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| Position: Senior Center Program Assistant | AFSCME Union |
| Department/Site: Community Services/Senior Center | FLSA: Non-Exempt |
| Evaluated by: Senior Center Supervisor | Salary Grade: 21 |

Summary

Performs and coordinates a variety of clerical duties to support the day-to-day activities of a recreation facility center requiring a thorough understanding of clerical processes and appropriate program and facility procedures and policies.

Distinguishing Career Features

The Senior Center Program Assistant provides clerical, program logistics, and guest services to the Senior Center and its program offerings. Advancement to Program Assistant requires the ability to comply with the qualifications of the position, plus demonstrate sensitivity to the needs of senior citizens. Advancement potential exists along the recreation programming career path and senior advocacy.

Essential Duties and Responsibilities

- Performs a variety of clerical/secretarial tasks to support facility activities, such as front desk reception, program information and registration, program activity tracking, and facility scheduling and rentals.
- Assists customers and patrons with requests for information and referral, forwarding more complicated requests to higher authority.
- Schedules, assigns and may train temporary employees and volunteers in activities involving front desk coverage during regular facility hours. Schedules facility use.
- May track financial and activity and process transactions. May gather statistics as requested, to support assist with the creation of reports. Reconciles program registration and rental income and makes deposits. Processes billings for payment and reconciles petty cash.
- Assists senior citizens with processing and tracking of applications and services facilitated by the senior center such as passports, course admissions, etc.
- Performs clerical duties, such as composing and typing routine correspondence, sorting and distributing mail, establishing and maintaining office files, and maintaining office equipment.
- Performs data entry for a variety of financial and recreation activity tracking systems.
- Assists with program descriptions for recreation guides and announcements. Writes short news releases on upcoming events. May prepare flyers and leaflets, and compile and edit newsletters.

- Provides input for registration and facility processes and procedures. Designs forms and tracking processes. Maintains manuals and procedure guides.
- Assists in planning and coordinating promotional special events including open houses, fundraisers, outreach and community events, tours, banquets, exhibits, career fairs.
- Coordinates administrative and logistical aspects of center-sponsored participation in special events. Makes arrangement for setup/takedown of booths, speakers, special guests, paid and volunteer staffing, and promotional materials.
- Initiates and processes forms, correspondence, work orders and other communications to secure participation, funds, resources, exhibits, furnishings, and supplies.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires working knowledge of the practices and techniques used in a community services office such as filing systems, receptionist and telephone techniques, and letter and report writing. Requires sufficient skill using the English language, grammar, spelling, and punctuation, to prepare esthetic correspondence. Requires a basic knowledge of layout concepts for printed materials. Requires a basic knowledge of those activities associated with financial transaction processing, and record keeping. Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to common office productivity software. Requires mathematics skills to compute sums and statistics. Requires sufficient human relations skills to make informal group presentations, present a positive image of the Center, convey technical information to others, and use patience in dealing with customers having diverse backgrounds.

Abilities

Requires the ability to perform all of the duties of the position efficiently and in an open environment with interruptions and distractions. Must be able to perform clerical and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of department organization, programs, functions and special department terminology. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City. Requires the ability to use a personal computer to produce correspondence, promotional materials, and conduct research. May require the ability to perform work at varying schedules.

Physical Abilities

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to various department locations. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials from overhead, waist, and ground level files. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate

microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position typically requires a high school diploma or equivalent and three years of experience providing customer-oriented clerical services, preferably in a health or social service setting. College-level courses in gerontology may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.