



Arkansas Game and Fish Commission Employment Job Posting

AGFC Licensing Specialist - **AGFC Licensing Specialist**

POSITION NO: 22095928

POSTING INFORMATION:

Advertisement Opens: July 20, 2026

Advertisement Closes: Aug. 3, 2026

Full Time: Yes

Salary: \$35,648.00 - \$35,648.00 Annually

POSTING REQUIREMENTS:

Minimum Education and/or Experience:

The formal education equivalent of a high school diploma, plus two years of experience in form review or verification, general office duties, customer service, or a related area.

OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE HUMAN RESOURCES CHIEF.

Preferred Education and/or Experience:

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Knowledge, Abilities, and Skills:

- Knowledge of Arkansas wildlife laws, licensing requirements, and related regulations.
- Knowledge of basic computer operations and standard office software programs.
- Knowledge of basic mathematics and financial record-keeping.
- Ability to review and process license applications with close attention to detail.
- Ability to interpret and apply rules and policies to specific customer situations.
- Ability to communicate effectively and professionally with the general public.

Preferred Knowledge, Abilities, and Skills:

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POSTING DETAILS:

Position Location:

City: Jonesboro

Office: Forrest L. Wood Crowley's Ridge Nature Center

Division: Fiscal

Job Summary:

The Arkansas Game and Fish Commission (AGFC) Licensing Specialist is responsible for the front-line receipt, review, and processing of game and fish license applications. This position provides direct customer service via the agency hotline and in-person transactions, ensuring all initial data entry and payment recordings are accurate. This position is governed by state and federal laws and agency policy.

Typical Functions:

- Receives, reviews, and processes license applications from the public in person, via mail, or on the internet.
- Serves as a primary agent for the AGFC hotline, answering basic regulatory questions and assisting the public with standard navigation of the licensing website.
- Ensures that correct fees are received and checks are processed according to agency standards.
- Enters and updates licensing information in the internal database and records payments in AASIS (S/4HANA)
- Identifies problem records or data discrepancies and escalates complex technical or accounting issues to the Senior Licensing Specialist.
- Communicates with the public to interpret and apply rules, laws, and basic licensing requirements.
- Performs other duties as assigned.

Specific Duties and Responsibilities:

Public & Guest Relations

Serve as the primary point of contact for the Crowley's Ridge Nature Center, providing professional and welcoming assistance to all visitors.

Licensing Support:

Provide specialized phone support for AGFC licensing, assisting the public with permit acquisitions, regulations, and troubleshooting.

Administrative & Operational Support

Support Nature Center staff by managing scheduling and executing key administrative functions to ensure smooth daily operations.

Workflow Management:

Assist in the organization of facility events, staff calendars, and general office logistics.

Vendor & Regional Outreach

Act as a specialized outbound support representative for AGFC vendors throughout the Northeast Arkansas (NEA) region.

Technical Assistance:

Proactively reach out to regional vendors to provide training, system support, and updates regarding AGFC policies and sales.

Certificates, Licenses, or Registrations:

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Special Job Dimensions:

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Other Specific Information:

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As an equal opportunity employer, the Commission will make any reasonable accommodations necessary to ensure equal employment opportunities.