

POSITION ANNOUNCEMENT

FACILITY OFFICE MANAGER – FULL-TIME

The Forest Preserve District of Will County is accepting resumes for Facility Office Manager Full-Time 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 **May 22, 2025**.

Application Procedure: Send a cover letter and resume to:

Veronica Frausto-Sarwark, Director of Human Resources
Forest Preserve District of Will County
17540 W. Laraway Road
Joliet, Illinois 60433
(815)722-5669 (desk)
(815)722-3608 (fax)
humanresources@fpdwc.org

The Forest Preserve District of Will County does not discriminate against individuals based on 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: FACILITY OFFICE MANAGER – FULL-TIME
DEPARTMENT: VISITOR SERVICES
FLSA STATUS: NON-EXEMPT **DATE: 2024**
LOCATION: VARIOUS VISITOR FACILITIES

BASIC FUNCTION

Provides operational and management support to facility staff for the day-to-day functionality of the visitor center. Provide planning and operational support to education 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. The hours and days of work are to be determined and could/will include evenings and weekends.

ORGANIZATIONAL RELATIONSHIPS

Reports to:

- Program Coordinator
- Facility Supervisor

Supervises:

- None

Works closely with:

- Permit and Recreation Supervisor
- Peer Department Support Staff
- Interpretive Naturalist

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Staff facility welcoming area: greet and orient visitors, answer and direct incoming telephone calls, distribute brochures, and answer visitor questions about the facility, preserve, District, and area.
2. Issue District facility rental permits, program registrations, and memberships. Assemble and distribute accompanying informational packets.
3. Maintain facility youth group program reservation system; schedule groups, create permits, collect fees, and maintain permit files.
4. Book educational program permits; contact teachers before program date, prep orientation, and evaluation forms.
5. Assist facility supervisor with cash handling – petty cash, change bank, and POS cash drawer.
6. Record and report attendance and maintain permit data for public programs, education programs, youth group programs, and daily public attendance.

7. Maintain the facility front desk area and supplies ensuring smooth day-to-day activities. Ensure that all District staff are informed of facility front desk procedures and that quality customer service is provided to facility visitors.
8. Process reports and summaries and compile data from visitor evaluations.
9. Manage facility office supplies and purchases/order facility office supplies and equipment and assist with purchasing program materials.
10. Maintain files and filing system.
11. Process and distribute mail.
12. Organize and restock facility brochure display and manage brochure inventory.
13. Maintain and update facility information signage.
14. Manage mailing lists and databases.
15. Record public comments and submit monthly logs.
16. Maintain gift shop, including ordering and inventorying merchandise as needed, and inventory/entry into POS system.
17. Assist in event and program planning: research and contact vendors, organizations, agencies, etc.
18. Staff special events, grand openings, community expos and outreach, and public programs in an informational/support manner. This Position will also assist in tear down, setup, and supervision of facility rentals.
19. Assist with the maintenance of exhibit and program areas or procuring "on-loan" exhibits and displays.
20. Work on planning teams as assigned for the District and departmental events and assist with the preparation and staffing of events when needed.
21. Serve on District and/or departmental work groups or committees.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of Microsoft Office programs (Outlook, Word, Excel, and Publisher).
- Excellent organizational skills to handle multiple projects.
- Effective communication skills, orally and in writing.
- Demonstrated experience working in a customer service role or setting.
- Ability to communicate in a friendly and energetic way with the public.
- Ability to operate office equipment.
- Experience with telephone and computers is a must.
- Experience with reservation management software is a plus.

TRAINING AND EXPERIENCE

Minimum requirements include:

- Associate's degree
- 2-year experience as clerical, support staff, or similar field
- Customer service and cash handling experience are 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 essential functions. Requires some work outdoors in the preserves on and off the trail.

Typical hours are 8:00 am – 4:00 pm staffing the Visitor Center or working to assist with programs and special events. Typical working conditions are those found in most administrative work areas. However, program and event support can occur indoors and outdoors in a variety of weather conditions. Must be able to work at various locations in Will County on occasion.

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

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

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

Hazards: Negligible.

PAY RANGE, ANNUAL SALARY, AND BENEFITS

Pay Range: Grade 5

Minimum: \$32,658

Midpoint: \$38,373

Maximum: \$45,088

Benefits: Medical HMO/PPO HDHP, dental, vision, basic life/AD&D, and voluntary life/AD&D, IMRF pension, paid sick time, vacation, and holidays following the current handbook, employee assistance program, options to purchase voluntary insurance, and deferred compensation.