



Manager of Permits and Revenue

Forest Preserve District of Cook County

Contact Name:
Contact E-mail:
Contact Phone:
Closing Date: 2022-02-13
Salary: \$82,867

Description:

<https://cookcountyl.taleo.net/careersection/400/jobsearch.ftl?lang=en>

Job Summary

Under the general supervision of the Director of Permits, Rentals and Concessions or their designee, supervises the day-to-day management of the entire permit and events and facilities staff (including two supervisors), who issue and oversee agreements related to all permits, memberships and vendor contracts offered by District for the use of outdoor groves and shelters, indoor room rentals, off-leash dog areas, equestrian trails, etc. Oversees operations of the PRC permits staff at the General Headquarters, Dan Ryan Visitor Center and other remote locations. Duties and responsibilities include formulating policies, managing daily operations, regularly reviewing and auditing financial reports, and increasing revenue. Initiates and directs operational changes to increase efficiency and customer service policies. Manages budget, calendar and resources to support organizational and operation goals and meet financial objectives. Creates and enforces processes and procedures for auditing, procurement, financial reporting and legal compliance. Manages the online reservation system operating Districtwide. Coordinates and reviews all published information for accuracy as it relates to the Department, both internally and for the District's website.

Typical Duties

Manages and troubleshoots reservation system Districtwide for internal and external operations.

Develops new applications for the reservation system while monitoring and auditing current uses and programs.

Manages the Permit Supervisors and supports their supervisory duties. Coordinates and trains full and part-time staff in various operational, programming and customer-service related duties. Reviews all scheduling for permits staff working at multiple locations.

Oversees permit and room rental operations, reviewing and analyzing policies and formalizing processes and procedures.

Develops relationships with permit holders and organizations to enhance the customer experience and maximize non-tax revenue opportunities.

Identifies new customers and uses for permitted space in the District.

Maintains data, files and records on permits issued, areas available and deposits.

Develops and maintains financial records and reports for all aspects of the operation.

Reports on all aspects of monetary transactions on a weekly, daily, and monthly basis.

Maintains all ad-hoc, weekly, monthly and end-of-the-year reports pertaining to all customer participation in permitted activity. Audits all financial reports and provides monthly and quarterly updates.

Analyzes financial statements relating to the Dog Parks, Equestrian Program, Model Airplane Fields, Athletic Fields and Snowmobiling.

Works with Permit Supervisors to supervise, assign and direct staff in maintaining accurate accounts of monies received and disbursed.

Collaborates with staff from programming, volunteer resources, and other District departments to accommodate permit requests.

Attends weekly Manager, Department, I scheduled meetings. Attends committee meetings as assigned.

Manages and monitors information regarding permit availability via computer, telephone and in-person via the permit and room rental and other methods.

Reviews permit requests for all large groups and special events.

Meet onsite for pre- and post-event meetings.

Supervises and manages collection of fees for permits and indoor room rentals and authorizes and issues refund vouchers for deposits held on account for both programs

Enforces and addresses any infraction of District policy by permit holders either through verbal warning/reprimand, written policy violation, monetary assessment or litigation.

Conducts and supervises special studies and projects as directed, relative to trends, current and/or projected usage, and other aspects of planning, programming, and operations.

Evaluates the use and application of prospective hardware and software and recommends new purchases, upgrades or additions.

Performs other duties as required.

Minimum Qualifications

Must possess a high school diploma or GED AND fifteen (15) or more years of full-time work experience in finance, customer service, an administrative role, or business operations;

OR

Must possess an associate degree from an accredited college or university AND eight (8) or more years of experience in customer service, an administrative role, finance, or business operations;

OR

Must possess a bachelor's degree or higher in business management or substantially similar area from an accredited college or university AND five (5) or more years of full-time work experience in customer service, an administrative role, finance, or business operations.

Must possess three (3) or more years of full-time work experience with permit software, reservations software, and reservations systems or customer relationship management (CRM) systems such as, but not limited to, Activenet and Class.

Preferred Qualifications

Possession of three (3) or more years of full-time work experience in a supervisory capacity OR

Possession of professional experience working with and utilizing reservation databases and/or

managing special events OR At least one (1) season of work experience with the Forest Preserves of Cook County OR At least one (1) season of work experience as a Conservation Corp Crew member OR At least one (1) season of work experience on property of the Forest Preserves District of Cook County with partners such as the Chicago Zoological Society, Chicago Botanic Garden, Greencorps Chicago OR At least one (1) season of work experience with other partners such as, Friends of the Forest Preserves or the Student Conservation Association.

Knowledge, Skills, Abilities and Other Characteristics

Ability to attend meetings at locations throughout Cook County and provide own transportation.

Management skills to supervise a large team working in multiple locations.

Ability to understand and apply thorough knowledge of the operations of the District.

Thorough knowledge of computer operations and software, and the skills necessary to troubleshoot problems with all permit functions and points of sale cash register systems.

Ability to provide technical assistance to support staff on the operations and use of computers and software programs.

Ability to analyze and maintain accurate files and records.

Skill and ability to communicate with professionalism to diverse groups.

Ability to train personnel in the proper operation and execution of all permit functions.

Knowledge of proper cash control procedures.

Ability to work with individuals both within the District and in the community from various backgrounds, areas of discipline, areas of interest, etc.

Ability to communicate effectively and tactfully with others both verbally and in writing.

Ability to prepare written material for training, recruitment and regular communication with District staff and the public, advanced skill level with Microsoft Office applications.

Ability to assist in a wide variety of District activities and assist other District staff with related programs and services.

Ability to work evenings, weekends, holidays and remotely, if necessary.

Ability to assess and prioritize workload in a deadline-oriented environment. Ability to display strong supervisory leadership skills by motivating staff through trainings, constructive feedback and coaching.

Ability to work and cooperate with others, take initiative to resolve problems, and possess a positive attitude while contributing to and maintaining a safe, productive and respectful work environment.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Veteran's Preference

When applying for employment with the Forest Preserve District of Cook County, preference is given in the application process to honorably discharged Veterans who have served in the Armed Forces of the United States for more than 180 consecutive days or during War Time. To take advantage of this preference, a Veteran must:

Meet the minimum qualifications for the position.

Identify themselves as a Veteran on their employment application by answering Yes to the question "Are you a military veteran?"

Attach a copy of their DD 214, DD 215, or NGB 22 (Notice of Separation) at the time of application by

uploading it as part of your application. If there are multiple DD 214s, DD 215s, or NGB 22s, the one with the most recent date should be submitted. Coast Guard members must submit a certified copy of the military separation from either the Department of Transportation (before 911) or the Department of Homeland Security (after 911).

Provide original applicable discharge papers at time of interview.

Benefits Package

Medical, Dental, and Vision Coverage

Basic Term Life Insurance

Pension Plan and Deferred Compensation Program

Employee Assistance Program

Paid Holidays, Vacation, and Sick Time

You May Qualify for the Public Service Loan Forgiveness Program (PSLF)

For further information on our excellent benefits package, please click on the following link:

<http://www.cookcountyrisk.com/>

General District Employment Requirements

PROOF OF EDUCATION, CERTIFICATIONS AND LICENSES WILL BE REQUIRED.

MUST BE A RESIDENT OF COOK COUNTY OR ESTABLISH RESIDENCY IN COOK COUNTY WITHIN SIX (6) MONTHS OF EMPLOYMENT AND REMAIN A RESIDENT AT ALL TIMES DURING EMPLOYMENT WITH THE DISTRICT.

MUST BE FULLY VACCINATED AT THE TIME OF HIRE OR SUBMIT A REQUEST FOR A REASONABLE ACCOMMODATION WITHIN ONE (1) WEEK OF START DATE.

The Forest Preserve District of Cook County is an equal opportunity employer and ensures against discrimination in employment on the basis of a person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, housing status, or gender identity. We value our employees and the different talents, expertise, and viewpoints that each brings to the table. We believe a robust exchange of ideas results in better decision-making and we commit to providing a constructive, safe, and positive work atmosphere that promotes mutual respect and empowers individuals to thrive in their jobs.