



Job Opening Announcement

Receptionist - Mesa Downtown Senior Center

This position is based in Mesa, Arizona

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

As part of the Center-Based Services team, the Receptionist provides customer service and administrative support for day-to-day activities of the Senior Center program and participants, in alignment with the organization's mission, vision and goals. Responsibilities include, but are not limited to: helping program participants, operating the multi-line phone system, sorting and managing daily incoming mail, handling daily money transactions, computer data inputting, and assisting with the lunch program and activities. The position requires significant teamwork and outstanding customer service skills.

Full-time (40 hours / week) position
Competitive salary and benefits package

Qualifications include office or receptionist experience. Knowledge of basic office practices and procedures. Proficiency in using computer technology and office equipment. Ability to prioritize and manage multiple tasks. Work history that demonstrates reliability, flexibility, and excellent customer service. Effective oral communication and interpersonal skills. Ability to encourage teamwork and work cooperatively with others. Ability to work effectively with diverse communities. Bilingual Spanish-English helpful but not required. Demonstrated sensitivity to their needs of older adults and volunteers.

Requirements include: an Arizona driver's license, reliable vehicle to use in the performance of the job, ability to complete training to obtain Food Handler's Card, CPR and First Aid certification, and compliance with Aster Aging's background checks.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes to:

Human Resources
Aster Aging, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.
Equal Opportunity Employer.

Aster Aging Inc, Inc.
Job Description: Center-Based Services Receptionist

Overview: As part of the Center-Based Services team, the Receptionist provides customer service and administrative support for day-to-day activities of the Active Adult Center program and participants, in alignment with the organization's mission, vision and goals. Responsibilities include, but are not limited to: helping program participants, operating the multi-line phone system, sorting and managing daily incoming mail, handling daily money transactions, and assisting with the lunch program and activities. The position requires significant teamwork and outstanding customer service skills.

Major Duties:

1. Welcome participants and respond to questions in person and by telephone. Assist participant in registering and signing up for the Center's services, lunch program and activities.
2. Operate the multi-line telephone system. Ensure the timely handling of incoming calls, voice mails, call transfers, and accurate messages for others as needed.
3. Provide administrative support for the Center. Manage incoming and outgoing mail, in alignment with agency procedures. Maintain supply inventory, placing orders and verifying receipt. Proactively check on the functioning of office equipment, following procedures for requesting maintenance and repairs as needed.
4. Manage daily cash, check and credit card transactions from program fees and contributions, in alignment with agency internal control procedures. Prepare accurate and timely summary reports. Prepare deposit summaries. Make bank deposits and/or provide to the administration office for deposits.
5. Assist with computer data input as assigned to maintain accurate participant records and service reports in accordance with the procedures of the agency and funding entities.
6. Provide support to the Center Manager and Activity Coordinator in promoting, coordinating and conducting activities and the daily lunch service. As part of the team, assist in planning and preparations for new activities, holiday parties, and special occasions.
7. Provide support to other functional areas within Center-Based Services, including but not limited to: preparing and compiling sign-ups sheets, providing meal counts to the Kitchen Manager, room set-up, cleaning up after lunch and activities, updating bulletin boards, and similar tasks.
8. Maintain an organizational climate that attracts, motivates, supports and retains high quality staff and volunteers who are committed to serving older adults. Train and support volunteers as assigned.
9. Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
10. Other duties as needed and appropriately assigned.

Qualifications:

- High School Diploma or equivalent. College coursework in a related area related preferred.
- Office or receptionist work experience. Demonstrated knowledge of basic office practices and procedures.
- Work history that demonstrates reliability, flexibility and excellent customer service.
- Effective oral communication and interpersonal skills. Ability to encourage teamwork and work cooperatively with others. Ability to work effectively with diverse communities. Multicultural competency. Bilingual Spanish-English helpful. Demonstrated sensitivity to their needs of older adults and volunteers.
- Ability to prioritize and manage multiple tasks. Ability to review own work for accuracy.
- Proficiency in using computer technology and office equipment.

Requirements:

- Possess valid AZ driver's license and reliable vehicle to use in the performance of job.
- Ability to complete training to obtain Food Handler's Card, CPR and First Aid certification.
- Ability to obtain Level I Fingerprint Clearance Card and comply with EVAR's background check policies.

Responsible to: Center Manager

Status/Hours: Full-time, non-exempt. Primarily weekday office hours.

Primary Worksite: Mesa Active Adult Center or Red Mountain Active Adult Center, Mesa AZ

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