

Position Title: Administrative & Program Assistant

Department: Council on Aging/Senior Center

Reports to: Council on Aging Director

Date: May 2023

DEFINITION

Provides administrative and programming support for the Council on Aging

PURPOSE

The purpose of this position is to support all COA functions as needed to assist the Director.

ESSENTIAL FUNCTIONS

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

- Performs office tasks for the COA: answers the phone, retrieves messages and returns calls; greets and processes walk-in clients' needs; assists seniors with sign-ups and program registration; enters data and prepares reports in My Senior Center software.
- Maintains and updates My Senior Center database weekly: enters all classes, participants, events, outreach activities, and prepares reports. Assists with other data collection and program reporting for state and other regulatory bodies.
- Assists in program development and the delivery of activities and events such as craft classes, games, lectures, exercise and health programs, events, and entertainment.
- Works with the Director on the monthly newsletter by providing content and creating calendar, creating draft and coordinating printing/delivery with printers, and ensuring supplies for newsletter distribution (labels, etc.) are made available to volunteers.
- Prepares flyers and advertises COA-sponsored programs around town and posts on social media (NextDoor, Facebook).
- Manages weekly Meals on Wheels Program: coordinates with service agency, organizes deliveries with volunteers, and coordinates changing schedules of clients.
- Coordinates footcare clinics and monthly food pantry deliveries
- Performs other related duties at the discretion of the COA Director.

SUPERVISION

Works under the direction of the Director, generally establishing own daily work plan as the calendar and schedule dictate and choosing between appropriate courses of action to achieve defined objectives. The Director provides additional, specific instruction for new, difficult, or unusual assignments. The employee refers unusual situations to the Director for advice and further instructions.

CONFIDENTIALITY

Employee has access to a variety of sensitive and confidential information.

EDUCATION, TRAINING AND EXPERIENCE

Associates or College Degree preferred; a minimum of 2-3 years administrative experience required. Experience working with the public, and particularly seniors, preferred.

KNOWLEDGE, ABILITY, AND SKILLS

- Excellent communication and customer service skills; ability to deal tactfully with seniors and their families, other departments, staff, and the public.
- Perform detailed work despite frequent interruptions, and the ability to maintain effective working relationships.
- Computer and database skills. Proficiency in WORD and EXCEL.
- Excellent writing and proofreading skills. Organizational skills, and the ability to maintain accurate, up -to-date and detailed records.

PHYSICAL AND MOTOR, SKILLS

Minimal demands are required to perform most of the work. Work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes, and office equipment weighing up to 30 pounds.

HOURS AND COMPENSATION

Position is 16 hours a week, preferably 2 full 8-hour days (except when programming requires something a bit different).

Tuesday starting at 7:30 is required to perform Meals on Wheels duties. Other hours/days to be negotiated with the Director.

Compensation will be determined with the Town Administrator. There are no benefits included.