



Front Desk Coordinator/Administrative Assistant
Position Description
Updated 3-15-23

Description of Duties:

This person will maintain the reception area and be the primary staff 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 data entry, reporting support and other administrative duties.

Supervision:

The Front Desk Coordinator/Administrative Assistant direct responsibilities will be overseen by the Assistant 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.
- Complete Renewal Retention Report 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.
- 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.
- Entering activities and services into database
- Send Thank you letters and record donations in Schedules Plus
- Be responsible for Credits from cancelled Trips and Activities
- Assist with projects (mailings, research, tallying data, etc.) by staff members as assigned.
- Update room assignments as needed on monthly electronic calendar
- End-of-Month reports to Director for Scholarship Recipients
- Renewal Retention calls and Report.
- Name tags for events
- Maintaining the organization and cleanliness of the front deck area and countertops.
- Coordinate/Update with daily Volunteer Receptionists on tasks for the day.
- Other duties as assigned

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 a 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 should the Volunteer receptionist not be available make calls.
- Assist the Transportation Coordinator with entering of services in Empower software as needed.
- Assist with the rider screening process and be able to provide relevant information on our transportation program.

Hospitality: (shared with Administrative Support Coordinator)

- 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: _____