

**JOB DESCRIPTION**

**POSITION TITLE:** Information & Referral Desk Assistant **COMPENSATION:** Temporary,Part Time. 20 hours per week

**FLSA STATUS:** Non-Exempt

**SUPERVISION RECEIVED:** Director of Operations

**SUPERVISION EXERCISED:** NONE

**OBJECTIVE:** Under the supervision of the Director of Operations, greet clients in person and by phone, referring to various older adult services in the external community or internally to Alliance on Aging’s program services, as appropriate. Provide administrative support to the Alliance on Aging’s (AOA) central office. Assist with data collection.

**RESPONSIBILITIES:**

 Unlock office front doors upon arrival each day

 Greet clients, volunteers and guests of the Alliance on Aging on the telephone and in person

 Ensure telephone and in-person inquiries are directed to the appropriate person in a timely, pleasant and responsive manner

 Provide referral resources to callers and visitors, referring complex inquiries to program staff, as directed

 Provide administrative/clerical support to Supervisor and departments, as requested

* Receive mail delivery and sort per recipient
* Ensure lobby is clean and resource materials remain full, refill as needed

 Other miscellaneous duties as assigned

**KNOWLEDGE, ABILITIES, SKILLS:**

 Ability to understand and clearly relay messages to staff both verbally and in writing

 Demonstrated computer skills in MS Office environment

 Ability to problem-solve and make sound judgments

 Ability to work independently and as part of a team

 Must be Bilingual with superior verbal and written skills in both English and

Spanish

**COMPENSATION AND BENEFITS**

This is an entry level position paying $14-$15 per hour, DOE. This is a Temporary, Part-time position. Benefits are not included though one does accrue paid sick leave.

Interested applicants can email: Jody Rogers, Director of Operations

jrogers@allianceonaging.org