

**JOB TITLE:** Receptionist/Administrative Assistant

**DEPARTMENT:** Facility Operations

**FLSA STATUS:** Non-exempt

**PAY:** The hourly range for this position is \$19.50 – \$21.50/hour

**FT/PT:** Full-time (35 hours/week)

Are you passionate about supporting the well-being of older adults? Do you want to make a meaningful difference in the lives of the 24,000 individuals we serve each year? If so, North Shore Senior Center could be the perfect place for you! We are currently looking for a dedicated Receptionist/Administrative Assistant to join our team.

As a “Best & Brightest” company to work for, NSSC is a nationally accredited 501(c)(3) nonprofit, committed to enhancing the lives of older adults across a broad spectrum of needs—from those living independently to those needing comprehensive care. Our wide range of services includes specialized dementia care, social services, educational and wellness programs, and volunteer opportunities, all designed to enrich the lives of older adults across the 26 communities we serve.

**SUMMARY:** The Receptionist/Administrative Assistant supports the efficient operation of the Administration office. The Receptionist/Administrative Assistant 1) answers and directs phone calls through the main switchboard; 2) assists visitors; 3) provides excellent customer service; 4) builds a strong and collaborative relationship with other receptionists; 5) assists the Director of Facility Operations with projects and tasks; and 6) performs 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
- Coordinates with the part-time receptions to complete administrative tasks outlined on the new employee checklist

- 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
- 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

#### **FULL-TIME BENEFITS/PERKS:**

- 401(k)
- Employer matched 401(k) retirement savings plan
- Generous paid time off to maintain work-life balance
- Sick Time
- 12 Paid Holidays
- Comprehensive medical, dental, and vision insurance coverage
- Employer Paid Life Insurance
- Short-term Disability Insurance
- Employer Paid Long-term Disability Insurance
- Flexible spending and health savings accounts
- Access to employee assistance programs
- Employee discounts
- Mileage reimbursement
- Professional development opportunities
- Referral bonus program
- Tuition reimbursement
- Diverse and inclusive workplace
- Positive work culture
- Free membership to NSSC Fitness Center

**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), 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.*