



## **Visitor Services Supervisor**

### **Forest Preserve District of DuPage County**

**Contact Name:** Mitchell Deery

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**Contact Phone:** 630-933-7678

**Closing Date:**

**Salary:** \$58,843 - 66,227 per year.

#### **Description:**

##### **Lead the Team That Connects Visitors to Nature**

Join the Forest Preserve District of DuPage County as a **Visitor Services Supervisor**, where you'll lead a team dedicated to helping the public enjoy the preserves safely, smoothly, and in line with District policies. As the first point of contact for many visitors, your leadership creates an example of an exceptional customer service experience while overseeing permits, reservations, and office operations.

#### **What You'll Do**

- Supervise, train, and support a team of Visitor Services Specialists-providing coaching, assigning work, and ensuring excellent service.
- Manage daily operations of the Office of Visitor Services, ensuring timely and helpful responses to visitor inquiries via phone, email, chat, and in person.
- Coordinate and process special use and photography permits, including application review, insurance verification, and payment handling.
- Oversee reservations for shelters, facilities, recreation areas, and ensure compliance with all relevant rules and ordinances.
- Serve as a key administrator of the ActiveNet system, ensuring accurate facility listings, public accessibility, and internal functionality.
- Assist patrons with account setup and troubleshooting, and process IDNR product sales and related records.
- Monitor and report on departmental performance data to track facility use, visitor activity, and workload.
- Identify and implement improvements to office procedures and public-facing services to meet changing needs.
- Handle complex customer service situations and conflicts with professionalism and sound judgment.
- Manage financial transactions, including POS system oversight, reconciliation, and reporting.
- Support budget development and ensure efficient use of resources.
- Maintain switchboard and reception operations at District headquarters, ensuring a welcoming, well-organized front desk.

## **What You'll Need**

- Must be 18 years of age or older at the time of hire.
- 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.
- Knowledge of ActiveNet registration system or a similar system.
- Proficiency with Microsoft Office Suite.
- 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.
- Proficiency in addressing customer concerns and handling conflict resolution.
- Proficiency with the principles and practices of public relations.
- Experience handling financial transactions and budgeting.
- Demonstrated success in supervising, assigning direction to, and delegating other direct reports or staff members.
- Assess and prioritize multiple tasks, projects, and demands efficiently.
- Ability to interpret and communicate District information and policies to the general public.
- Establish and maintain productive working relationships.
- Strong communication skills, both verbal and in writing.
- Strong organizational skills to maintain accurate records and data.
- Spanish bilingual preferred.

## **Schedule, Pay & Benefits**

- Full-time: Monday - Friday, 8:00 am - 4:30 pm.
- Requirement to be available to work remotely on rotating weekends over the Summer months.
- Starting Pay: \$58,843 - 66,227 per year.
- We offer an outstanding and affordable benefit package including medical, pension program, and more. To find out more, visit our website.

## **Work Setting**

- Based out of the Headquarters facility in Wheaton, IL.

## **Apply Today**

Follow the link to apply directly and be considered for the position.

Visitor Services Supervisor - Wheaton, IL - Forest Preserve District of DuPage County Jobs

Additional information about the position and job duties can be found in the attached job description on our website.

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.