



**Front Desk Coordinator/Administrative Assistant**  
**Position Description**  
**Updated 2-10-20**

**Description of Duties:**

This person will maintain the reception area and be the first contact for any member, visitor and caller to the Center. Duties include answering phones, directing visitors, members and callers to appropriate contacts, assisting with transportation, receiving calls for activity sign-up and cancellations as well as rider requests and cancellations. In addition there will be to data entry, reporting support and other administrative duties.

**Supervision:**

The Front Desk Coordinator/Administrative Assistant direct responsibilities will be overseen by the Office Manager, however overall supervision will be by the Executive Director.

**Essential Duties and Responsibilities:**

***Membership & Customer Service:***

- Greet, assist, and direct the public, members and/or visitors to the appropriate staff person.
- Be able to respond to members and the public about senior services.
- Be responsible for sending monthly birthday postcards to members.
- Be responsible for entering and maintaining the membership database.
- Be responsible for entering new member and renewal applications into database.
- Call members whose membership has expired each month and share reports with Director and Membership/Outreach Vice President.

***General Office:***

- Provide office support services in order to ensure efficiency and effectiveness within the Center.
- Receive, direct and relay telephone messages and fax messages.
- Be responsible for the activities, services and other sign-up programs. This will include verifying payments, maintaining waitlists and handling cancellations.
- Be responsible for entering and maintaining the membership database.
- Be responsible for depositing shuttle donations from vehicle cash boxes.
- Handle and process purchases and money transactions. Be responsible for using the credit card machine and keying into the cash register.
- Send/receive faxes.
- Assist with projects (mailings, research, tallying data, etc.) by staff members as assigned.
- Maintaining monthly electronic calendar
- Renewal Retention calls and Report.
- Prepare and send monthly membership renewal letters.
- Handle registration forms for Sports sign-ups.
- Entering activities and services into database
- Handle the Master Schedule set-up of services in Schedule Plus (i.e VNA, Massage service, Hearing, etc.)
- Name tags for events
- End-of-Month reports to Director for Scholarship Recipients
- Maintaining the organization and cleanliness of the front deck area and countertops.
- Coordinate/Update with daily Volunteer Receptionists on tasks for the day.

**Transportation:**

- Take transportation requests and cancellations by phone and in person, review the online spreadsheets, and complete all paperwork.
- Take rider requests and cancellations by phone.
- Be first contact for daily drivers and answer driver phones as a priority.
- Keep in contact with volunteer drivers and make sure all riders are accounted for before drivers leave for the day.
- Make calls to all riders on the schedule for the next day; confirm their pick-up times and report to Transportation Coordinator.
- Assist the Transportation Coordinator with monthly reconciliation of ride in Empower software.
- Assist with the rider screening process and be able to provide relevant information on our transportation program.
- Other duties as assigned.

**Hospitality:**

- In AM - Set up coffee and breakfast snack service for Vista room.
- Afternoon – Set up afternoon treats or make popcorn on special days or have a volunteer help with this.
- In PM – Clean up Vista room snack service; prepare snacks for next day.
- Keep freezer donations organized by month - per shelf. Freeze items that come from Starbucks, Safeway, Panera etc., placing date of arrival on paper in container for proper distribution

**Experience and training:**

- Must have proficient skills in Microsoft Office computer programs and usage.
- Experience with data entry into database software is preferred, but not required.
- Must have experience with multi-line telephone systems.
- Previous work in an office environment is preferred
- Be a self-starter who takes initiative to do whatever is necessary
- High school diploma required

**Physical Requirements:**

- Ability to lift a burden of 25 lbs. or less.
- Ability to conduct activities involving simple grasping, fine manipulation and gross motor skills.
- Ability to participate in conversations in person or via phone or hand-held radio, and distinguish signals including alarms, emergency whistles, equipment malfunction signals, and similar alerts.
- Ability to visibly distinguish circumstances, situations, written material, and other details within the environment at distances both near and far.
- Mobility to move to and from points inside and outside of the Senior Center.

**Other Requirements:**

- Ability to interact with general public and members of the organization.
- Ability to work well with other staff in dealing with unexpected situations and challenges.
- Ability to adapt to an ever-changing environment.
- Ability to remember processes and procedures for dealing with competitive situations and challenges.
- Problem solving skills helpful in responding to unanticipated circumstances and challenges.
- Ability to read and understand materials, and compare information or instructions in written form.

**Position Description:**

Position descriptions are dynamic documents, meant to be updated and revised continuously, based on the programs and services we offer. We encourage you to offer suggestions for improving your effectiveness and the design of your position by speaking with your supervisor

- I have received a copy of the Employee Handbook.
- I have received a copy of the Center's By-laws.
- I have read the job description for the Front Desk Coordinator position and have had all my questions answered in regards to the job duties, responsibilities and requirements.

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_