

JOB TITLE: Receptionist/Administrative Assistant

EMPLOYER: North Shore Senior Center

DEPARTMENT: Facility Operations

REPORTS TO: Director of Facility Operations

FLSA STATUS: Non-exempt

FT/PT: Full-time

LOCATION: Arthur C. Nielson, Jr. Campus
Northfield, IL

SUMMARY: The Receptionist/Administrative Assistant supports the efficient operation of the Administration office by: 1) answering and directing phone calls through the main switchboard; 2) assisting visitors; 3) providing excellent customer service; 4) building a strong and collaborative relationship with other receptionists; 5) assisting the Director of Facility Operations with projects and tasks; and 6) performing various administrative tasks for other management staff.

DUTIES AND RESPONSIBILITIES:

- Answers, screens and directs phone calls
- Greets visitors and maintains positive guest relations; provides exemplary customer service in a friendly and professional manner
- Helps plan and coordinate trainings for receptionist staff; assists in training new reception staff and volunteers
- Assists the Director of Facility Operations with staff scheduling and organization of work
- Ensures adequate staffing levels are maintained in reception area and reports any areas of concern to the Director of Facility Operations
- Processes outgoing mail; assists with mailings; receives mail, sorts and distributes, as needed
- Prepares and updates documents, charts and reports using a variety of computer software programs
- Assists and supports the Director of Facility Operations with special projects, including NSSC Board meeting preparation, Health & Safety Committee meeting materials and other projects, as assigned
- Assists and supports management staff with projects, as assigned
- Assists in ordering and replenishing office supplies, as needed
- Assists in troubleshooting problems with various office machines, as needed
- Ensures the reception area is a neat, orderly and safe environment and reports any unsafe conditions to the Director of Facility Operations
- Maintains First-Aid kits throughout the building to ensure they are adequately stocked
- Works in a team with other receptionists, including phone support volunteers, to complete projects and tasks in a timely manner
- Provides backup support to Health & Safety Assistants with performing temperature checks and health screenings of all Center staff and guests upon entry into Center buildings or offices
- Performs backup support to Health & Safety Assistants with performing infection control cleaning procedures on frequently touched surfaces throughout the building in keeping with the Facility Operations cleaning/disinfecting plan. Areas include lobby, atrium, restrooms, classrooms, copier and mail room areas, and other shared spaces
- Attends scheduled department and staff meetings
- Performs other related duties as assigned by management

SUPERVISORY RESPONSIBILITIES:

- This job has no direct supervisory responsibilities
- Indirectly supervises Administration Phone Support volunteers
- Responsibilities include training, scheduling, planning, assigning, and directing work; refers complaints and problems related to volunteers to Director of Facility Operations.

QUALIFICATIONS:

- High school diploma, general education degree (GED) or equivalent
- Associate's Degree (AA) or equivalent from a two-year college, or equivalent combination of education and experience, preferred
- Minimum of one year of experience in an administrative position
- Computer skills required: advanced computer knowledge, including experience using Microsoft Office Suite of programs
- Other skills required:
 - Advanced organizational skills, including attention to detail and accuracy
 - Advanced customer service, verbal communication and interpersonal skills
 - Maturity, reliability, flexibility to meet operational demands
 - Ability to maintain information and electronic data in a confidential, accurate and timely manner
 - Sensitivity to cultural diversity

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.