

Johnny Appleseed Metropolitan Park District

Information Specialist Position Description (Permanent, Full-Time, Non-Exempt)

Classification

The Information Specialist is assigned to work directly under the supervision of the Administrative Department, specifically the Office Manager and/or the Administrative Assistant.

Essential Duties, Knowledge, and Abilities

1. Greet Park guests that visit the Park Office and direct them to the appropriate department, if needed.
2. Will assist full-time staff in answering questions from the public either in-person, phone, or email.
3. Understanding of filing procedures and organizing files
4. Will assist with projects that may arise.
5. Will assist public with questions they may have as it regards to reservations, program registrations, or any other pertinent information they may request.
6. Follow policies and confidentiality to safeguard data and information.
7. Responsible for updating website with current information.
8. Schedule and process shelter/facility reservations and program registrations into online system.
9. Responsible for maintaining online reservation/registration system with current information.
10. Assist in creating marketing materials for parks and special events.
11. Assists in creating content for all Park District social media platforms.
12. Other duties as assigned.

Minimum Qualifications

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying.

It is preferred the Information Specialist have a minimum of an associate degree from an accredited college/university in a business management related field. Advanced degrees are a plus. Equivalent training/education/experience will be considered.

A valid driver's license with the ability to be insured within the park district's current insurer.

Preferred Qualifications

1. Knowledge and experience with computers and computer programs, including the Microsoft Office Suite of programs and QuickBooks.
2. Good work ethic, self-motivated, and arrives to work on time.
3. Ability to deal with the public in a professional and courteous manner.

Special Requirements

1. Ability to write and speak the English language in a fluent and effective manner.
2. Attention to detail.
3. Ability to work well with coworkers, supervisors, and other personnel. Must be able to communicate effectively.
4. Understanding of Park District policies/procedures and rules/regulations.
5. Enjoy dealing with the public/volunteers and have an interest in parks and recreation.



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6. Ability to adapt to changing conditions.
7. Must possess a valid driver's license with an acceptable driving record, allowing insurability by the Park District's current vehicle insurance carrier under existing coverage provisions at the time of employment and thereafter.
8. Must complete First Aid/CPR/Blood-borne Pathogen training within six months of employment
9. No history of serious criminal activity (felonies) or other related offenses.



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