



## FARMSTEAD OFFICE COORDINATOR POSITION DESCRIPTION

*“To glorify God by providing a continuum of care and services that demonstrates the love and compassion of Jesus Christ.”*

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**Position Summary:** Provide professional coverage of the reception desk and telephone system. Deliver exceptional, person-centered customer service in all aspects of job execution and performance. Perform administrative tasks and projects.

### **Essential Responsibilities:**

1. Greets, directs and assists residents, family members, visitors and staff with necessary activities.
2. Receive, screen, route and direct telephone calls and in-person inquiries for Resthaven to all buildings, staff and residents in a pleasant and professional manner.
3. Updates and maintains resident files, office files, emergency procedures and information files.
4. Performs administrative tasks and projects as assigned.
5. Supervise reception team which includes scheduling, training, and performance appraisals.
6. Operates and oversees maintenance/supply of office equipment and lobby equipment.
7. Maintains resident and staff database.
8. Completes daily log of necessary information.
9. Ensure the safety and cleanliness of assigned areas.
10. Display excellent customer services skills by projecting a positive and cheerful demeanor with staff, residents, customers and vendors at all times.
11. Assist in the presentation of marketing information to prospective residents, give tours and participate in open house events.
12. Assist in the set-up, take-down, clean-up and coordination of activities and events as needed.
13. Make referrals to the Farmstead Administrator regarding resident concerns and behavior observances.
14. Develop and maintain professional and appropriate relationships and rapport with all residents and their families.
15. Maintain resident appointment schedules and collaborate with drivers.
16. Maintain a professional appearance and approach with all residents.
17. Act as a first responder to fire alarm/smoke alarms and other emergencies.
18. Assumes all other position related responsibilities as assigned.

### **Knowledge, Skills & Abilities:**

1. Ability to complete multiple tasks with interruptions.
2. Pleasant telephone voice with a neat and professional appearance.
3. Effective decision-making skills.
4. Ability to effectively coordinate emergency and evacuation situations when necessary.
5. Ability to speak clearly and distinctly when making announcements.
6. Effective verbal and written communication skills.

7. Ability to operate standard office equipment including fax, calculator, telephone, copier, audio visual equipment, etc.
8. Computer literate and familiarity with Word, Excel, Email, Publisher, Video Messenger, etc.
9. Communicates effectively and tactfully, while recognizing age, cultural orientation, needs, abilities and physical condition.
10. Ability to display a sense of caring, concern, compassion and dignity for residents.
11. Ability to establish and maintain effective and professional working relationships with residents, families, visitors, and employees while promoting a positive image of Resthaven.
12. Well organized and attentive to detail.
13. Ability to manage own time and work effectively with little or no supervision, while following Resthaven and the Farmstead policies and procedures.

**Education, Training, Experience:**

1. High school graduate or successful completion of GED.
2. Associates degree in related field beneficial.
3. Previous receptionist, clerical and computer experience in an office environment.
4. Participates in learning and development opportunities.
5. Attends all required training and departmental meetings.

**Required Licenses, Registration, and/or Certifications:**

1. Valid driver's license.

**Nonessential Responsibilities:**

1. Ensures customer/resident satisfaction.
2. Ensures the safety and cleanliness of the front desk area, lobby, entrances, etc.
3. Participate on teams as deemed appropriate.
4. Flexible schedule with ability to work weekends, evenings and holidays.
5. Practice the highest standards of ethics, honesty, and accuracy.

**Physical Demands & Work Environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Requests for reasonable accommodations may be made through Human Resources to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

- The employee is required to stand; walk; sit; handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; pull, push, twist, turn, bend, stoop, kneel, or crouch; talk and hear.
- The employee must be able to lift and/or move up to 30 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:**

- While performing the duties of this job, there are no extreme temperatures or working conditions. The employee may be exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

## **More Information on the Farmstead:**

For more than 75 years, Resthaven has served the Holland community, providing seniors with a full continuum of healthcare and services that is both innovative and tailored to their individual needs and different life stages. As the only faith-based, non-profit senior health and living organization in the area, we are committed to serving, supporting, and inspiring seniors as they age.

In the summer of 2024, we will open an entirely new campus on 40 acres adjacent to Van Raalte Farm in Holland, MI. This nature-rich setting will encourage healthy, active living and offer a vibrant space to build community and make rewarding connections. It will be our first campus that provides independent living and assisted living/memory care on the same site. The campus has 104 independent living units and a 24-room assisted living/memory care building.

The Farmstead will provide a full array of life enrichment activities, dining, transportation and more so residents can enjoy a full life and have the time to do more of what they love. We are looking for energetic, inspired, committed, creative and collaborative team members to join us in caring for an exceptional group of seniors while focusing on building COMMUNITY, COMPASSION, and JOY for our residents and staff.