

Reporting Relationship: Reports directly to the Steuben County Office for the Aging Director

Starting Salary: \$17.50 – 18.00 hourly commensurate with education and experience.

General Summary of Duties:

This is a full-time (37.5 hours per week), paid position with the Institute for Human Services, Inc. (IHS), a nonprofit organization located in Bath, N.Y. This position is contracted to work with the Steuben County Office for the Aging to provide direct administrative support to the OFA Director, including clerical and other general office duties in a fast-paced environment. This position works closely and collaboratively with the OFA Receptionist and Operations Coordinator.

Essential Duties and Responsibilities:

1. Assist with front line/clerical support, data entry, mail correspondence, and record-keeping, including but not limited to greeting visitors, answering a multi-line telephone system, transferring calls, taking detailed messages, copying, filing, and preparing and sorting mailings.
2. Promote spirit of cooperation for efficiency of workflow throughout the department to ensure positive public image and desired outcomes.
3. Work closely with the Director on planning, workflow and scheduling activities with emphasis on accurate and timely communication.
4. Coordinate with the Operations Coordinator and OFA Director to ensure adequate phone coverage of reception desk through the use of OFA volunteers during high need times.
5. Assist with data collection for various federal, state, and local reports under the direction of Office for the Aging Management staff.
6. Assist with event planning and execution, including taking reservations for events, shopping and setting up for events, and facilitating logistics for workshops and work bees.
7. Assist clients with simple inquiries or accurately connect them with appropriate staff to meet their needs.
8. Attend meetings on and offsite, take and distribute meeting minutes by mail or email under the direction of administration and program leadership.
9. Attend training appropriate for professional development.
10. Perform other duties as assigned.

Required Knowledge:

This position requires strong interpersonal skills and a positive attitude, compassionate and empathetic listening skills, ability to work independently and as a member of a team, strong organizational skills, ability to establish priorities and work in a



multi-tasking environment, and knowledge of computer systems, internet, and software applications.

Qualifications:

High school diploma, experience in human service, social work, communications, customer service, administrative support or related field preferred. Must have a valid Driver's License to travel for work.

To Apply:

Please submit resumes by February 1, 2024

