



POSITION: Administrative Assistant

Date Created: 01/31/2023

BRIEF DESCRIPTION OF RESPONSIBILITIES:

The Administrative Assistant manages and facilitates the daily administrative tasks of the organization and provides support to agency leadership. Tasks also require interfacing with agency donors and volunteers, managing office systems and communication platforms, and assisting with special projects. Other duties and tasks as assigned. This position reports to the President.

JOB RESPONSIBILITIES:

- Performs administrative functions, such as filing, faxing, answering phone calls, and responding to emails.
- Manages inquiries and intakes for potential agency clients and volunteers.
- Provides hospitality to agency visitors, clients, and vendors, including but not limited to meeting set up and management of the office space.
- Provides general clerical/administrative support to agency staff including but not limited to database management, report maintenance, and volunteer data entry.
- Provides account management for vendors and customers, including invoicing, payments, and customer management.
- Promotes and encourages good morale, professionalism and a cheerful attitude among clients, staff, and volunteers.
- Performs other duties as assigned.

OTHER SKILLS REQUIRED:

- Strong computer skills using Microsoft Office (Word, Excel, Outlook) is required as well as proficiency in client and/or donor management software.
- Customer service experience
- Excellent interpersonal and organizational skills.
- Good verbal and written communication skills.
- Ability to work independently and as a team member.
- Bilingual (Spanish) preferred

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- Associate degree from college or university, or equivalent combination of administrative experience, training, or education.
- Minimum of 2 years of general office experience preferred.
- Experience working in aging services or another social services field preferred.