



**Administrative Assistant (Full-Time)**  
**Job Posting**  
**12/13/17**

**REPORTS TO**

Office Manager. A secondary supervisor may also be assigned.

**POSITION SUMMARY**

Under the supervision of the Office Manager the position performs a variety of clerical and operational support, involving customer service, document preparation, file and record keeping, statistical reporting and financial transactions. This position also will be assigned to program area(s) comprising approximately 20% of work activities. The Administrative Assistant position is a full-time, non-exempt (hourly) position and includes company benefits (i.e., health insurance, paid time off, and 403(b) Retirement Savings Plan).

**JOB RESPONSIBILITIES**

- Demonstrate professionalism and work effectively and cordially with others at all times.
- Greet customers in person and by phone with excellent customer service skills; direct them to the appropriate person, handle participant referrals and requests, and/or provide general program information about Meals on Wheels by ACC. Take messages and effectively deliver messages in writing or electronically.
- Effectively communicate, verbally and in writing, with participants, family and caregivers. Handle participant scheduling and status changes efficiently with appropriate interpersonal skills.
- May manage, maintain and disseminate accurate and current route sheets, maps, and daily schedule changes. May draft field notes and information as appropriate.
- May generate accurate daily and/or weekly orders.
- Maintain required confidential participant records and monthly reports pursuant to department, agency, local, State and Federal requirements.
- Input and maintain accurate information in appropriate databases, paper files or electronic files. Create or modify various documents and reports using Microsoft Office software, primarily Excel spreadsheets and database software as requested.
- Maintain proper filing systems in accordance with Office Procedures and accurately file documents and information in the appropriate location.
- Receive, compile and reconcile reports, service records and financial transactions as assigned and within required reporting requirements and deadlines.
- Compile, reconcile, validate and produce program data reports for daily, weekly, monthly, quarterly and/or special assignments as needed. Produce reports, including but not limited to, grant requests and service reports, management research and service data as requested by program management.
- Train, schedule, and supervise assigned volunteers to support Meals on Wheels by ACC's volunteer philosophy and to further the mission of Meals on Wheels by ACC.

- Provide support to assigned program area(s) and staff to fulfill program requirements.
- Write general correspondence, memos, emails and other written communication clearly and with appropriate writing skills.
- Perform copying, document imaging, faxing, filing, record keeping, and other basic office functions. Collect, process, and distribute mail, deliveries, and interoffice correspondence efficiently.
- Assist in developing community resources and maintaining a current directory of services pertinent to the needs of frail, at-risk older adults age 60 and older.
- Participate in scheduled in-services, team meetings and other meetings as requested.
- As necessary, represent Meals on Wheels by ACC and perform community outreach activities to inform and educate the community and groups about Meals on Wheels by ACC services and programs.
- Assist with the training of new staff, interns, and volunteers.
- Perform other tasks and duties as assigned.

### **PHYSICAL DEMANDS**

- May require proper use and knowledge of body mechanics and safety mechanics. Work may involve bending from the waist, stopping, twisting, and lifting of objects not to exceed 35 pounds (except with the use of appropriate equipment). Compliance with all OSHA (Occupational Safety and Health Act) regulations is required.

### **POSITION REQUIREMENTS**

- An Associate of Arts or higher degree and basic accounting experience preferred and at least two years of experience in an administrative office position. In lieu of a degree and experience, an equivalent professional education and/or experience may be considered.
- Must possess excellent and professional inter-personal communication skills to work with a variety of program participants, staff and volunteers.
- Proficient computer skills, with intermediate-advanced knowledge of Microsoft Office Suite, including Word, Excel, Outlook, Publisher, and Access. Experience in program database software preferred.
- Ability to maintain professional and confidential standards in business operations and participants' personal information and related activities required.
- Ability to develop professional, cooperative working relationships with community resources, participants, informal support sources, vendors, other employees and volunteers required.
- Prior experience working with older adults preferred. Knowledge of the needs and issues related to the elderly preferred.
- Ability to prioritize work tasks and to be flexible when a shift in priorities is necessary.
- Ability to work with diverse language and ethnic populations.
- Must pass a criminal background check and DMV record check. Valid "class C" California Drivers License and a good driving record preferred. Must maintain driving record in good standing.
- Demonstrate compliance with Meals on Wheels by ACC policies, procedures and standards.

**To Apply:** Please send letter of interest and resume to Meals on Wheels by ACC, 7375 Park City Drive, Sacramento, CA 95831, Attention: Jennifer Massello, or email to [Twaterford@accsv.org](mailto:Twaterford@accsv.org). Please visit [www.mowsac.org](http://www.mowsac.org) for further information regarding Meals on Wheels by ACC. Equal Opportunity Employer. All applications accepted until position is filled.