



THE POSITION

Public Service Specialist

Tahoe Regional Planning Agency and our dynamic team of professionals seeks a motivated **Public Service Specialist** to provide support to the Permitting and Compliance Department, and Agency administrative teams.

The Public Service Specialist will report to the Permitting Services Planner and support the public, applicants, and Agency. The Public Service Specialist will be responsible for greeting guests, answering phone calls, scheduling appointments, and other related administrative duties.

Overall Responsibilities

- Greet customers at the Front Counter and respond to general questions, complaints, and requests for information; refer inquiries and/or schedule meetings with appropriate staff.
- Receive calls on the TRPA main line and refer inquiries and/or schedule meetings with appropriate staff; interpret basic services, policies, rules, and regulations in response to inquiries; assist in the resolution of concerns and complaints; route calls and take messages.
- Assist the public with navigating technology, by finding property information on Itinfo.org, submitting applications, and checking application status.
- Manage the sign-in requirement to aid in capturing the number of people visiting the office a day and the reason for their visit.
- Organize/stock front counter forms.
- Use technology to assist with application completeness and stamping Qualified Exempt declarations.
- Maintain an accurate and detailed calendar of events, meetings, due dates, and schedules as they relate to assigned areas; arrange and schedule meetings; notify participants; confirm dates and times; reserve meeting sites.

- Supports administrative staff as needed and participates within this team on process improvement projects.
- Perform administrative support work including but not limited to:
 - Checking the mail and processing applications.
 - Scanning physical applications and attaching them to the TRPA Accela website.
- Managing file requests by pulling files and scheduling a time and location for the public to view them.
- Help with the scanning efforts of files.
- Managing and de-escalating the public when they have a problem, frustration, or complaint.
- Other duties as assigned.



Desired Qualifications

High School diploma or equivalent; some college preferred; three to four years of administrative support experience and/or customer service experience.

- Computer skills, including Microsoft Office (Word, Excel, Power Point, and Outlook). Wordpress or Accela experience is a plus.
- Ability to assist the public in the use of technology.
- Must have a working knowledge of correct English grammar, spelling, and punctuation.
- Excellent customer service skills.

- Superb organization, communication, and time management skills.
- Must be able to carry out responsibilities and follow through on complex series of tasks with very limited direction, assistance, or supervision.
- Strong people skills and the ability to work effectively in a team environment.
- Ability to demonstrate tactfulness, diplomacy, and professionalism at all times.
- Ability to maintain confidentiality and confidential information.
- Ability to demonstrate initiative and problem-solving skills.
- Ability to handle multiple tasks and prioritize assignments efficiently.
- Ability to move quickly from one task to another and be adaptable to changing priorities.
- Able to resolve conflicts with co-workers and clients in a positive manner.
- Ability to speak Spanish highly desirable.

Physical and Mental Demands

Physical Demands: The essential functions of the position requires the mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary position and may require **frequent** sitting, although **occasional** standing and walking between work areas may be required; repetitive use of both hands, light grasping with dominant hand, finger dexterity in both hands is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; visual acuity to read printed materials and a computer screen; hearing and speech to communicate in person and over the phone or computer virtual software platform; bending, stooping, kneel, reach, push and pull drawers open and closed to retrieve and file information; **seldom** lifting/carrying, pushing/pulling of 25lbs or less.

Mental Demands: The essential functions of the position requires the ability to read and write both simple and complex material, perform simple and complex math calculations, and the ability to perform simple and complex tasks; complete forms, perform clerical tasks, analyze, synthesize and compile information, supervise, instruct and influence others; work with precision, follow instructions, meet time requirements, memorization and problem solving skills, and use of independent judgment.

Working Conditions

Work is performed in an office environment with moderate noise, lighting and temperature conditions, and no direct exposure to hazardous physical substances. Work includes

use of computer equipment. Work may be performed alone, with others, around others, and with verbal and face-to-face contact. Work may include extended days.

COMPENSATION AND BENEFITS

The salary range is \$47,205 to \$70,807. Starting pay is generally between the minimum (\$47,205) and the middle (\$59,006) of the range with some flexibility, depending on experience.

TRPA's excellent employee benefits package includes the following:

- 27 days Paid Time Off (PTO) annually for sick and personal time away. Accruals increase with longevity.
- 13 paid holidays annually.
- Money Purchase Pension Plan – in lieu of Social Security, the Agency contributes a dollar amount equal to eight percent of your annual salary towards your retirement. This plan has immediate participation and 100% vesting.
- Supplemental Retirement Plan – the Agency contributes a dollar amount equal to 5.54 percent of your annual salary towards your retirement. This plan has immediate participation and 100% vesting.
- Group Health Insurance: Medical, Dental, and Vision.
- A choice of four (4) medical plans, with 100% employer-paid premiums on select employee-only coverage plans and partial coverage for dependents.
- High Deductible Health Plan with a contribution by TRPA to the employee's HSA account.
- Employer Paid Life Insurance and Short-Term Disability.
- Long-Term Disability (Voluntary).
- 457(b) Deferred Compensation Retirement Plan (Voluntary).
- Medical and Dependent Care Flexible Spending Accounts (Voluntary).
- Dog-friendly employer.



THE AGENCY

The Tahoe Regional Planning Agency (TRPA)—created in 1969 by a Compact between the states of Nevada and California, then ratified by the U.S. Congress—protects and restores the environment of Lake Tahoe. The Agency is the nation's first and oldest Bi-State regional environmental authority. TRPA is a one-of-a-kind organization, not purely federal, state, or local, but a unique hybrid organization. The Agency works at the intersection of private and public interests to protect and restore Lake Tahoe, its environment, and its communities for generations to come.

APPLICATION PROCESS

- **Accepting applications through Tuesday, August 22nd.**
- Please visit our website at <https://www.trpa.gov/contact/employment/> to read more about our Agency and to complete an employment application through our Career Center. Within the Career Center site, select the "Apply for Job" link. Please attach a resume of your qualifications, and cover letter describing your interest in the position in one document when you are completing the application.
- **RECRUITMENT COMMUNICATION:** Human Resources may contact you at various stages of the recruitment process if you meet the qualifications for the position. This contact will be via email or phone only. Please make sure your email address and phone number are accurate.
- We do not accept walk-in or hand delivered application materials nor applicant calls regarding open, pending, or closed positions.



TRPA is an Equal Opportunity Employer. We respect and seek to empower each individual and support the diverse cultures, perspectives, skills, and experiences within our workforce.

This agency provides reasonable accommodation to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

All employment is decided on the basis of qualifications, merit, and business need.



