



## NORC Program

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### **Job Description**

**Position/Title:** Full time Administrative Assistant

**Location:** Senior Services at Pelham Parkway Houses- NORC Program

**Hours:** Monday- Friday- 9am-5pm (35 hours/ Week)/ fully in person

**Staff reports to:** Pelham Parkway NORC Program Director

**Salary:**32K to 36K

### **Overall Description:**

The full time Administrative Assistant provides support to the NORC Program staff in the day to day routines. The Administrative Assistant is essential in allowing the staff more time to allocate for direct services and activities. This position works under the joint supervision of the Program Director and the Chief Operating Officer of Bronx House.

### **Duties and Responsibilities:**

- Answer incoming telephone calls and greet older adults as they come into the NORC office
- receive messages and voicemails and inform the NORC staff accordingly
- Schedule appointments for the members to meet with a NORC staff
- Assist with data entry, file documents and keep clients' charts up to date
- Participate in bi-weekly team meetings with NORC program staff
- Assist in outreach efforts to attract older adults to the NORC Program
- Provide assistance to clients as requested
- Assist in the development of content for the monthly NORC newsletter
- Follow all agency policies and procedures in regards to the safety guidelines of the Covid-19 pandemic

- Other administrative duties as assigned

**Performance Target:**

The full time Administrative Assistance is expected to improve the quality of time the NORC case managers and Program Director spend in serving the NORC members.

**Supervisory Responsibilities:**

None

**Qualifications:**

- Associates degree REQUIRED
- Bilingual English/Spanish REQUIRED
- Knowledge of older adult issues strongly encouraged
- Self-starter
- Strong interpersonal and organizational skills
- Excellent written and verbal communication skills
- Weekend and holiday work is required from time to time