



## Position Recruitment Notification For Internal & External Candidates

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<b>Job Classification:</b>	<b>Welcome Center Coordinator</b>
<b>Department/Division</b>	<b>Neighborhood Services Department/Administration</b>
<b>Employment Status:</b>	Full-time
<b>Hourly Salary/Grade:</b>	\$32.18/hr. - \$46.66/hr./Grade 3
<b>Anticipated Hiring Range:</b>	\$32.18/hr. - \$39.42/hr. +/- DOQ
<b>FLSA:</b>	Non-Exempt
<b>Union:</b>	Non-Union
<b>Employment Commission:</b>	N/A
<b>Deadline for Application:</b>	Open until filled, first review December 11, 2024

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### POSITION SUMMARY:

This is a single class position under direction of the Neighborhood Partnerships Administrator. This position will design, implement, and coordinate operations of the Village Hall Welcome Center and Welcome to Oak Park program through excellent community engagement and customer service skills. The role will include partnering with diverse community members and stakeholders to facilitate a welcoming experience to all throughout Oak Park.

### INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link:

<https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=688082435>

For additional information on the position visit our website at <https://www.oak-park.us/your-government/human-resources-department>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: [jobs@oak-park.us](mailto:jobs@oak-park.us); or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package including but not limited to a retirement plan, deferred compensation program, social security, medical, dental, vision & life insurance, flexible spending accounts, vacation and sick leave.

**A COPY OF THE POSITION DESCRIPTION IS ATTACHED**

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce and strongly encourages applications from candidates of color.

## Welcome Center Coordinator

**Department:** Neighborhood Services

**FLSA:** Non-Exempt

**Grade:** 3

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **Definition:**

Works under the supervision of the Neighborhood Partnerships Administrator to design, implement, and coordinate operations of the Village Hall Welcome Center and Welcome to Oak Park program through excellent community engagement and customer service skills. The role will include partnering with diverse community members and stakeholders to facilitate a welcoming experience to all throughout Oak Park.

### **Supervision Received and Exercised**

Receives general supervision from the Neighborhood Partnerships Administrator.

**Examples of Duties** – *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

#### **Essential duties and responsibilities**

- In concert with the Neighborhood Partnerships Administrator, design and evaluates operations of the Village Hall Welcome Center and Welcome to Oak Park program.
- Implement and coordinate operations of the Village of Oak Park Welcome Center, which includes:
  - Ensuring a high level of customer service to all Village Hall visitors.
  - Facilitating a welcoming in-person experience.
  - Evaluation and adjustment of operations to better meet Village goals and community needs.
- Implement and coordinate operations of the Welcome to Oak Park program, which includes:
  - Facilitating a welcoming in-person experience throughout the community.
  - Evaluation and adjustment of operations to better meet Village goals and community needs.
- Develop and maintain a deep knowledge of Village operations to support the Village Hall Welcome Center and Welcome to Oak Park program in delivering expedient and meaningful customer service.
- Work collaboratively with internal departments to assist in expedient delivery of services.
- Coordinate and conduct meetings on neighborhood issues and concerns.
- Act as a receptionist, answer the telephone and attend to the general public, providing information on departmental and Village policies and procedures as required.
- Assess the needs for language and disability access in support of the Welcome Center and Welcome to Oak Park program in collaboration with the DEI and Communications and Engagement offices to ensure language and disability access needs are addressed.
- Make public presentations to a variety of councils, boards, commissions, and community groups. Regularly represent the Village at external events.

## Welcome Center Coordinator

- Build positive working relationships with coworkers, other Village employees, and the public using principles of good customer service.
- Maintain confidentiality with regard to sensitive documents and information.
- Other duties as assigned.

### Knowledge of:

- Planning and implementation methods for effective public participation;
- Recent and emerging developments, practices, trends, literature, and legislation related to community and civic engagement;
- Best practices in customer service;
- Program and project management, evaluation, and development;
- Diversity, Equity, Inclusion, and Belonging (DEIB);
- Effective interpersonal communication;
- Methods of research, program analysis and report preparation;
- Modern office procedures, methods, and computer equipment.

### Ability to:

- Effectively demonstrate and support others in delivering excellent customer service to both members of the organization and community.
- Effectively lead community and civic engagement work with a variety of stakeholders.
- Effectively communicate with other Village employees and the public in a variety of settings, including in person one-on-one and group meetings, virtual meetings, and by telephone, email, etc.
- Work effectively in an organizational environment that encourages and expects cross-functional teamwork, collaboration, and shared leadership with internal and external partners.
- Develop highly collaborative, trusting and productive relationships with members of the organization and community.
- Communicate effectively with a wide range of cultures and personalities, both orally and in writing.
- Maintain confidentiality utilizing strong knowledge and experience with service delivery and data management.
- Prepare clear and concise reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, evaluate, and recommend new service delivery methods and techniques.
- Perform complex research and analyses.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Maintain reasonable and predictable attendance.

## **Welcome Center Coordinator**

### **Experience and Training Guidelines:**

**Experience:** At least three (3) years of professional-level experience that involved direct contact with community members, performing program development and administration, community outreach and organizing.

**Training:** A bachelor's degree from an accredited college or university with major course work in public and/or community relations, urban planning, political science, psychology, sociology, social justice, or a related field, or a combination of experience and education that is equivalent.

### **Working Conditions:**

Primary office location at Village Hall, with local travel to offsite meetings and events. Sustained posture in a seated position for prolonged periods of time; occasional outside environmental conditions. This position will communicate regularly with the general public.

### **Diversity Equity & Inclusion Statement**

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural, and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.