

NOW ACCEPTING APPLICATIONS



2019 SEASONAL Dispatch

Lake Ranger I category

Looking to fill a seasonal position, up to 40 hours/week, including Saturdays, Sundays, and holidays. Dispatch position requires excellent public communication skills, sales of boat permits, balance of daily receipts, and exceptional radio communication skills.

Starting wage is \$13.92 - \$18.71 per hour, dependent on experience and other qualifications.

Seasonal dispatch is considered a park ranger and perform a variety of activities as described above. The District is seeking all qualified candidates who enjoy working outdoors and interacting with the public.

Applications can be downloaded at:
bbmwd.com/employment-opportunities/

Applicant must be at least 18 years of age, possess a high school diploma or have successfully completed a GED and hold a current California Driver's License. CPR and First Aid training preferred. Pre-employment physical and drug screening administered to the successful candidate. Applications must be completed on District forms. Applications accepted until position is filled. EEO Employer.



Seasonal work
starting May 2019

Starting wage
\$13.92 - \$18.71 per
hour, dependent on
experience/other
qualifications

Seasonal dispatch
needed every
weekend from
Memorial Day
through Labor Day

Multi-tasking ability
strongly preferred

LAKE MANAGEMENT

40524 Lakeview Dr.
P.O. Box 2863
Big Bear Lake, CA 92315

www.bbmwd.com

Phone: 909.866.5796

Fax: 909.866.6485



BIG BEAR MUNICIPAL WATER DISTRICT LAKE RANGER I

OPENING DATE / TIME: N/A

CLOSING DATE/ TIME: OPEN 2/5/19 - FIRST SCREENING 3/18/19

SALARY: \$13.92 - \$18.71 HOURLY

JOB TYPE: PERMANENT

LOCATION: BIG BEAR LAKE, CALIFORNIA

AGENCY: BIG BEAR MUNICIPAL WATER DISTRICT

DEPARTMENT: ADMINISTRATION/OPERATIONS

REPORTS TO: OFFICE MANAGER/LAKE OPERATIONS SUPERVISOR

JOBS SUPERVISED: NONE

JOB PURPOSE: **PROVIDES ASSISTANCE TO THE PUBLIC BY:**
Providing customer service; processing boat permits; serving as radio dispatcher;
maintaining facilities.

ESSENTIAL DUTIES & RESPONSIBILITIES:

% of Time

30 % PROVIDES ASSISTANCE TO THE PUBLIC IN PERSON OR BY PHONE BY:

Answering questions and disseminating information regarding Big Bear Lake and the surrounding area; explaining District rules and regulations; providing on-site inspections of vessels for invasive species prevention.

25% PROCESSES BOAT PERMIT REVENUE BY:

Verifying accuracy of boat permit order, noting any missing or damaged decals; verifying accuracy of boat permit batch totals; entering boat permit sales data in Quickbooks; reconciling discrepancies; coordinating corrections with the accountant.

10% SERVES AS DISTRICT'S PRIMARY RADIO DISPATCHER BY:

Assuming primary dispatch duties; monitoring District's radio traffic; responding to appropriate radio traffic; relaying necessary radio transmissions; conducting periodic status checks; maintaining accurate radio log; transferring radio control to answering service as required.

25% COLLECTS BOAT PERMIT FEES AND BALANCES CASH DRAWER BY:

Accepting cash, check or charge payments from the public; making change for cash customers; maintaining accurate balance sheets; completing daily tally sheets; completing daily permit log for permits sold; investigating any missing or voided permits; transmitting credit card purchases daily.

5% PROCESSES DATA BY:

Entering patrol stats; creating spreadsheets and/or reports as needed.

2% PREPARES WORK TO BE ACCOMPLISHED BY:

Obtaining necessary documents and planning daily work schedule or special assignments; maintaining and updating handout files as necessary.

1% ENSURES APPROPRIATE OPERATION OF EQUIPMENT BY:

Following manufacturer's instructions and established procedures; evaluating new equipment and techniques.

1 % PREVENT LOSSES AND DAMAGE BY:

Balancing cash as needed; maintaining cash in designated locked area; reporting irregularities; informing violators of District Rules and Regulations.

1% MAINTAINS SAFE AND CLEAN WORKING ENVIRONMENT BY:

Keeping office areas neat and uncluttered; complying with procedures, rules and regulations.

While achieving the above job results, the following objectives must always be met:

MAINTAINS DISTRICT STABILITY AND REPUTATION BY:

Complying with District Rules and Regulations; wearing and maintaining appropriate District uniform per established policy and procedures; applying a professional and diplomatic behavior at all times.

MAINTAINS OPERATIONS BY:

Follows policies and procedures; reporting needed changes; performing other job related duties as assigned.

CONTRIBUTES TO DISTRICT'S TEAM EFFORT BY:

Practicing strong interpersonal communication skills; accomplishing related results as needed.

II. JOB QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION

EDUCATION AND KNOWLEDGE:

EDUCATION: High School diploma or equivalent (G.E.D).

EXPERIENCE: Extensive public contact background; multi-task phone, radio, and counter operation; radio dispatching; computer data entry and word processing.

SKILLS AND ABILITIES: Excellent public contact and communications skills; ability to work in Microsoft Office computer environment, especially Word and Excel; operate a variety of radio and electronic equipment; math basics, percentages and averages; follow oral and written directions; demonstrate a cooperative and professional relationship with the public and other employees.

ADDITIONAL KNOWLEDGE AND UNDERSTANDING:

INFORMATION PROCESSING

Ability to think clearly and critically and react quickly when requesting appropriate emergency services for lake patrol or when assigning additional lake patrol back up for emergency situations; accurate mathematical calculations; principles of work safety.

SPECIAL REQUIREMENTS: Valid California driver’s license, Class C, good driving record with no multiple or serious accidents or violations during the past two years; this position will be tested for and must pass certified first aid and CPR class; shall complete AED training.

SCOPE OF RESPONSIBILITY

Identifies correct needs and procedures for various reported boating/safety situations and criminal or unlawful activities; completes assignments with very little or no supervision; verifies boat/owner registration and compliance.

INTERPERSONAL COMMUNICATION

Close daily oral communications with the public in one on one or group situations; often works closely with other employees.

IMPACT ON RESULTS

Improper response to safety and enforcement issues could jeopardize the safety of visitors and other employees; incorrect information is an inconvenience to visitors and other employees; inaccurate revenue collection and balancing is detrimental to the District’s budget and audit process; incomplete or inaccurate work and inappropriate behavior causes a negative perception of the District.

DESCRIBE CONTROLS

Debriefing sessions after incidents if necessary; able to verify information with supervisor or main office; counseling sessions if necessary to improve work habits and/ or behavior; evaluations and reviews as needed to ensure all job requirements are met.

CONFIDENTIAL AND SENSITIVE INFORMATION

Visitor phone number and credit card information; individual background or prior violations information; pending incidents or legal cases; all employee/personnel information.

SCOPE OF FINANCIAL RESPONSIBILITY

Balancing and securing daily revenues per described policies and procedures.

WORK SCHEDULE

Seasonal position during the spring, summer, and possibly fall months. Required to work days, evenings, weekends, holidays, and overtime. Daily work schedule will vary. Must commit to work the established schedule with no personal time off from Memorial Weekend through Labor Day Weekend.

III. ENVIRONMENT

PHYSICAL DEMANDS:

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Standing |
| <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Feeling | <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Stooping |
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Fingering | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Walking |
| <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Talkin |

VISION:

20/30, corrected O.K.

- Close Far Color Depth

HEARING:

Must be within normal range.

EXPOSURES:

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> Airborne Particles | <input checked="" type="checkbox"/> Extreme Weather | <input checked="" type="checkbox"/> High Places | <input checked="" type="checkbox"/> Physical Abuse |
| <input checked="" type="checkbox"/> Caustics | <input type="checkbox"/> Explosives | <input checked="" type="checkbox"/> Moving Parts | <input checked="" type="checkbox"/> Toxicants |
| <input checked="" type="checkbox"/> Cleaning Chemicals | <input checked="" type="checkbox"/> Extreme | <input checked="" type="checkbox"/> Muscular Strain | <input checked="" type="checkbox"/> Verbal Abuse |
| <input checked="" type="checkbox"/> Cleaning Fumes | Temperatures | <input checked="" type="checkbox"/> Noise | <input checked="" type="checkbox"/> Vibration |
| <input checked="" type="checkbox"/> Electrical Currents | <input checked="" type="checkbox"/> Flammables | <input checked="" type="checkbox"/> Odors | <input checked="" type="checkbox"/> Vision Strain |

APPLICANT INSTRUCTIONS

If you need help to fill out this application form or for any phase of the employment process, please notify the person who gave you this form and every effort will be made to accommodate your needs in a reasonable amount of time.

1. Please read "APPLICANT NOTE"
2. Complete both sides of this form.
3. If more space is needed to complete any question, use comments section on the back.
4. Print clearly; incomplete or illegible applications will not be processed.
5. In accordance with the Immigration Reform and Control Act of 1986, we are required to advise you of the following: (1) the MWD will hire only U.S. Citizens and aliens lawfully authorized to work in the United States; (2) The MWD requires all new employees to complete the designated forms from the Immigration and Naturalization Service.

BIG BEAR MUNICIPAL WATER DISTRICT EMPLOYMENT APPLICATION

Today's Date: _____

Name: _____

Home Phone: (____) _____ Last First M.I.
Cell Phone: (____) _____

Physical Address: _____
Street City Zip

Mailing Address: _____
Street or Box # City Zip

Prior Address: _____
Street or Box # City Zip

APPLICANT NOTE This application form is intended for use in evaluating your qualifications for employment. This is not an employment contract. Please answer all appropriate questions completely and accurately. False or misleading statements during the interview and on this form are grounds for terminating the application process or, if discovered after employment, terminating employment. All qualified applicants will receive consideration without discrimination based on sex, marital status, race, age, creed, national origin or the presence of disabilities. Specific positions may require additional testing for job-related skills and for the presence of drugs in your body. After an offer of employment, and prior to reporting to work, you are required to submit to a medical review. District policy states that after you have been offered a job you must complete a medical history form, be examined by a medical professional designated by the District, and submit to a radiological back screening.

Can you, after employment, submit verification of your legal right to work in the U.S.? Yes No

AVAILABILITY

For which position are you applying? _____

What date can you start work? _____

The District operates every day, including weekends and holidays. Are you available to work any and/or all hours that the District could require, including overtime? Yes No Unsure

EDUCATION

Please circle the highest grade completed: 7 8 9 10 11 12 13 14 15 16 16+

| NAMES | CITY/STATE | GRADUATE? |
|-------------|------------|-----------|
| HIGH SCHOOL | _____ | _____ |
| COLLEGE | _____ | _____ |
| OTHER | _____ | _____ |

SECURITY

List states and counties of residence for the past seven years: _____

Yes No Have you used any names other than those on this page? If so, please list here. _____

Yes No Have you been convicted of a felony and/or served time in jail or prison during the past seven years? If so, please describe below. (In accordance with District policy, this information will be reviewed for job relatedness and time since last conviction.)

| INCIDENT | CITY/STATE | CHARGE |
|----------|------------|--------|
| 1. _____ | _____ | _____ |
| 2. _____ | _____ | _____ |

JOB RELATED SKILLS

Yes No Do you have a valid driver's license? DL#: _____ State of Issue: _____ Expiration Date: _____

Yes No Do you have a current commercial driver's license? Class A: _____ Class B: _____

Yes No Have you had any moving violations in the past two years? Please describe: _____

Driving records will be verified through the Department of Motor Vehicles.

Please list any other skills, licenses or certificates that may be job-related or that you feel would be of value to this job or the District:

- Yes No Have you been given a job description or had the requirements of the job explained to you?
 Yes No Do you understand these requirements?
 Yes No Can you perform the requirements of this job without reasonable accommodation? If no, please explain: _____

EMPLOYMENT REFERENCES

Your application will not be considered unless every question in this section is answered. We will make every effort to contact previous employers. *The correct telephone numbers of past employers are critical.*

MOST RECENT EMPLOYER Yes No Are you currently working for this employer?

Company Name City State () Area Code Phone Number
FROM: TO: _____
Dates Employed Job Title Supervisor Name
Duties _____
Per _____
Salary (Hour, Week, Month, Etc.) Reason For Leaving

SECOND MOST RECENT EMPLOYER

Company Name City State () Area Code Phone Number
FROM: TO: _____
Dates Employed Job Title Supervisor Name
Duties _____
Per _____
Salary (Hour, Week, Month, Etc.) Reason For Leaving

THIRD MOST RECENT EMPLOYER

Company Name City State () Area Code Phone Number
FROM: TO: _____
Dates Employed Job Title Supervisor Name
Duties _____
Per _____
Salary (Hour, Week, Month, Etc.) Reason For Leaving

PERSONAL REFERENCES

Please list only individuals familiar with your work ability. Do not include relatives.

| NAME | ADDRESS/PHONE | YEARS KNOWN/RELATIONSHIP |
|------|---------------|--------------------------|
| 1. | | |
| 2. | | |

COMMENTS

CERTIFICATION & RELEASE

ASK FOR AN ADDITIONAL PAGE, IF NECESSARY

I certify that I have read and understand the applicant note on page one of this form and that the answers given by me to the foregoing questions and the statements made by me are complete and true to the best of my knowledge and belief. I understand that any false information, omissions or misrepresentations of facts called for in this application may result in rejection of my application or discharge at any time during my employment. I authorize the District and its agents, including consumer reporting bureaus, to verify any of this information including, but not limited to, criminal history and motor vehicle driving records. I authorize all persons, schools, companies and law enforcement authorities to release any information concerning my background and hereby release any persons, schools, companies and law enforcement authorities from any liability for any damage whatsoever for issuing this information. I also understand that the use of illegal drugs is prohibited during employment. If District policy requires, I am willing to submit to drug testing to detect the use of illegal drugs prior to and during employment.

SIGNATURE _____

DATE _____