



Receptionist/Administrative Assistant

Program: Administration

Reports to: Chief Strategy Officer

Job Location: Rutherford Office

Position Status: ☒ Full-time ☐ Part-time

FLSA Classification: ☐ Exempt ☒ Non-exempt

Salary Range: \$17.00-20.00/hour

The Administrative Assistant/Receptionist is primarily responsible for reception, clerical, and general office duties.

Essential Responsibilities:

- Answer and ensure telephone coverage, including receiving incoming calls, routing to the correct person, and taking messages. Check voice mail and keep the outgoing message updated with any change in hours of agency operation.
- Greet and assist visitors in a professional manner. Keep an accurate log of visitors.
- Prepare outgoing mail, open, sort, stamp, and send agency incoming mail to appropriate staff on a daily basis.
- Order, monitor, purchase, and maintain an adequate amount of office supplies, including postage, kitchen, and building cleaning supplies, as needed.
- Assist with recording incoming checks, cash, and credit card transactions as well as forwarding related information to appropriate staff members.
- Prepare cash/checks for daily deposit.
- Assist with routine clerical duties including copying, typing, and ordering name badges, business cards, keys, and building access cards for new employees.
- Schedule and maintain office equipment and report usage amount.
- Train relief receptionist.
- Maintain and update phones and staff listings.
- Maintain professional appearance of the front office, including keeping the area fully stocked with agency information and administrative forms.
- Maintain and create administrative files.
- Facilitate the pickup and delivery of important documents.
- Provide support for program events, meetings set-up, etc.
- Manage Outlook Calendar for Conference Rooms.
- Perform other duties as may be assigned by supervisor, CEO and/or program directors.

Competencies:

- Ability to work in a busy office environment with little privacy
- Ability to maintain files and data accurately
- Excellent written and verbal communication skills
- Proficiency with Microsoft Office Software applications (Word, Excel, Access)
- Ability to develop productive relationships with coworkers and volunteers.
- Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision
- Effective organizational, interpersonal, and communication skills
- Ability to interact in a positive manner in person and on phone.

- Ability to sit for long periods of time
- Ability to make constructive use of professional supervision

Education and Experience:

- High School Diploma or GED
- Excellent telephone, organizational, and multi-tasking skills
- Preferred bilingual in Spanish
- Preferred 3 years' reception and administrative support experience with 1 year in a non-profit organization
- Preferred intermediate skills in Microsoft Office software applications, Word, Access, Outlook

Licenses and/or Certifications:

- Preferred Notary Public in State of Texas

Work Environment:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Work duties primarily occur while sitting in the Family Eldercare receptionist area
- A significant amount of face to face interaction and telephone contact with program staff, clients, outside professionals, and general public
- A significant amount of time is spent on the computer and telephone
- Must be able to lift and carry up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities ☐ with or ☐ without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: