



## Naturally Occurring Retirement Community Program@Bronx House

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### **Job Description**

**Position/Title:** Administrative Assistant, NORC Program

**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:** \$33,930/year

### **Overall Description:**

The full time Administrative Assistant provides support to the NORC Program staff in the day to day routines.

### **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
- Strong interpersonal and organizational skills
- Excellent written and verbal communication skills
- Ability to occasionally work weekends and holidays