



Westside Community Center Administrative Assistant

Job Description

Effective: November 1, 2019

Job Overview

The Administrative Assistant is a full-time position that reports directly to the Westside Community Center General Manager (GM).

The Administrative Assistant maintains the overall operation and covering of the front desk during operational hours, as well as general administrative work. Working closely with the GM, the Administrative Assistant ensures that renters, lessees, neighbors, and program participants are informed, cared for, and communicated with in an effective, professional, and courteous manner.

Responsibilities and Duties

The Administrative Assistant will be responsible for fulfilling the following duties:

- Maintain consistent coverage for the WCC front desk, including arranging coverage when he/she is unavailable;
- Communicate directly with rental parties regarding all aspects of their contractual agreements;
- Maintain all aspects of the front desk operation, including but not limited to: WCC Google calendar, waiver forms, Silver Sneaker logs, walk-in's, phone calls, voice messages, process and record all incoming payments and participation fee money;
- Maintain files related to problematic renters (delinquent payments, policy violations, etc.) including communications, written notices, and contract negotiations;
- Other administrative duties as needed.

Qualifications

Candidates for this position must meet or exceed the below qualifications:

- High school diploma or GED; Associate's degree preferred;
- 5 years of professional experience, preferably in customer service, hospitality, or administration;
- Professional skills in the following: accounting, administration, file-keeping, communication, and problem-solving, negotiation, conflict management;



- The capable Administrative Assistant will demonstrate professionalism, a service mindset, and a consistent balance of capability and humility in all aspects of job execution;
- The Administrative Assistant will be responsible for occasional heavy lifting (40 lbs.) and walking or standing for longer lengths of time.

Time Requirements & Benefits

This position is an hourly-paid position at 40 hours per week, with the understanding that these hours will fluctuate seasonally, and perhaps change in schedule from week to week, depending on coverage, program and facility needs, and other factors.

Overtime hours will be paid at 1.5x the hourly rate of pay, provided the hours are tracked and reported appropriately.

As a full-time employee, the Administrative Assistant is entitled to full benefits including medical and dental coverage, short-term and long-term disability coverage, and a retirement savings plan.

We, the undersigned, agree to a contract of employment for the above responsibilities and as outlined in the payment contract.

Westside Community Center Director

Date

Employee

Date