



## MEALS ON WHEELS SAN DIEGO COUNTY JOB DESCRIPTION

**JOB TITLE:** Administrative Concierge

**REPORTS TO:** Chief of Staff

**FLSA STATUS:** Hourly

**DIVISION:** Administration

**Work Location:** Onsite

**SALARY/HOURLY RATE:** \$18-\$22 per hour

### WHO WE ARE:

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In 1960, Meals on Wheels San Diego County was established by a few local women who saw a need in their community and decided to deliver meals to their elderly neighbors. Fast forward to 2022, and Meals on Wheels now uses technology platforms and mobile applications to track and monitor the total health, safety, and well-being of program participants throughout the region. In the last year, nearly 650,000 meals were served by over 3,400 volunteers, who not only delivered nutritious meals but provided safety checks for local homebound seniors.

Meals on Wheels San Diego County is a nonprofit organization with an annual operating budget of \$7.2M and a team of 92 staff members. It is the only agency covering the entire county, providing meals to homebound seniors for 7 days a week, 365 days per year. Frequently, its volunteers may be the only person the senior sees all day, providing human contact and a safety net, particularly for those seniors living alone. Lives are saved nearly every week as a result of alerting emergency personnel for someone who has fallen, had a stroke, or is simply in need of additional supportive services. Meals on Wheels plays a vital role in allowing our senior population to age in place, enjoying the comforts of their own home.

Meals on Wheels San Diego County provides a competitive benefits package that includes healthcare insurance, dental and vision plans, and a 401K matching program and supports employee development and job promotion. Please visit: [www.meals-on-wheels.org](http://www.meals-on-wheels.org) to learn more about our organization and programs.

### SUMMARY:

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Under the supervision of the Chief of Staff, the Administrative Concierge will provide essential administrative, project, capital campaign, and receptionist support. The position requires interaction with a broad range of internal and external stakeholders and plays a key role in the support of the organization's mission. This dynamic position encompasses a range of responsibilities, from providing clerical support to managing communications and assisting with administrative tasks as assigned. Additionally, the Administrative Concierge will serve as a welcoming receptionist, contributing to MOWSDC's overall efficiency and client-centered approach. The candidate must be energetic, adaptable to the changing needs of the organization, eager to take on new roles and responsibilities, organized, solution-oriented, and thrive in a collaborative setting. The candidate must demonstrate a high degree of professionalism, confidentiality, and political sensitivity in all communications.

## DUTIES & RESPONSIBILITIES:

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- **Support Chief of Staff:** Assists in executing routine projects and tasks, contributing to the successful implementation of various activities.
- **Phone Communication:** Manage incoming phone calls, provide essential program information, and direct calls to the relevant parties, ensuring efficient communication.
- **Capital Campaign Materials:** Work with CXO on overseeing campaign materials and facilitating communications with both internal and external stakeholders, ensuring smooth information flow.
- **Meeting Preparation:** Aid in meeting preparation, including maintaining records, taking notes, and assisting with campaign-related tasks, enhancing meeting efficiency.
- **Meeting Coordination:** Collaborate in scheduling internal and external meetings, manage logistics and details, provide pertinent preparation materials, and ensure thorough follow-up for seamless meetings.
- **Event Coordination:** Contribute to staff and board event planning, coordinate meetings, and organize document filing. Additionally, offer support for other Development Department events as necessary.
- **Travel Support:** Assist in making travel arrangements and managing expense report submissions to the Executive Team and other staff, simplifying administrative processes.
- **Board Repository:** Assist in maintaining the Board's document repository, ensuring all documents are appropriately stored and easily accessible.
- **Special Projects:** Help in various special projects as the need arises, demonstrating adaptability and a commitment to organizational goals.

## QUALIFICATIONS:

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- Graduation from High School or possession of a diploma.
- At least two years of administrative/receptionist experience.
- Proficiency in Microsoft Office Suite, Outlook, Adobe, Teams, SharePoint, and ability to adapt to new technologies.
- Experience with cloud-based applications (i.e., Microsoft One Drive) and proficient in Zoom.
- Knowledge of common office equipment, including copiers, and scanners.
- Demonstrates ability to take initiative and contribute to the goals of a growing organization.
- Proven self-starter with high degree of integrity, dependability, resourcefulness, with a strong work ethic.
- Experience working with donor databases, such as Raiser's Edge is a plus.
- Experience drafting agendas, presentations, reports, and other correspondence.
- Non-profit experience preferred.
- People-focused with a professional phone manner and ability to interact professionally with staff, clients, volunteers, guests, board members, and donors.
- Team-player with ability to work well with others, take direction, and fulfill responsibilities under fast-paced office environment with minimal direct supervision.
- Maintains comprehensive system of records and file management and retrieval. Establishes tracking system for all requests, issues, phone calls, and correspondence to ensure timely actions.
- Ability to cope under pressure and with emergency situations.

## REQUIREMENTS:

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- Language(s): English, Spanish is helpful but not required
- Pre-Screening: Clean background check
- MOWSDC requires its colleagues to be fully vaccinated against COVID-19 (including any booster shots if required), where allowable under the law, unless they are approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents them from being vaccinated.

- Standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have a valid driver's license. Physical requirements include standing, sitting, typing, bending, and lifting up to approximately 35 lbs. The noise level in the work environment is moderate. Must have reliable transportation.

**Note:** *This position is considered "Hourly Non-Exempt" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is an "at-will" employer. Criminal background check, fingerprinting, and bonding are required.*