner requests for participation.
2. Assist landowners with technical advice, incentive programs and education in forestland management.
3. Work collaboratively with SBNFA staff; federal, state and local agencies; landowners; and other stakeholders.
4. Participate in appropriate local activities that will provide SBNFA presence in the area and maximize our ability to identify and build relationships with key community members.

Data Management

1. Populate and maintain complex, multi-layered databases in Microsoft Access for tracking and analysis.
2. Work with project staff to identify sites of potential interest. This may include digitizing existing data, gathering property information from town offices, cleaning existing data, and analyzing and populating databases to track landowner information.
3. Process contracts, site evaluations, invoices, and landowner reimbursements.

QUALIFICATIONS

A Bachelor's degree in forestry or related discipline preferred, but not required.

Strong communications skills; ability to persuasively convey the mission of the Forest Care program and the SBNFA to diverse groups.

Ability to communicate effectively orally and in writing and experience in developing positive interactions with the public.

Strong knowledge of Microsoft Excel and Access.

Ability to set priorities, organize time efficiently and balance several tasks at once.

Willingness to travel throughout the area and have reliable transportation and valid driver's license.

Salary: \$12.00 - \$14.00 hourly DOE

Office Location: Blue Jay, CA

Application Deadline: October 1, 2010 *Positions may be filled sooner if suitable candidate is found.*

To apply, please submit cover letter along with résumé and a list of three professional references and their contact information to:

Julie Crick
National Forest Association
P.O. Box 746
27307 Hwy 189
Blue Jay, CA 92317
Ph: 909-744-9510 x122
Fax: 909-744-9519

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