

POSITION ANNOUNCEMENT

FACILITY OFFICE MANAGER (Part-Time)

The Forest Preserve District of Will County is accepting resumes for two part-time Facility Office Managers at Hidden Oaks Nature Center, in Bolingbrook, Illinois.

See the attached Position Opening outlining the position duties, education, training, experience, physical/mental requirements, and necessary special requirements. Resumes will be accepted until position is filled.

Application Procedure: Send a cover letter and resume to:

Donna Suca, Director of Human Resources
Forest Preserve District of Will County
17540 W. Laraway Road
Joliet, Illinois 60433
815.722.5667 (desk)
humanresources@fpdwc.org

The Forest Preserve District of Will County does not discriminate against individuals on the basis of race, color, gender, national origin, age, or disability. In offering employment opportunities to the public, the Forest Preserve District will make reasonable modifications to ensure that all people have an equal opportunity. To request this document in large print, audio, or Braille, contact the Director of Marketing and Communications, Sugar Creek Administration Center, 17540 W. Laraway Road, Joliet, IL 60433; comments@fpdwc.org; 815.722.9383 (voice); 800.526.0844 (TDD). Requests should be made at least 48 hours in advance. While the Forest Preserve District of Will County will make every effort to meet requests in a timely fashion, some requests may take longer than others to fulfill. Persons believing that they have been discriminated against by the Forest Preserve District of Will County may file a complaint alleging discrimination with the Forest Preserve District or the Office of Civil Rights, U.S. Department of the Interior, www.doi.gov

**FOREST PRESERVE DISTRICT OF WILL COUNTY
JOB DESCRIPTION**

TITLE: FACILITY OFFICE MANAGER – PART TIME
DEPARTMENT: VISITOR SERVICES
FLSA STATUS: EXEMPT **DATE: 2016**
LOCATION: VARIOUS VISITOR FACILITIES

BASIC FUNCTION

Provide operational and management support to the Supervisor for the day-to-day functionality of the visitor facility. Provide planning and operational support to educational staff. Represent and promote the district in a professional manner through clerical and receptionist activities that include greeting and assisting visitors at the front desk, issuing permits, and answering incoming calls to provide a positive experience for visitors. This is a part-time position, 18-24 hours a week Tuesday – Saturday or Sunday depending on the location; including some weekend and weeknight hours.

ORGANIZATIONAL RELATIONSHIPS

Reports to:

- Facility Supervisor / Permitting and Recreation Supervisor
- Program Coordinator

Works closely with

- Permitting Manager
- Naturalists
- Facility Office Managers at other locations

Supervises:

- None

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Staff facility welcome area, greet and orient visitors, answer, and direct incoming telephone calls, distribute brochures, answer visitor questions about facility, preserve, district, and area.
2. Issue district facility rental permits, program registrations, and memberships, assemble and distribute accompanying informational packets.
3. Responsible for promptly opening and closing of the facility during public hours.
4. Responsible for opening and closing of the front desk cash drawer daily and running necessary reports and assisting Supervisor with petty cash and change bank.

5. Maintain facility youth group program reservation system; schedule groups, create permits, collect fees, and maintain permit files if applicable at the facility work site.
6. Book education permits; contact teachers prior to program date; assist with program prep, orientation, and evaluations if applicable at the facility work site.
7. Record attendance and maintain permit data for public programs, education programs, youth group programs, and daily public attendance.
8. Maintain facility front desk area and supplies ensuring smooth operation of day-to-day activities. Ensure that all district staff is informed of facility front desk procedures and that quality of customer service is provided to facility visitors.
9. Process reports and summaries and compile data from visitor evaluations.
10. Manage facility office supplies and purchase/order facility office supplies, equipment, and assist with purchasing program materials.
11. Maintain files and filing system.
12. Process and distribute mail; handle deliveries.
13. Organize and restock facility brochure display and manage brochure inventory.
14. Maintain and update the facility information signage.
15. Manage mailing lists and databases.
16. Record public comments and submit monthly logs.
17. Maintain gift shop, including ordering and inventorying merchandise as needed, and inventory/entry into POS system.
18. Assist in event, exhibition, and program planning: research and contact vendors, organizations, agencies, ordering supplies, scheduling etc.
19. Staff special events, grand openings, community expos, and public programs in an informational/support manner.
20. Serve on district and/or departmental work groups or committees.
21. Handle per procedure bid packet distribution and receipt if applicable at the facility location.
22. Complete other administrative duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Must be proficient with computer systems and software for generating documents, spreadsheets, and emails, and operating an online permit reservation software.
- Proficient with Microsoft Office programs (Outlook, Word, Excel, and Access).
- Proficient with cash handling and point of sale.
- Effective organization skills to handle multiple projects.
- Effective communication skills, orally and in writing
- Friendly, professional, and able to provide exceptional customer service both in person, on the phone, and via email.
- Ability to operate office equipment such as printers, phone systems, mailing machines, fax machines.
- Experience with telephone and computers is a must.
- Experience with reservation management software is a plus.

TRAINING AND EXPERIENCE

Minimum requirements include:

- Associates Degree
- 2-year experience as clerical, support staff, or similar field
- Customer service and cash handling experience is a plus
- Ability to operate a POS system/cash register.
- Ability to communicate in a friendly, energetic, respectful, and professional manner with the public.
- Must possess and maintain a current and valid Motor Vehicle Operator's license.

WORKING ENVIRONMENT AND CONDITIONS

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires some work outdoors in the preserves on and off trail.

Working Hours: Typical hours are Monday – Friday or Tuesday through Saturday and/or Sunday depending on the facility location; typically work 18 – 24 hours / week; typically work 8a – 4p staffing Visitor Center or working to assist with programs and special events.

Manual Dexterity: Work requires ability to lift on occasion up to 40 lbs. and regular speed and accuracy for working an 8hour shift

Physical Effort: Work requires ability to move between sitting, standing, and walking for 6-8 hours. Handling of average weigh materials – deliveries, program supplies, office equipment – but not for substantial periods.

Working Conditions: Typical working conditions found in most administrative work areas. Occasional exposure to moderately disagreeable weather in the preserves on and off trail. Must be able to drive county-wide on occasion for purchasing, or other facilities for meetings, etc.

Hazards: Negligible

Other Information: This job requires a sighted individual (i.e., vision corrected to 20/20) for extended computer usage and requires an individual with normal hearing (i.e., hearing corrected to normal ranges) for direct [or telephone] contact with the vendors, employees, and the public. Significant typing duties require sufficient manual dexterity to type at a speed of a minimum of 60 words per minute. The personal communications nature of this work also requires an individual who possesses good auditory memory and discrimination skills and significant interactive communication skills.

Applicants should possess knowledge of modern business office practices and procedures, some knowledge of business English, spelling, punctuation, grammar, format, and rules of correspondence. Ability to operate computer systems and software such as Microsoft Office Professional (Outlook, Excel, Word, Access).

Ability to learn processes applicable to the type of clerical work performed in the District; ability to express oneself clearly and concisely; ability to understand and follow oral and written instructions; demonstrates good communication skills and an ability to communicate effectively with a wide range of audiences.

PAY RANGE AND ANNUAL SALARY

Pay Range: Grade 5 Hourly: \$16.32/hour Not to exceed 940 hours/year