



Volunteer Opportunity: Community Protection Volunteer

The Community Protection Division serves the people of Boulder County by working to resolve disputes between individual consumers and businesses; investigating complaints and prosecuting cases involving abuse or exploitation of elder and vulnerable members of our community; and by engaging community members through outreach and education, equipping them with the tools necessary to protect themselves and prevent them from becoming victims of crime.

The CPD Volunteer is the first public point of contact for the Community Protection Division. You will be answering general questions and concerns related to consumer issues, including consumer complaints, and providing legal resource referrals and other information related to community resources. Volunteers will also spend time processing consumer complaints and entering data into a Consumer Complaint database. Dependent on coverage need, volunteers will occasionally attend and represent the District Attorney's Office at community resource and tabling events.

Qualifications and Requirements:

- Prior experience and interest working with the public in a person-centered capacity
- Bilingual in Spanish and English preferred
- Experience with creating more inclusive spaces for community members and colleagues
- Working knowledge of resources available in the community preferred
- Excellent verbal and written skills
- Ability to maintain accurate records
- Ability to use or learn Microsoft Office applications, including Word, Outlook, and Teams.

Training Dates and Information: The CPD Volunteer will be involved in a combination of videos, reading material, and one-on-one training about the role of the CPD Volunteer.

Contact: Kelly Taylor Russell, Volunteer Coordinator. ktaylorrussell@bouldercounty.org