



CATALINA ISLAND CONSERVANCY

A responsible steward of its lands through a balance of conservation, education and recreation

JOB DESCRIPTION

POSITION: Permits and Compliance Coordinator

REPORTS TO: Director of Property Management **STATUS:** Non-Exempt, Full-Time

DATE: March 2019 **DEPT:** Property Management

POSITION SUMMARY:

This position is responsible for supporting property management operations in a manner that delivers efficient and profitable programs relating to road permits, hunting permits, interior access and other areas as necessary. This role will manage the day-to-day execution and reporting requirements for these areas. The incumbent is also responsible for maintaining and updating software tracking systems, completing various administrative functions, and providing miscellaneous departmental support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Support the operations of events, filming and property leasing.
- Maintain databases for all property management activities.
- Maintain files for all property management activities.
- Issue, track and provide ongoing and year-end reporting for all permit programs.
- Manage gate access including key card, fob issuance, gate updates and operational needs/repairs as necessary.
- Provide both administrative and field responsibilities relating to property management.
- Implement problem solving skills and know when to escalate issues to supervisor.
- Provide external stakeholders with general information concerning the organization's purpose and how permit processes support the mission.
- Experience using a computer in a network environment.
- Experience with gate control, data management and hand-held radios.
- Strong customer service and conflict resolution skills.
- Ability to multi-task with competing priorities.
- Ability to follow and enforce Conservancy policy with attention to detail and complexity.
- Assist with special projects as necessary.
- Flexibility with schedule and location changes.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. An ideal candidate will possess a substantial combination of all these requirements. The successful candidate must demonstrate a positive attitude with general public, conservancy partners and internal staff. This role requires the ability to work well with other Conservancy stakeholders in a team environment. Reasonable accommodations may be made to enable individuals with disabilities to perform with essential functions.

EDUCATION/EXPERIENCE

High school diploma or GED required.

- Positive and welcoming attitude.
- Strong administrative skills.
- Knowledge of data base programs such as Access, Filemaker Pro and Excel desired.
- Strong communication skills and experience using computer office programs (Word, Excel, Outlook and Email).
- Exceptional people skills that allow for firm interactions but also create a sense of comfort and leave stakeholders with a positive experience.
- Excellent organizational and multi-tasking skills.
- An understanding of the importance of the cultural and natural history of Catalina.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position involves functioning in an office environment and using office equipment, including but not limited to, a computer, adding machine, postage machine, two-way radio, and copy machine. The employee must occasionally lift up to 40 pounds. This position also includes working in the field which requires current driver's license and ability to travel by car and foot in interior spaces.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Candidate must be willing to live and work on Catalina Island.

This position description is intended to reflect typical responsibilities and tasks for the individual filling the position of the Permits and Compliance Coordinator. Actual tasks and responsibilities may vary and change over time. The Conservancy is an "at will" employer offering equal employment opportunity without regard to race, color, creed or religion, age, sex, national origin or disability (within the physical parameters defined in this position description and those associated with remote island living). Any offer of employment contingent upon verification of individual's eligibility for employment in the United States.