



239 West 49<sup>th</sup> St.  
New York, NY 10019  
212-581-2910

**Job Title:** Administrative Assistant  
**Program:** Home Delivered Meals Program  
**Supervisor:** HDM Operations Manager  
**Job Status:** Part Time  
**Job Hours:** 25 hours per week  
**Location:** 239 West 49th Street  
**Compensation:** Competitive with Market Rate

**About Encore:** For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director the organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community.

**About Position:** The Administrative Assistant is responsible for assisting with administrative aspects of the program (serving over 1,100 homebound seniors on a daily basis), ensuring full compliance with New York City Department for the Aging (“DFTA”), Citymeals on Wheels (“CMOW”), Henry Street Meals on Wheels (“HSSMOW”), and Department of Health and Mental Hygiene (“DOHMH”) standards and regulations requirements; and maintains collaborative relationships with community partner including Case Management Agency (CMA).

#### **Job Responsibilities:**

- Monitor and follow-up with CMA and client emails, phone calls.
- Follow up the questions or needs to the appropriate staff and provide the CMA or client with a complete and thorough response
- Conduct welcome calls to all new and resumed clients.
- Assist with general office task (Processing mail, photocopying, faxing, etc)
- Assist the Client Intake Specialist with tasks such as file organization and envelope stuffing for client contribution collection.
- Log biannual participants’ surveys
- Assist the Client Intake Specialist with preparing letters, menus, and other documentations for distribution to clients
- Assist in responding to No Answer calls and report No Answers to the Case Management Agencies, and coordinate redelivery, if possible
- Assist in logging and processing all “No Answers”
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery, meal packing, and office support
- Monitor and maintain office supplies inventory.
- Assist with special projects and other duties assigned by Director of Operations.



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**Required Qualifications:**

- HS Diploma or 2 years relevant experience in field
- Excellent computer skills and a proficiency in MS Word and Excel; basic knowledge of Access
- Excellent customer service skills and a sense of compassion, understanding and empathy for the elderly population
- Strong written and verbal communication skills; excellent community engagement skills
- Self-starter with strong organizational, planning, time management skills, and ability to think proactively and ability to take a solution-focused approach to problem solving
- Good leadership abilities and ability to work well with others; ability to work with minimal supervision; ability to maintain confidentiality
- Flexible and willing/able to cover during emergencies, including (but not limited to) Winter/Snow storm, hurricanes, and other unforeseen emergency situations
- Have the ability to lift and carry heavy objects a minimum of 50 pounds, including cases of fresh, frozen or canned food items, packed delivery bags as well as filled commercial grade pots or trays in and out of ovens.
- Have the ability to stand for a long period of time both for meal packing and delivery route distribution.

**Preferred Qualifications:**

- BA degree related to Human Services, Public Administration, Food Services, or related field
- Knowledge of DFTA's HDML policies and procedures
- Bi-lingual in Spanish