

JOB OVERVIEW

JOB TITLE	Administrative Assistant
DEPARTMENT	Independent Living of Niagara County (ILNC)
LOCATION	Niagara Falls, N.Y.
DIRECT SUPERVISOR	Director of ILNC

GENERAL JOB DESCRIPTION

Assist the Director of Independent Living of Niagara County in the administration of agency activities.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Answer incoming agency calls and redirect them to appropriate staff.
2. Receive visitors at the front door by greeting, signing in, and notifying appropriate staff.
3. Provide general information and referral to the public on topics related to people with disabilities, e.g., housing, and adaptive aids.
4. Attending Council meetings, acting as recording secretary and working with the ILNC Director and Council Chairperson in developing the final draft of the minutes.
5. Assist the Director with maintaining Council records and member files.
6. Compile the monthly CEO's Report by the 2nd business day of the following month.
7. Coordinate the Loan Closet and accurately document consumer services and required paperwork to Western New York Independent Living, Inc's (WNYIL's) Electronic Consumer Record (ECR) within two (2) working days of the date of service. Store and maintain items in the loan closet in a secure and orderly manner.
8. Send acknowledgment letter to donors (Loan Closet, other misc. donations).
9. Perform accurate consumer intakes. Review and process closures of consumer records in the electronic health record system.
10. Conduct consumer satisfaction survey interviews over the phone; maintain accurate reporting.
11. Maintain communication with copier contractors.
12. Process incoming and outgoing US mail, including maintaining postage meter ink and adding postage as needed. Check-in all deliveries according to procedures.
13. Record attendance at All Staff Meetings and agency related training and distribute to the appropriate parties.
14. Periodically check office and cleaning supplies, complete and submit a purchase request for a supply order when needed or create a list for local purchases. Complete other financial paperwork as directed.
15. Participate in maintaining a neat, clean, and safe work environment, especially storage rooms, closets, and cabinets.
16. Attending the Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.
17. Perform other job-related duties as deemed legally and ethically necessary by the supervisor.

EDUCATION & TRAINING

High School Diploma or equivalent

OR

Associate's degree in business, English or related field

KNOWLEDGE & EXPERIENCE (if required)

- Experience working with individuals with disabilities is preferred.
- Professional and life experience may be considered in lieu of, in full or part of academic credentials.

High school diploma or equivalency requires four (4) years' related work or volunteer experience with people with disabilities.

Associate degree requires two (2) years' related work or volunteer experience with people with disabilities.

SKILLS & ABILITIES

- Must be able to type thirty-five (35) words per minute.
- Must have intermediate knowledge of computers including the use of excel spreadsheets, databases, word processing, and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for people with disabilities.
- Excellent written and verbal communication.
- Multi-tasking and time management with the ability to prioritize tasks correctly are essential for this position.
- Hiring preference given to Niagara County residents.

WORKING CONDITIONS

WORK ENVIRONMENT

Office/Community

PHYSICAL DEMANDS OF THE JOB

Sitting for extended periods of time.
Occasional solo lifting of not more than 35 pounds.
Occasional bending, reaching, and grasping.

HOURS / SHIFTS

37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm.
Overtime is rarely required.

CLASSIFICATION

Full-time, salary, non-exempt, Support staff.
Salary - \$40,000 - \$42,000

BENEFITS

Agency provided group health insurance.
Vision, dental, life, and supplemental insurance available.
PTO and paid holiday package.
403(b) retirement with Agency match.
Employee Assistance Program

OTHER

Western New York Independent Living, Inc. values employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols.
Western New York Independent Living, Inc. is an Equal Opportunity Employer.
Reasonable accommodations will be made for people with disabilities.
Western New York Independent Living Inc. is a scent-free Agency.

POSTING INFORMATION

Closing Date: November 10, 2025

Cover Letter and Resume Required to:

Human Resources Dept.
WNY Independent Living, Inc.
3108 Main St.
Buffalo, NY 14214
employment@wnyil.org