

JOB TITLE: Administrative Assistant

FLSA STATUS: Non-Exempt

LOCATION: House of Welcome Adult Day Services, Northfield, IL

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

PAY: \$19.50 - \$21.50/hour

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 Administrative Assistant to join our House of Welcome Adult Day Program 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 Administrative Assistant supports the daily operation of House of Welcome Adult Day Services (HOW) by providing information about HOW programs, supporting the intake process, maintaining program records, and by completing important administrative tasks. The Administrative Assistant also assists in the Day Program as needed.

DUTIES AND RESPONSIBILITIES:

- Answers the phones and greets walk-ins, providing information about HOW programs, provides tours of the Day Program, and provides referrals to other NSSC programs as needed.
- Supports program intake by reviewing initial paperwork, following up with family members, scheduling intake appointments, and setting up participant files (paper and electronic).
- Maintains participant and administrative files (paper and electronic), manages Day Program surveys, and assists in completing forms for participants' long-term care paperwork
- Prepares monthly schedules, tracks participant attendance, and coordinates with Finance department on attendance issues.
- Writes case notes
- Assists in the Day Program as needed
- Maintains office equipment
- Completes a minimum of 20 hours of continuing education each year
- Responds to medical emergencies and performs CPR/AED and First Aid, if certified
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

QUALIFICATIONS:

- Bachelor's degree preferred
- Associate's Degree or two years of related administrative, customer service, and/or dementia care experience required
- Minimum one year of experience working with older adults

- Computer skills required: Microsoft Office Suite, Canva, state computer systems and agency proprietary software (training for the latter three systems provided upon hire)
- Certificates, licenses, and registrations required: CPR/AED and First Aid Certification, Illinois Food Handler Certification (ServSafe) (certifications may be obtained upon hire)
- Other skills required:
 - Advanced organizational skills, including attention to detail and accuracy
 - Advanced computer expertise including the Microsoft Office suite of programs
 - Advanced customer service, verbal communication, and interpersonal skills
 - Reliability and flexibility required to meet operational demands
- Preferred skills:
 - Interest in and ability to work with older, impaired population
 - Maturity, reliability, and flexibility
 - Strong interest in and ability to work with older population
 - Ability to work on a team and in a group setting
 - Knowledge of the aging process and chronic disorders, including Alzheimer's disease and other dementias
 - Skills/experience in working with people living with dementia
 - Sensitive 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 to 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.