



**Job Opening Announcement  
March 2020**

**In-Home Support 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 Office Assistant within our In- Home Support Program. The Program Office Assistant is responsible for performing general office tasks including answering phones, responding to emails, scheduling services, data entry and report compilation in addition that support service delivery to enable older adults to remain independent in their homes.

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

Qualifications include a minimum of two years' office experience. One year of customer/client service. Experience working with older adults or disabled adults preferred. Ability to work independently and proactively with clients and families. Strong client focus is needed. Effective oral communications and interpersonal skills. Ability to work effectively with diverse constituents and communities. Demonstrated effective written communication skills and ability to prepare accurate reports. Computer proficiency is needed. 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: In-Home Support Program - Office Assistant**

**Overview:** Within the scope of Aster's mission, vision, and goals, the Program Office Assistant is responsible for performing general office tasks including answering phones, responding to emails, scheduling services, data entry and report compilation in addition that support service delivery to enable older adults to remain independent in their homes.

**Major Duties:**

- Answer phones and respond to inquiries for Aster's In-Home Support Program and Outreach/ Social Services Program, providing excellent customer service.
- Conduct initial assessments/ pre-screening of new program participants by phone and forward to the appropriate program staff for further evaluation.
- Assist the Volunteers Services Program Coordinator in matching requests for service with volunteers. Accurately enter participant, volunteer, and service information into program database in accordance with the procedures of the agency and funding entities.
- Accurately enter Home Care participant, staff, and service information into program database and compile reports in accordance with the procedures of the agency and funding entities. Compile reports for final invoice processing from the Finance Department.
- Provide support for volunteer orientations, training, and recognition activities.
- Maintain an organizational climate that attracts, motivates, supports, and retains high quality staff and volunteers who are committed to serving older adults. Provide training and support to volunteers as assigned.
- 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 work independently and proactively with clients and families.
- 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. Ability to prepare accurate reports. Computer proficiency.

**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.

**Responsible to:** Home Care Coordinator

**Status/Hours:** Part-time, non-exempt position. Primarily weekday office hours, with evening or weekend work required at times.

**Primary Work Site:** Mesa Active Adult Center, Mesa Arizona.

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