



## **Job Opening Announcement**

### **Administrative Assistant / Office Manager**

This position is based in Mesa, Arizona

Aster Aging empowers and supports older adults and their families to remain independent and engaged in our communities. Established in 1979, our non-profit organization provides a full continuum of service for over 6,000 East Valley seniors annually. Our core programs include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach and Social Services, and Collaborative 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.

**Join our team and make a difference in the lives of seniors in our community!** We are currently recruiting for an important new administrative professional position. This position proactively performs a wide variety of administrative and clerical tasks to ensure efficient operations for Aster's Administration Office and staff leadership team. Responsibilities include customer service, operating office equipment, troubleshooting basic technology issues, managing bulk mailings, coordinating logistics for meetings, serving as our point person for centralized ordering, inventory, and facility maintenance requests, and providing back-up support for team members and our programs. The position involves significant teamwork and collaboration with staff, volunteers, and diverse community members and organizations.

Monday through Friday, 25 - 30 hours /week\*, non-exempt position  
Competitive wage and benefits package

Qualifications include two or more years' experience as an administrative assistant or office manager with a stable work history that demonstrates progressively responsible duties. Nonprofit experience strongly preferred. High school diploma / equivalency required; associate degree or higher preferred. Proactive organizational abilities. High level of proficiency in using and troubleshooting office equipment and computer technology. Excellent customer service, team work, and communication skills. Ability to maintain confidentiality and handle sensitive information with discretion.

*Please refer to the Job Description for additional information.*

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.

*\* Some flexibility may be possible in determining the set schedule and total hours for this position.*

**Aster Aging, Inc.**  
**Job Description: Administrative Assistant / Office Manager**

**Overview:** The Administrative Assistant / Office Manager is an administrative professional position, providing support to the agency's Administration Office and staff leadership. The position proactively performs a wide variety of administrative and clerical tasks in support of Aster's vision, mission, and goals to ensure efficient office operations. The position requires excellence in customer service and team work.

**Major Duties:**

1. Provide reception and customer service support for the Administration Office. Answer phones and direct callers to appropriate offices. Greet and assist visitors. Respond to general correspondence, emails, and inquiries.
2. Provide administrative support to ensure efficient office operations. Open and distribute incoming mail and make bank deposits in alignment with internal controls. Prepare bulk and other mailings. Input and update information in databases and spreadsheets as assigned. Assist in proof-reading documents. Conduct clerical tasks including computer work, telephone work, copying, printing, and collating.
3. Operate office equipment, including copiers, postage meter, and fax machine, and coordinate maintenance with outside vendors. Troubleshoot basic technology issues with phone system, computers, and internet service, coordinating with outsourced managed IT provider and vendors as needed.
4. Maintain and update an inventory system of agency equipment and furnishings by funding source. Manage agency records retention procedures in alignment with internal controls.
5. Conduct centralized ordering and purchasing for the agency as assigned, including office and program supplies. Ensure that the Administration Office has needed supplies on hand.
6. Identify facility maintenance needs and coordinate with the City of Mesa to request and follow-up on support.
7. Coordinate logistics for meetings, including room set-up and refreshments. Assist in scheduling meetings of the Board of Directors, Committees, staff teams, and others. Assemble meeting materials and take minutes.
8. Provide back-up support to the CEO and members of the Administration Office Team. Responsibilities may include assisting with human resource functions, bookkeeping tasks, donor acknowledgement and data inputting, special events and appeals, compiling program data, and assisting in program services.
9. Maintain an organizational climate that attracts, motivates, supports, and retains high quality professional employees and volunteers.

**Other Duties:**

- Ensure that policies, standards, and decisions are implemented and maintained. Foster appropriate communication and positive relationships between the Board, staff, volunteers and offices / centers.
- Serve as a member Aster's Administration Office team, participating in the development of organizational plans and coordinating with other members in specific functional areas.
- Other duties as needed and appropriately assigned.

**Qualifications:**

1. Two or more years' experience as an administrative assistant or office manager with a stable work history that demonstrates progressively responsible duties. Nonprofit experience strongly preferred.
2. High school diploma / equivalency required. Associate degree or higher preferred.
3. Strong and proactive organizational abilities. Ability to work independently and review own work for accuracy. Attention to detail.
4. High level of proficiency in using and troubleshooting office equipment and computer technology.
5. Effective written and oral communication skills. Ability to compose general business correspondence and proofread work of others. Professional phone and email etiquette.
6. Excellent customer service and interpersonal skills. Ability to encourage teamwork and collaborate with others. Ability to work effectively with diverse constituents and communities. Multicultural competency. Bilingual Spanish-English helpful.
7. Ability to maintain confidentiality and handle sensitive information with discretion.

**Requirements:**

1. Possess valid AZ driver's license and vehicle to use in performance of job.
2. Ability to obtain Level I Fingerprint Clearance Card and compliance to Aster's background check policies.

**Responsible to:** Chief Executive Officer

**Status/ Hours:** Non-exempt position. Primarily weekday office hours, 25 – 30 hours per week.

**Primary Work Site:** Administration Office in Mesa, Arizona. Position will require local travel by car.

Equal Opportunity Employer