



Brunswick Senior Resources, Inc.  
Making a Difference

## ADMINISTRATIVE ASSISTANT

BSRI  
P.O. Box 2470  
Shallotte, NC 28459  
910-754-2300  
www.bsrinc.org

### Job Description

#### Job Purpose

A Senior Center serves as a focal point in the community by providing direct access to resources and a variety of programs and services for older adults. The Administrative Assistant provides a crucial first impression of our center to participants and community partners. The Administrative Assistant collaborates with center staff to provide excellent customer service, bolster efficiency, and act as an ambassador for BSRI's mission and vision. The ideal candidate will be a hard-working professional able to undertake a variety of office support tasks and work diligently under pressure. This person will be comfortable working with a high degree of attention to detail and discretion as well as incorporating new and effective ways to achieve better results

#### Responsibilities:

- Greet and welcome guests and center participants in a cheerful, welcoming manner
- Direct visitors to the appropriate person, office or activity room; provide center tours as needed
- Answer, screen and forward incoming phone calls by assessing callers' needs
- Ensure reception area is tidy and presentable, with all necessary stationery and materials (e.g. pens, forms and brochures)
- Provide accurate information in-person and via phone/email programs, services, events & activities
- Receive, sort and distribute mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk
- Keep inventory of center and office supplies stock (e.g. Copy paper, toilet paper products, etc.)
- Update digital calendars and print weekly reports of Client ID numbers/cards
- Maintain client confidentiality while assisting with data entry and registration process
- Use money handling procedures to take payments for rentals, trips, and other activities.
- Perform other clerical receptionist duties such as filing, photocopying, scanning, and faxing

#### Qualifications & Requirements

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Fluency in Microsoft Office Suite, Google Calendar/Drive, and/or Microsoft 365/Outlook cloud based programs
- Hands-on experience with office equipment (e.g. multiline telephones, fax machines and printers)
- Professional attitude and appearance, high energy level, sense of initiative
- Solid written and verbal communication skills
- Resourcefulness with complex issues, ability to deescalate conflict and problem-solve
- Excellent organizational skills and keen attention to detail
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude and excellent communication skills are required
- Ability to lift up to 25 lbs. as needed for program operations.
- High school degree; additional certification in Office Management is a plus
- Experience in Aging & Adult or Human Services preferred

*Must pass pre-hire background and drug screening and agree to random drug testing during employment*