



Bringing People and Nature Together

Forest Preserve District

OF WILL COUNTY

17540 W. Laraway Road / Joliet, IL 60433
815.727.8700 / fax 815.722.3608
ReconnectWithNature.org

LAURIE SUMMERS, President
KENNETH E. HARRIS, Vice President
AMANDA KOCH, Secretary
TYLER MARCUM, Treasurer

POSITION ANNOUNCEMENT

PERMIT ADMINISTRATIVE ASSISTANT – PART TIME

The Forest Preserve District of Will County is accepting resumes for a part-time Permit Administrative Assistant at Sugar Creek Administration Center in Joliet. This position is primarily responsible for the administration and facilitation of permits.

See the attached Position Opening outlining the position duties, education, training, experience, physical/mental requirements, and necessary special requirements. Resumes will be accepted until Friday, June 7, 2019.

Application Procedure: Send a cover letter and resume to:

Donna Suca, Human Resource Supervisor
Forest Preserve District of Will County
17540 W. Laraway Road
Joliet, Illinois 60433
815.722.5667 (desk)
815.722.3608 (fax)
dsuca@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 Superintendent of Public Affairs, 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: PERMIT ADMINISTRATIVE ASSISTANT – PART TIME
DEPARTMENT: VISITOR SERVICES
FLSA STATUS: EXEMPT **DATE: May 9, 2019**
LOCATION: SUGAR CREEK ADMINISTRATION CENTER

BASIC FUNCTION

The Permit Administrative Assistant is a customer service position providing support to the Permit Administrator with reservation and registration software and procedures. The position requires extensive public and staff interaction, as well as a comprehensive understanding of computers and the applications used for the day to day tasks of permitting procedures, issuance, and reporting.

ORGANIZATIONAL RELATIONSHIPS

Reports to:

- Permit Administrator
- Education and Outreach Supervisor

Works closely with:

- Visitor Services facility staff
- SCAC Front Desk staff

Supervises:

- None

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform necessary maintenance and upgrades as determined by the Permit Administrator to the ActiveNet permitting system to improve functionality.
2. Assist customers with special use, Non-District Event, photography, dog park, picnic, and camping requests.
3. Provide support to end-users, including the public, processing permits and collection of fees for picnic and camping permits, educational program permits, dog park memberships, gift card sale and use, on-line program registration, Point of Sale, and other such activities that require a permit.
4. Filter and process refund requests.
5. Staff a table at select Non-District Events to represent the District and provide information.
6. Oversee on-line dog park memberships including processing on-line sales (assisting public, daily sales reports, mailing passes, etc) and all maintenance, routine, and trouble-shooting necessary to improve functionality.

7. Oversee on-line program registration including entry of public programs, creation of and scheduling of open/closing of registration sessions and programs.
8. Assist in producing various ActiveNet Reports to supply data as needed for Annual Permit Summary and Annual Report or other such reports and ensure data entry by other facilities is accurate.
9. Maintain the layout and design of the customer reservation and registration website.
10. Develop and maintain departmental administrative calendar.
11. Facilitate camping equipment rental program including payment, permitting, check in/out procedures, assembling equipment requests, and maintaining equipment inventory.
12. Purchase / order supplies, uniforms, and equipment for the Education and Outreach section; may require off-site pick-up / purchase of items.
13. Oversee rental procedures for the Resource Loan Kits. Inventory kits and restock as needed. Produce annual usage report.
14. On occasion, work select Education & Outreach activities or Facility Events.
15. Staff front desk at SCAC to cover lunches, sick days, etc as needed.
16. Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work autonomously with minimal direction
- Excellent problem solving and decision making abilities
- Ability to multitask by working on various projects
- Highly proficient with computers for generating documents, emails, and operating a complex reservation system (ActiveNet)
- Exceptional organization skills
- Highly proficient in the creation of complicated spreadsheets, data reports, and tabulation of data.
- Ability to operate office equipment: Point of Sale, printer, phone
- Excellent customer service skills
- Effective communication skills, both orally and in written form
- Ability to maintain sensitive personal information in a professional secure manner
- Ability to maintain accurate records and data reports
- Proficient in math

TRAINING AND EXPERIENCE

Minimum requirements include:

- Associates degree in Business Administration, Parks and Recreation, or related field
- Experience with a recreation management software a plus
- 2-3 year's related experience, including customer service and cash handling
- 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. Applicant must be available to work 3 days a week, including every Friday. Typical work day is 6 hours. Some weekend and weeknight hours required. Not to exceed 940 hours annually.

Manual Dexterity: Work requires ability to lift on occasion up to 40 lbs.

Physical Effort: Work requires ability to move between sitting, standing, and walking for 6-8 hours

Working Conditions: Occasional exposure to moderately disagreeable weather in the preserves on and off trail.

Hazards: Negligible

PAY RANGE AND ANNUAL SALARY

Pay Range: Grade 5 Starting Wage: \$15.03/hour