

## **What's Next! Administrative Assistant Volunteer**

### **Summary**

The What's Next! Administrative Assistant Volunteer is a mission critical, administrative and technical support position responsible for assisting the What's Next! Director and other members of Senior Staff in providing meaningful and professional program services to the participants of What's Next!

### **Responsibilities**

- Maintains a high level of confidence and commitment in all aspects of position;
- Demonstrates the ability to work effectively in a multi-tasking, highly personalized environment;
- Exercises professional judgment and maintains a high level of confidentiality;
- Maintain student and general files;
- Interfaces with What's Next! past, present and future participants including assisting with registration and "taking stock" exercises;
- Manages tuition payments including depositing checks, recording payments and following up on delinquent payments;
- Assists with marketing efforts including mass mailings, speaking to groups and individual contact;
- Generates mailings to prospective participants including the registration kit and the "taking stock" kit;
- Provides assistance in preparation for classes including making name tags and setting up coffee and refreshments;
- Participates in planning sessions;
- Takes minutes for steering and advisory committee meetings;
- Handle room and audio-visual equipment reservations;
- Facilitates sessions in absence of Project Director;
- Enters data and prepare reports in JABR software;
- May supervise other program/administrative staff as needed;
- May oversee a volunteer service unit and supervise volunteers;
- Demonstrates accountability for achievement of specific tasks and objectives related to the Fairhill Strategic Plan;
- Performs other duties as assigned.

### **Qualifications**

- Minimum five (5) years successful, administrative experience or equivalent specialized education;
- Experience working with all levels of management as well as front line staff; experience working with intergenerational populations and/or older adults preferred;
- Proficient in the use of position-related software and tools, as well as MS Office 2000 products;
- Professional appearance, attire and demeanor.