

WYOMING OUTFITTERS & GUIDES ASSOCIATION

2022 AGENCY PERSONNEL AWARD

— Jennifer Doering —

JENNIFER DOERING CURRENTLY SERVES as the License Section Manager for the Wyoming Game and Fish Department, a position held since November of 2013. Jennifer graduated from the University of Wyoming with a Bachelor's of Science in Wildlife Management in 1996 and a Master's of Business Administration in 2000. In 2000, she accepted a position with the Department of Audit as a Strategic Plan Auditor, auditing state agency strategic plans, as well as special districts, cities, towns and counties and investigated multiple fraud cases. Her career with the Wyoming Game and Fish Department began in 2006 as a Grants Analyst followed by a promotion to the Federal Aid Coordinator in the Fiscal Division, subsequently the first Fiscal Program Coordinator within the Wildlife Division and, ultimately, stepping into her current role as the License Section Manager.

As the License Section Manager, she is responsible for all oversight and management of the agency's core licensing functions and multiple automated licensing systems including: online hunting application system to apply for limited quota licenses, online license purchase system, watercraft registration system, credit card payment system, electronic agent payment processing, internet point-of-sale license system at Department and external license selling agents (approximately 215). These functions result in excess of \$66 million dollars in Department revenue. Jennifer processes an average of 800 customer license reservation and refund requests annually and ensures compliance with commission regulations. She also leads the telephone information center, the Department's main customer service line, answering over 70,000 constituent calls annually.

Melding her wildlife and business degrees affords Jennifer a unique perspective and opportunity – incorporate mandated licensing requirements into the needs of wildlife and the desires of customers. Her comprehensive knowledge of the licensing systems allows her to analyze, recommend and eventually implement application and



license purchasing changes to benefit customers. A recent recognizable accomplishment is the new business portal, streamlining the limited quota application process, allowing outfitters to manage their own parties, easily review their customers' results and preference points. The portal also allows outfitters to purchase leftover limited quota licenses and other licenses stamps and permits for their customers. Another notable upgrade is the ability to charge successful applicants for a conservation stamp, elk special management permit and archery license if elected or required prior to printing their licenses.

Jennifer utilizes her extensive knowledge of the Wyoming Game and Fish Department's license draw system and ability to query license data to provide information for special projects for audits, budget planning, or agency management purposes as they relate to agency licensing functions. She is involved in licensing issues, including short-and long-term functionality and necessary upgrades to licensing policies, procedures and systems in support of Department priorities. The most recent example is providing licensing information to the Governor's Wildlife Task Force and the Travel, Recreation and Wildlife Legislative committee. She has spent hundreds of hours providing informational presentations to explain the complexities of limited quota draws, answer questions and provide requested information to this task force and other entities. She was recognized as the 2012 Wildlife & Natural Resource Trust partner of the year.

Born in Torrington, she has never lived outside of Wyoming and Hank, her husband of 22 years, and their teenage son Connor currently live in Cheyenne. In her free time, she enjoys the outdoors, hiking and camping. During the colder months, she is often found at a swimming pool cheering on her son. 🍂