

 Area Agency on Aging PALM BEACH/TREASURE COAST, INC.	Position Title	I & R Administrative Assistant
	Position Category	Non-Exempt
	Reports To	Information and Referral Supervisor
	Date	December 2024

Position Summary

Under the direction of the Information and Referral Supervisor, this position performs Agency administrative duties for Information and Referral by providing information to seniors, persons with a disability and caregivers for both incoming and outgoing calls. Includes answering calls, assisting with walk-ins, transcribing voicemails, saving correspondence to appropriate data management systems, sending faxes.

Essential Functions

- Administrative duties at front desk
- Processes incoming / outgoing mail
- Transcribes voicemails, faxes
- Professionally answers telephones directing callers appropriately. Minimal screening may be required for proper referral.
- Prepares forms, documents, letters, spreadsheets, labels or performs other related clerical tasks to assist other staff as directed by supervisor.
- Acts as back up for centralized printing and postage functions.

Non-Essential Functions

- May participate in outreach or presentations as requested
- Attend training programs as assigned by supervisor
- Lend support to other departments with special projects and events
- Attend Agency staff meetings to keep up to date on important matters impacting all staff
- Performs other duties as assigned

Other Competencies Related to Knowledge, Skills and Abilities and Other Personal Characteristics (note: not all may apply to every position)

- Ability to demonstrate effective communication skills by conveying necessary information accurately, listening effectively and asking questions when clarification is needed
- Ability to work effectively in a fast-paced environment while displaying compassion and calmness to consumers including disabled adults, seniors, caregivers, stakeholders and community partners
- Ability to establish and maintain professional communications and relationships with various organizations/agency partners and be able to effectively interact with other staff members and seniors
- Ability to effectively participate as part of a team with a common goal of providing good customer service
- Ability to maintain confidentiality and display empathy
- Ability to read, interpret and apply rules, laws and procedures
- Knowledge of Microsoft Office Suite
- Knowledge of Internet Search Engines

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Minimum Qualifications

- Possess a high school diploma or GED and a minimum of one year of work experience
- Bi-lingual Preferred (English / Spanish / Creole)

Physical Requirements and Working Conditions

- Prolonged periods of sitting and working on a computer while talking with clients
- Minimal Lifting up to 20 pounds

The Area Agency on Aging Palm Beach/Treasure Coast retains the right to change this job description any time. The Area Agency on Aging Palm Beach/Treasure is an Equal Opportunity Employer. Employees acknowledge the receipt of this job description. If the employee has any questions regarding job duties, speak with their supervisor or contact the Human Resources Department.

Print Name:

Signature:

Date: