

JUNE 16, 2017

TITLE: Administrative Assistant/Receptionist

DEPARTMENT: Administration

SUPERVISOR: Executive Director

SHIFT: 7:30am – 4:00pm

Full time **36** hours/week

LOCATION: RidgeCrest Court & Commons

Every other weekend/holiday

BRIEF DESCRIPTION: Ensures that all visitors receive a gracious and friendly welcome to the community. Appropriately directs all in-coming telephone calls, assists residents and visitors. Effectively organizes and directs the receptionist and volunteer schedule at the front desk. Directs and supervises campus receptionist staff members. Provides administrative/clerical support to the Executive Director and members of the leadership team as directed.

PRIMARY RESPONSIBILITIES:

- Organizes and maintains the reception desk:
 - Performs administrative duties for the Executive Director, including but not limited to: screening telephone calls, routing mail, filing correspondence and records. Completes special projects as assigned.
 - Greets visitors to the campus and administrative offices in a pleasant, professional manner. Serves as a liaison and point of contact for the residents of the campus.
 - Organizes and distributes agendas, minutes, notices, etc. as requested.
 - Assures accurate completion of letters, reports, and memos as requested by Executive Director. Acts as a resource and in house expert on corporate format of letters, memos and forms. Trains team members, and ensures proper formatting of letters, memos and forms.
- Supervises/directs the work of reception team members. Ensures adequate phone/front desk coverage for the community, and that receptionist team members present a positive, professional experience for visitors to the reception area(s).
- Following corporate procedures, provides oversight of completion of Purchase Requests, Invoices, and Check Requests for department. Assigns appropriate General Ledger numbers to invoices to ensure proper recording of expenses and revenue.
- Organizes and maintains campus calendars. Secures meeting rooms; submits catering and room set up requests appropriate to meeting type, location and participants. Ensures room and catering set up prior to start of meeting.
- Responsible for mail services. Prepares outgoing mail and sorts and distributes incoming mail for residents and personnel.
- Accepts payments from Personal Care and Independent Living residents.
- Performs Notary Public Services for residents and staff in accordance with corporate policy.

QUALIFICATIONS:

- Business school or High School graduate with at least three year's administrative office experience.
- Possesses strong communication/interpersonal skills to effectively communicate in person, in writing and on the telephone with the residents, employees and members of the public. Must be tactful, alert, courteous, and dependable and have the ability to supervise, plan, and organize with little or no supervision.
- Must be flexible, able to handle interruptions and willing to work as need requires, i.e. evenings, weekends, holidays.
- Must possess excellent computer skills with good working knowledge of Microsoft Office Suite. Ability to accurately type, file, and oversee a professional office in an efficient manner.
- Must be able to qualify for and meet Notary requirements.

PHYSICAL DEMANDS:

- Occasional lifting up to 25 pounds.
- Occasional travel required. Drives an automobile when traveling.
- Sitting 80%, standing and walking 20% of the time.