



## **Front Office Administrative Assistant**

### Western DuPage Special Recreation Association (WDSRA)

**Contact Name:** Lisa Santoria  
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**Contact Phone:** 630-384-8584  
**Closing Date:**  
**Salary:** \$18.00 + DOQ

#### **Description:**

Western DuPage Special Recreation Association (WDSRA), is a two-time National Gold Medal winner and leader in the field of special recreation. WDSRA is a progressive organization that is focused on meeting the needs of both its communities and its employees in the best manner possible. We are seeking a motivated, qualified professional to join our dynamic team. We are building our culture through flexibility and work-life integration, a competitive benefits package, a supportive team environment, and a renewed focus on talent management. We hope you consider applying to become a valued member of our energetic and enthusiastic organization.

The Front Office Assistant is responsible for delivering customer service to internal and external customers, processing registrations, and providing clerical support to all departments.

#### **Duties/Responsibilities:**

- Prepare for seasonal registration periods, process program registrations into the database, and routinely update the database regarding transfers, drops, etc.
- Track and record all pertinent medical information regarding behaviors, seizures, transfers, etc. to aid program staff in creating the appropriate accommodation plans for the participant's success.
- Answer the telephone and respond to each customer's needs in a timely and friendly manner.
- Aid agency visitors and/or direct them to appropriate personnel for appointments and inquiries.
- Prepare deposits, record payments, and balances to appropriate reports. Process scholarship requests.
- Maintain a neat and orderly filing system for participant information in accordance with all regulatory guidelines such as record retention/disposal, PCI compliance, Identity Protection, etc.
- Carry out routine office functions such as opening the office, distributing mail, office machine maintenance, securing the office at closing, etc.
- Perform other duties as assigned.
- Fulfill your job duties in line with agency policies, mission, vision, core values, and cultural expectations.