



# COUNCIL ON AGING

## OF CENTRAL OREGON

### **RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

#### **POSITION SUMMARY**

The Receptionist/Administrative Assistant is the cheerful, welcoming, and inclusive face of the Council on Aging to everyone who calls or comes in. Reporting to the Associate Executive Director while working with all the other departments within Council on Aging, this position sets the tone of the office and achieves a variety of administrative and organizational tasks. Our receptionist must communicate effectively, both orally and in writing, with all organizational levels. They must demonstrate efficiency and flexibility in performing detailed tasks in a fast-paced work environment with frequent interruptions, changing priorities and deadlines. A sense of humor and an interest in working with and on behalf of older adults are also key.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Answering and routing phone calls
- Responding to basic information & referral calls, as needed
- Welcoming and assisting office walk-ins with their questions
- Date stamping and appropriately distributing incoming mail each day
- Entering incoming funds into the cash/check log and making copies as needed
- Entering Meals on Wheels (MOW) additions/deletions into the client spreadsheets
- Mailing out monthly MOW statements to clients and distributing to certain sites
- Sending out/distributing reports to the MOW/Congregate sites each month
- Prepping, stuffing envelopes, posting and mailing vendor payments as needed
- Assisting with SHIBA (Medicare counseling) and Legal Aid calls/appointments
- Coordinating monthly office supply orders
- Training and supervising volunteer receptionists as needed
- Performing other duties as assigned.

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- High school diploma or two or more years of office-related experience and/or training; or equivalent combination of education and experience; some college is desirable
- **Bilingual strongly preferred**

- Proficient in MS Office, data entry, and office equipment (e.g., telephone, calculator, computer, FAX machine, printer/copier)
- Excellent interpersonal skills
- Proficient in customer service and problem resolution
- Excellent written and oral communication skills
- Excellent organizational, planning, and prioritization skills

## **COMPENSATION**

This position offers competitive wages and a complete benefits package, including health, dental and vision care; a 403(B) retirement plan, generous paid time off, an Employee Assistance Program, and more. We also offer a bilingual pay differential.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

## **TO APPLY**

**Please send resume and cover letter to [hr@councilonaging.org](mailto:hr@councilonaging.org).**

The Council on Aging of Central Oregon is a 501(c)(3) non-profit organization dedicated to promoting dignity, well-being, security, and independence for Central Oregon's Senior Citizens and is the designated Area Agency on Aging for Central Oregon.

## **STATEMENT OF NON-DISCRIMINATION**

The Council on Aging is committed to diversity, equity, and inclusion not only in its equal employment opportunities, but in all matters of policy, practice and delivery of services and programs. Accordingly, the Council on Aging does not discriminate on the basis of age, race, national origin, religion, language spoken, veteran status, gender, gender identity or expression, sexual orientation, or physical circumstance.

The Council on Aging of Central Oregon is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.