

**Position Purpose:**

Performs responsible administrative and clerical duties pertaining to supporting the Senior Center Director in accomplishment of the center's goals through daily operational activities. Performs all other related work as required.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Performs daily operational duties working closely with the Director to ensure smooth and safe running of the Senior Center. Maintains class schedule; sets up and breaks down rooms for classes and meetings.
- Recruits, trains, and retains volunteers. Has an open communication with volunteers and ensures a safe, positive environment and experience. Ensures all positions are filled to maintain a fully operational senior center. Maintains up-to-date CORI files on all staff and volunteers.
- Cooperates with kitchen personnel to maintain functional and nutritional food service. Provides hands-on coverage as needed.
- Creates, drafts, and edits a 10-page newsletter. Ensures timely collection of news and items for inclusion, edits for readability and clear understanding. Ensures prompt delivery to publisher, news outlets and social media.
- Maintains MySeniorCenter database of guests, personnel, and volunteers, including entering events and attendee information. Retrieves and interprets data for reports, and for special outreach or social events.
- Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:****Education, Training and Experience:**

High School Diploma; 3 – 5 years of related experience (office/volunteer management), Associate's Degree desirable; or an equivalent combination of education and experience. ServSafe Certification, MA Driver's license, CPR and First Aid. CORI check required.

**Knowledge, Ability and Skill:**

*Knowledge:* Knowledge of standard office practices and procedures. Knowledge of the characteristics and needs of the senior population. Knowledge of office equipment and the operation of computer software applications, particularly word processing, spreadsheet, database, email, and internet.

*Ability:* Ability to work independently and prioritize tasks. Ability to organize and maintain records, and the ability to communicate effectively verbally and in writing.

*Skill:* This position requires excellent communication, interpersonal and organizational skills. High attention to detail skills. Proficient computer skills utilizing a variety of software applications including Microsoft Office and varied departmental software.

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, minimum physical effort is generally required to perform duties in typical office conditions. This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects and equipment. Employee may occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges.

**Supervision:**

*Supervision Scope:* Performs responsible duties which require independent judgment and considerable attention to detail and accuracy in carrying out operations.

*Supervision Received:* Works under the direction of the Senior Center Director, and work is performed independently requesting assistance with unusual situations which do not have clear precedents.

*Supervision Given:* Over 100 Volunteers.

**Job Environment:**

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; frequent contact with the public, staff, volunteers, and various organizations; they generally consist of an information exchange dialogue, discussing routine and semi-complex issues.
- Errors could result in personal injury, delay or loss of services or have legal and/or financial repercussions.

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

***Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer***