



## **Employment Opportunity**

**Position:** **Administrative Support – Client Service Center**

**Summary:** This position is responsible for answering and directing phone calls, greeting, directing and providing information to Client Service Center visitors, general office support, entering statistical data, and ensure delivery of lunch meals.

**Reports To:** Client Service Center Director

**Responsibilities:** (to be performed with or without reasonable accommodation):

1. Operates within the DuPagePads Core Values, which supports providing care in accordance with the Trauma Informed Policy and Practices of the Agency.
2. Insures program participants and visitors are greeted and directed to appropriate resources.
3. Answers and screens phone calls. Directs calls and processes requests for information in an accurate and timely manner, while maintaining staff and program schedules.
4. Insures that Client Service Center mail is processed and distributed.
5. Maintains appearance and order of reception area and Client Service Center.
6. Maintains registration, enters all data into centralized data system and insures all donations and revenues are submitted to the finance department.
7. Oversees food handling and storage; maintains a food delivery calendar and daily meal planning.
8. Enters statistical data into the agency's computer system.
9. Reviews volunteer needs and interacts with volunteers scheduled at the Client Service Center.
10. Advocate for increased community education, relationships, and solutions to benefit our client population.
11. Other duties as assigned by supervisor.

**Knowledge, Skills and Abilities:**

1. Ability to handle and work with participant and agency sensitive confidential information/data.
2. Strong organizational skills with attention to detail.
3. Ability to work with volunteers and with persons from all ethnic, economic and social backgrounds.
4. Effective written and oral communication skills.
5. Ability to effectively use Microsoft Office Suite products (Access, Excel, Word) as required.
6. General knowledge of database programs.
7. Ability to operate basic office equipment.
8. Ability to work independently and work collaboratively as part of a team.
9. Ability to organize and prioritize tasks, and to meet deadlines.



**Qualifications:**

1. Associate's degree in office administration or related field preferred.
2. Experience in using Microsoft Office Suite products; proficient in Word, Excel, Access.
3. Previous office experience required; reception experience preferred.
4. Food handling license a plus.

**Other:**

1. Provide own transportation.

**Classification Status:** Full-time Non-Exempt

To apply, please email cover letter and resume to [hr@dupagepads.org](mailto:hr@dupagepads.org), listing "Administrative Support" in the subject line.