



Visitor Services Supervisor

Forest Preserve District of DuPage County (EOE)

Contact Name: HR Office

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Contact Phone: 630-933-7682

Closing Date:

Salary: 57,824.00 - 65,083.20

Description:

Our Organization:

The Forest Preserve District of DuPage County provides opportunities for people to connect with nature. We offer to the public 60 forest preserves, 166 miles of trails, 47 miles of rivers and streams, and 6 nature and cultural centers. We have 6 million visitors each year.

The District's mission is, "to acquire and hold lands containing forests, prairies, wetlands and associated plant communities or lands capable of being restored to such natural conditions for the purpose of protecting and preserving the flora, fauna and scenic beauty for the education, pleasure, and recreation of its citizens.

The summary below does not include all the essential functions and requirements for this position. For more information, we encourage you to review the complete job description that is attached or find this position on the DuPage Forest Preserve's listed openings to learn more.
<https://dupageforest.isolvedhire.com/jobs/1336411>

Job Summary:

The Visitor Services Supervisor oversees the activities and processes of the Office of Visitor Services including staffing and training. The Visitor Services team provides high quality customer service by answering questions about preserves, registering patrons for programs, and selling permits. This team is the initial point of contact for visitors at preserves. Visitor Services staff is committed to going above and beyond to provide a "pathway to yes" for all. This position will recommend improvements to the District's processes, rules, regulations, and ordinances to ensure consistently exceptional visitor experiences throughout the preserves while also collaborating with internal and external stakeholders.

On a typical day, you will:

- Supervise Visitor Services staff, including hiring, scheduling, and assigning work, reviewing performance, and recommending salary increases, promotions, transfers, demotions, corrective actions, or terminations.

- Develop procedures and recommend changes to the operations of the Visitor Services to address changing needs of the public, increase the overall customer experience, as well as changes in ordinances, rules, and regulations.
- Process permit applications for all permitted facilities, reservations for visitor use of District facilities, recreation areas, and spaces that must be reserved.
- Provide reception and switchboard support for the District's headquarters facility and ensure adequate coverage of the office during business hours.
- Assist patrons in establishing and troubleshooting their ActiveNet accounts and with the purchase of IDNR products related to fishing, boating, and other activities and ensure operation of IDNR equipment and completion of necessary record keeping.
- Administer ActiveNet settings relating to facilities to ensure that public and internal users informed of available locations and amenities.

For this position, you will need:

- Associate's Degree in a related field, 4-6 years of related experience with 1-4 years of direct supervisory experience (includes: training and coaching, responsible for preparing evaluation, assigning work, responsible for work of employee supervised), or equivalent combination of education, training, and experience.
- Demonstrated success in organizing workflow in a busy customer service environment.
- Proficiency in developing, planning, and overseeing programs and projects, including the ability to set objectives, timelines, and performance metrics.
- Demonstrated success in supervising, assigning direction to, and delegating other direct reports or staff members.
- Strong communication skills, both verbally and in writing and a commitment to providing customer service.
- Proficiency in addressing customer concerns and handling conflict resolution.
- Experience handling financial transactions and budgeting.
- Proficiency in Spanish preferred.

Schedule: Monday - Friday, 8:00 am - 4:30 pm. Will occasionally work weekends to provide service during District events.

Starting Pay: \$57,824.00 - 65,083.20 salary per year.

Eligible for performance review and possible pay increases biannually.

Location: Office setting based out of the DuPage Forest Preserve's HQ location in Wheaton, IL.

Benefits: Medical (PPO and HMO plans through Blue Cross Blue Shield), Dental, Vision, Flexible Spending Account for Health and/or Dependent accounts., Wellness Screenings, Life Insurance, Tuition Reimbursement, 12 paid Holidays, 12 paid Vacation Days, 5 paid Personal Days, 8 paid sick days, Pension through Illinois Municipal Retirement Fund (IMRF), 457 Retirement Plan, up to one remote workday per week.

The Forest Preserve District of DuPage County is committed to fostering a diverse and inclusive workplace built on a foundation of respect, integrity, teamwork, and excellence. Our organization provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This applies to all

terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.