

Benzie Senior Resources  
Job Description

Secretary/Receptionist

Responsible to Benzie Senior Resources Executive Director.

**PURPOSE AND SCOPE:**

Performing general office duties incorporating variety of basic and routine clerical and secretarial duties in a fast pace office environment.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Under direct/close supervision, perform a variety of basic and routine clerical and secretarial duties. These may include but are not limited to:
- Preparing and typing routine correspondence, form letters and reports.
- Greet and assist walk-in clients and directing individuals to correct destination.
- Answering telephones and providing information to callers. Direct callers to the appropriate person/department.
- Maintain a professional, courteous attitude.
- Setting up and maintaining filing systems and basic databases as applicable.
- Completing forms and reports as required by the various company offices and outside vendors and agencies.
- Making copies of correspondence and other printed matter as required.
- Assisting with department/facility accounts receivable and accounts payable functions and responsibilities as needed.
- Assist with scheduling appointments for Foot Clinic, Medicare/Medicaid Assistance Program, Income Tax Program & Hearing Clinic.
- Issue Dining Out, Lawn, Snow, and Home Making Vouchers.
- Open and distribute mail.
- Check the general emails and forward and respond accordingly.
- Assist with receipting all incoming revenue.
- Redeem Dining Out Vouchers and Benzie Bus Passes.
- Keep Excel logs for Homemaker, Snow & Lawn Programs.
- Maintain updated congregate weekly sign in sheets
- Cross train to assist at the front desk over at The Gathering Place when needed.
- Assist with Senior Center Coordinator on Volunteer Recognition Event and assist when requested.
- Proofreads documents as requested.
- Mail out invitations for events.
- Maintain accurate records of contacts in the database.
- Maintain safe and clean reception area and assist with the housekeeping duties of the general office and bathroom.
- Monitoring the use of equipment and supplies within the office.
- Coordinating the maintenance and repair of office equipment with the Executive Director and/or Fiscal Manager.

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- Keep the spirit of teamwork alive.
- Participate in the Medicare/Medicaid Assistant Program Training
- Review deposits if the Administrative Assistant is not available
- Assist with filing paperwork
- Assist Home Healthcare Director with filing, updating client information, etc.
- Other duties as assigned

**EXPERIENCE AND SKILLS SPECIFICATIONS:**

1. Works well with people, both the general public, BSR employees, volunteers, contractors and other collaborative agencies.
2. Good communication skills, both verbal and written.
3. Experience with computers, including experience with Microsoft Office programs including publishing.
4. Ability to type 50 wpm.
5. Administrative and organization skills.
6. Willingness to learn and advance education through attending training workshops and meetings.
7. Ability to work independently.
8. Ability to organize and prioritize workload.
9. High degree of energy, self-motivation, and flexibility.
10. Demonstrate high level of diplomacy, sound judgment, and discretion with dealing with consumers, clients, community professionals and donors.
11. Valid State of Michigan Driver's License

**PHYSICAL DEMANDS:**

- The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Day to day work includes desk and personal computer work and possible interaction with customers/clients, BSR agency staff, volunteers, vendors and contractors. The position will require working at other BSR locations and as assigned travel within the community.
- The employee must frequently lift and/or move objects up to 20 pounds, and occasionally lift or move objects up to 40 pounds.

**EDUCATION:**

- High school diploma or GED
- Experience in administrative or clerical activities is an added advantage

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**ACKNOWLEDGEMENT:**

I acknowledge that I have read and accepted this job description. I understand what is expected of me in this position, and I am able to perform the essential functions as outlined with or without reasonable accommodation. Furthermore, I understand that the duties and responsibilities listed in this job description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical to perform, I should discuss them with my immediate supervisor.

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Employee Name (Please Print)

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Employee Signature

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Date