



Support Staff Manager

Western DuPage Special Recreation Association (WDSRA)

Contact Name: Lisa Santoria

Contact E-mail: lisas@wdsra.com

Contact Phone: 630-681-0962

Closing Date:

Salary: \$70,000.00-\$75,000.00

Description:

Western DuPage Special Recreation Association (WDSRA) is seeking a full-time Support Staff Manager to join our Staffing and Support Services team. This position plays a key leadership role in recruiting, hiring, training, supervising, and supporting part-time seasonal staff and volunteers who help provide inclusive recreation opportunities for individuals with disabilities.

At WDSRA, our mission is to enrich lives, connect communities, and create fun through inclusive recreational opportunities. The Support Staff Manager helps bring that mission to life by ensuring staff and volunteers are prepared, supported, and engaged in delivering safe, meaningful, and high-quality experiences across our programs.

Come be a part of an organization that's changing lives—both for those we serve and for you!

• Key Duties and Responsibilities

The Support Staff Manager is responsible for directing the full employment cycle for seasonal staff, including recruitment, hiring, onboarding, training, supervision, evaluation, and retention. This role also coordinates volunteer efforts, supports staff safety initiatives, oversees related budgets and compensation processes, and provides leadership to the Support Services team.

Key Responsibilities

- Lead recruitment, hiring, orientation, training, supervision, evaluation, and discipline of Support Services team members, part-time seasonal staff, volunteers, and student interns.
- Provide leadership, coaching, feedback, and support to direct reports while promoting staff growth and development.
- Direct the full-cycle seasonal staffing process, including hiring practices, staff placement, compensation coordination, and approval of disciplinary action.
- Develop and lead seasonal staff meetings, training, recruitment initiatives, and retention strategies.
- Coordinate safety efforts and support best practices for entire agency.
- Manage Fleet and related needs regarding maintenance; purchase/bids, etc. Work with staff to schedule efficiently to support the daily programs and other events.
- Manage seasonal staff-related budgets, compensation, and related financial activity.
- Build and maintain effective operating manuals, procedures, and training resources for seasonal staff and volunteers.

- Serve in program support roles as needed, including Head Instructor, Assistant, Driver, or Inclusion staff, while ensuring participant engagement and safety.
- Monitor after-hours/weekend phone needs and respond to on-call situations as assigned.
- Maintain confidentiality and uphold WDSRA policies, mission, vision, values, and cultural expectations.

Qualifications:

- Candidates must have a minimum of a bachelor's degree in Therapeutic Recreation or a related field from an accredited college or university. A minimum of four (4) years working with individuals with disabilities. Three (3) supervisory experience. Behavior management and training experience preferred. A Certified Therapeutic Recreation Specialist (CTRS) and/or Certified Park and Recreation Professional (CPRP) or the ability to obtain preferred.

Benefits Include:

Medical, Dental, and Vision coverage
Life Insurance (basic & voluntary additional coverage)
IMRF Defined Benefit Pension
Short- and Long-Term Disability (IMRF)
Employee Assistance Program for employees and immediate family members
Medical and Childcare Flexible Spending Accounts
Paid Time Off (sick, vacation, and personal time)
Professional development opportunities

How to apply:

Interested candidates can highlight and right-click the link below or go to www.wdsra.com

<https://secure6.saashr.com/ta/6189871.careers?ApplyToJob=721857673>