



## **Job Opening Announcement**

### **Neighbors Program Office Assistant**

**This position is based in Mesa, Arizona**

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

We are currently recruiting for an important part-time position of Neighbors Program Office Assistant. This position provides general office and customer service support, assisting Aster's programs as assigned. Tasks include responding to program participant inquiries, answering phones, responding to emails, scheduling services, data entry, and report compilation in support of service delivery. This position requires excellent customer service and team work.

Part-time (24 hours / week) position  
Competitive salary and benefits package

Qualifications include a minimum of two years' office experience, including one year of customer/client service. Experience working with older adults or disabled adults preferred. Ability to prioritize and proactively manage multiple tasks. Strong customer service focus is needed. Effective oral communications and interpersonal skills. Ability to work effectively with diverse constituents and communities. Demonstrated effective written communication skills. Computer proficiency is needed, including experience using database programs. Requirements include an Arizona driver's license, reliable vehicle to use in the performance of the job, and compliance with Aster's background checks.

*Please refer to the Job Description for additional information and requirements*

Interested applicants are encouraged to submit their resumes to:

Human Resources  
Aster Aging, Inc.  
45 West University Drive, Mesa, Arizona 85201  
Phone: 480-964-9014, Fax: 480-898-7306, [hr@asteraz.org](mailto:hr@asteraz.org)  
[www.asteraz.org](http://www.asteraz.org)

*Position is considered open until filled.*

Equal Opportunity Employer.

**Aster Aging, Inc.**  
**Job Description: Neighbors Program/Office Assistant**

**Overview:** Within the scope of Aster's mission, vision, and goals, the Program Office Assistant is responsible for general office and customer service support. Tasks may include responding to general public and program participant inquiries, answering phones, responding to emails, data entry, and pet program inventory management and distribution. This position requires excellent customer service and teamwork.

**Major Duties:**

- Answer phones and respond to email inquiries for programs, providing information about Aster programs and/or relevant community resources while providing excellent customer service.
- Conduct initial assessments/ pre-screening/registration of new program participants by phone and/or forward to the appropriate program staff for further evaluation.
- Accurately enter participant, volunteer, service and inventory information into program databases.
- Provide support as needed and assigned to multiple programs, including Neighbors, Home Care, Outreach / Social Services, Meals on Wheels, and Center-Based Services. Primary involvement will be with Neighbors, pet and transportation programs.
- Assist in managing and distributing pet food and supplies for pet program.
- Maintain an organizational climate that attracts, motivates, supports, and retains high quality staff and volunteers who are committed to serving older adults.
- Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
- Other duties as needed and appropriately assigned.

**Qualifications:**

- High school diploma or equivalent.
- Minimum of two years office experience including one year of customer / client service.
- Demonstrated sensitivity to the needs of older adults. Experience working with older or disabled adults preferred.
- Ability to prioritize and manage multiple tasks. Ability to proactively review own work for accuracy.
- Strong customer service focus. Effective oral communication and interpersonal skills. Ability to encourage teamwork and work cooperatively with others. Ability to work effectively with diverse constituents and communities. Multicultural competency. Bilingual Spanish-English helpful.
- Demonstrated effective written communication skills. Computer proficiency including experience using database programs.

**Requirements:**

- Ability to obtain Level 1 Fingerprint Clearance Card and compliance with Aster's background check policies.
- Reliable transportation to use in the performance of work and possession of valid AZ driver's license and vehicle liability insurance.
- Ability to lift up to 30lbs.

**Responsible to:** Program Supervisor

**Status/Hours:** Part-time, non-exempt position. Weekday office hours to be scheduled. Flexible hours within weekday office hours of 8-4, M-F; 25 hours per week.

**Primary Work Site:** Mesa Downtown Senior Center, Mesa Arizona.

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