

Del Norte Senior Center

Program Assistant - Reception **Non-Exempt Hourly Position**

Program: Senior Center and Redwood Cove

Supervisor: Assistant Director

Job Description

Under the direct supervision of the Assistant Director, the Program Assistant - Reception position is responsible for greeting and assisting the public in a pleasant and professional manner, both in person and on the telephone. The position is also responsible for performing routine clerical, data entry and other duties as required.

Essential Duties and Responsibilities

- Maintain a professional image, attitude and attire; work cooperatively with other staff, management and volunteers; maintain appropriate professional relationships with clients.
- Open and close the facility daily as directed.
- Answer telephone, screen and direct calls; take and relay messages to appropriate staff; provide information to callers as necessary.
- Greet persons entering the facility; provide assistance with program information and applications; direct persons to appropriate staff person; answer questions as necessary.
- Insure that menu flyers and sign-in sheets are available and posted as necessary; assist nutrition program volunteers with registration and sign-in for congregate participants; maintain sign-up sheets for other facility activities.
- Receive and sort mail and deliveries; log incoming checks as directed; distribute mail to appropriate staff; assist with outgoing mail as needed.
- Maintain event calendar; bulletin board; membership and mailing lists; newsletters and other information as assigned; create flyers, draft letters and assist with clerical support for facility management as needed.
- Take minutes at Board meetings, staff meetings and advisory group meetings as assigned; insure minutes are completed and distributed in a timely manner as directed.
- Maintain reception area and public areas of the facility in a neat, orderly and clean manner at all times.
- Receive incoming payments for memberships, fundraisers, gift shop sales, participant contributions, donations and other related functions; operate cash register as directed.
- Complete data entry and required reporting for facility programs as assigned.
- Assist with special events as needed.

- Perform other related duties as assigned.

Knowledge, Skills and Abilities

- Ability to speak, read and write English fluently. Bilingual skills desirable.
- Excellent verbal and written communication skills and interpersonal skills. The ability to maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with clients within acceptable professional boundaries.
- Proficient computer skills with a knowledge of Internet-based e-mail, File Explorer folder management, and Microsoft Word, Excel and Publisher software required; ability to learn program-specific software required.
- Excellent organizational skills and attention to detail, ability to multi-task and ability to meet deadlines required.
- Ability to read and understand written materials at a high school level; ability to understand and follow both written and verbal direction in an independent manner.
- Ability to effectively handle difficult and sensitive issues and maintain confidentiality.

Physical Abilities

- Good physical health sufficient to complete all of the essential duties and responsibilities of the position with or without reasonable accommodation. Ability to maintain proper physical hygiene; to sit for extended periods; to effectively hear and to speak clearly when communicating either in-person or on the telephone; to write and type with sufficient manual dexterity to complete clerical tasks; and to see written materials and computer screens used for data entry and other clerical tasks.

Licenses and Certifications

- None required.

Working Conditions

- Work is performed indoors in a setting open to the public.

Minimum Requirements

- Any combination of work experience and education that demonstrates the skills and abilities to perform the essential duties of the position is required; previous experience working with the public is desired.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of this job description and understand the duties and qualifications expected of me.

Employee Signature

Date