

Bourbonnais Township Park District Job Description

Position Title:	Willowhaven Site Supervisor				
Department:	Willowhaven Park & Nature Center	GL Code:	122-14-5002		
Reports to:	Facility Manager				
Supervises:	n/a				
Classification:	Part-time	FLSA:	Hourly	Starting Pay:	\$12.00
Approved :	12/08/17	Revised:	07/01/20	Next Increase:	\$13.00 Jan 1 st 2023

Position Description:

The Willowhaven Site Supervisor is responsible for opening, overseeing and closing of facility or outdoor picnic site space directly related to programming or facility rental for the Park District. The position is responsible for the operational functions of the events, programs, parties or rentals of the particular site or facility assigned. The position is part-time and the schedule will vary from week to week including evenings and weekends with an average of 5-16 hours per week.

Qualifications:

The position requires that Site Supervisors be at least 18 years of age and have a valid Illinois driver's license. The job is an entry-level position.

Skills needed to be demonstrated:

- Strong attention to detail
- Excellent problem-solving skills and organizational skills
- Strong positive attitude, ability to multi-task and good time management skills
- To work independently and take initiative
- Demonstrate understanding and commitment to the BTPD mission and goals
- Communicate effectively
- Ability to maintain confidential information

Responsibilities and Duties will include the following:

Administration

- Accepts only those participants who have registered for the program or paid the designated entry/rental fee
- Cooperate with and provide assistance to all District staff and perform dependent responsibilities as a team member; work effectively in cross-over tasks or group projects

Customer Service

- Ensure proper introduction to program participants or rental/event patrons.
- Ensure that program participants are informed of next available class or registration session at conclusion of program

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Customer Service (continued)

- Ensure that program or rental evaluation forms are distributed and collected from participants and then provide the same to the supervisor
- Ensure that adequate preparations are made and that facility site is ready for access a minimum of 15 minutes prior to start of program or rental
- Ensure that all participants have departed or have been picked up by legal guardian before exiting the facility site
- Quickly and professionally deal with customer questions, complaints, and concerns
- Provide courteous and friendly attention to all participants/patrons

Public Relations

- Distribute Park District information to participants
- Maintain effective internal and external public relations with staff and general public
- Advise supervisor of any and all complaints received from program participants

Safety and Risk Management

- Administer first aid when necessary for participants or staff member's welfare
- Monitor participant health or safety practices
- Report first aid supply needs to designated supervisor
- Follow agency procedures as relates to completion and submittal of accident and/or incident reports
- Refer insurance questions to immediate supervisor
- Fully understand and follow the guidelines of the Illinois abused and neglected child-reporting act and any procedures that accompany that law

Financial Management

- Collects, and records any payments due and delivers to immediate supervisor

Program Management

- Program attendance trackers/sign in sheets for participants must be submitted to supervisor at conclusion of session
- Pick up class rosters, take and record attendance of each session and class
- Classes should be cancelled in emergency situations only. If a class must be cancelled, notify your immediate supervisor as far in advance as possible. Supervisors shall be responsible for the notification of participants. All cancellations by the Park District will be rescheduled by your immediate supervisor

Facility Management

- Notifies supervisor of any problems or dangerous situations with facility, outdoor park areas or equipment
- Ensure facility/room/site is appropriate for intent of rental, event or class that is being

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taught; including table and chair set up and tear down

Facility Management (continued)

- Ensure presence at facility site to greet patrons/participants upon arrival
- Notify direct supervisor of any changes to rental time or room assignment
- Prepare facility/room for rental, program or event
- Return facility/room to original state at conclusion of activity as needed.
- Assist in the care of the exhibits including live animals inside the Nature Center
- Ensure facility site is vacant of participants at close of activity/rental/event
- Site supervisors are responsible for checking restroom supplies, facility cleanliness, and trash removal for all rentals/events/programs
- Ensure facility site is shut down, closed and secured at conclusion of program

Physical Considerations

- Must be able to lift objects less than thirty (30) pounds
- Must be able to be seated for extended periods throughout the workday
- Must be able to perform duties as is required of specific program offering

Environmental Considerations

- Exposure to extreme outdoor climatic and temperature conditions (heat, cold, sun, wind, precipitation & humidity)
- Exposure to indoor climatic and temperature conditions and changes (heat, air conditioning)
- Exposure to heavy equipment and machinery on property
- Exposure to farm animals and domestic animals
- Exposure to program and cleaning supplies

Mental/Cognitive Considerations

- Must be able to communicate effectively in verbal situations (use of telephone, personal, small and large group meetings)
- Must be able to communicate effectively in written situations (use of computer keyboard, typewriter, note-keeping or similar format)
- Must be able to effectively adjust to stressful situations (handling irate customers, continual questioning & explanations)
- Must be able to effectively give and receive verbal and written directions

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This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements and effects of working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job description to meet changing circumstances; emergencies, priority assignments, changes in personnel, workload, technological developments, etc.

CERTIFICATION

“I have read this job description, and certify that I can perform all essential job functions without a significant risk to my own health and the health and safety of others that cannot be eliminated by reasonable accommodations”. The District may amend this position’s description from time to time at their discretion. In addition, the Executive Director, and/or appointed authority, have and retain the rights to revise, eliminate, combine, and or establish positions and classifications. Amendments by the District shall be effective on such date as designated.

Employee Printed Name:			
Employee Signature:		Date:	__/__/____