

CITY OF DURANT JOB DESCRIPTION

Title: **Senior Center Coordinator**

Department:

Reports To: Assistant City Manager

POSITION SUMMARY

Coordinates, directs and leads activities including but not limited to the areas of health, exercise, recreation and nutrition for the City of Durant Senior Center; attends to members while they participate in center activities; supervises volunteers and performs other related activities to ensure the distribution of meals to homebound seniors and the provision of meals at the community center.

ESSENTIAL FUNCTIONS

The job has two essential components which are service management and marketing coordination. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.

1. Operates and maintains an attractive senior community center.
2. Delivers a safe and excellent customer service experience to residents, members and patrons.
3. organizes programs for participants to include recreational and health/educational activities; coordinates and schedules health programs; consults, seeks and searches for programs and entertainment.
4. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
5. Identify opportunities for improving service delivery methods and procedures; implement improvements as approved.
6. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of aging and management of community center.
7. Manages the volunteer program by interviewing, selecting, training, and supervising center volunteers.
8. Direct, coordinate and review the work plan for the community center services and activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
9. Manage, participate and administer the development and implementation of goals, objectives, policies and priorities for community center operations; recommend and administer policies and procedures.
10. Coordinate public relations activities for the community center including advertising programs and activities, and speaking to various community groups; prepares flyers, newsletters, and other forms of publicity.
11. Manages and supervises activities; interacts with members to assist them in improving socialization and problem solving skills.
12. Provides a caring environment for members.

13. Develops exercise and fitness programs; develops peer exercise and fitness leaders; leads exercise programs and advises members on proper exercise techniques.
14. Provides daily congregate meals; orders meals by diet regulations.
15. Maintains a meal reservation system; maintains an inventory and orders supplies of disposables.
16. Provides for and facilitates delivery of all offsite homebound meals.
17. Follows agency procedures for referrals, cancellations and emergencies.
18. Supervises volunteers performing meal distributions and emergency procedures.
19. Contacts members to explain donation procedures, assess nutritional needs or check on the status of the members as needed.
20. Oversee and participates in the development and administration of the department's annual budget, participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.
21. Maintains up-to-date inventory of supplies and equipment; monitors membership registrations.
22. Initiates and maintains a cooperative relationship with related agencies, organizations, and businesses; stays current with issues affecting senior citizens and programming.
23. Manage the rental of the community center dining area for banquets, including booking, preparation of room(s), coordination of all audio-visual equipment for the room with rental contact, coordination of the signing of the contract, fees set for payment and the return of the room as prepared for next day activities.

KNOWLEDGE SKILLS AND ABILITIES

1. Knowledge of operational characteristics, services and activities of a community center.
2. Knowledge of effective customer service principles.
3. Knowledge of age-appropriate recreational and health/nutrition activities.
4. Ability to identify the needs and problems of those persons over age 60.
5. Ability to plan, organize, direct and lead programs to meet the needs of persons over 60 years of age.
6. Knowledge of individual and group behaviors and ways of working effectively with the elderly.
7. Knowledge of food sanitation practices.
8. Knowledge of nutrition, eating patterns, and weight control programs.
9. Knowledge of the City's and Department's operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
10. Ability to effectively utilize the principles of strategic and long and short-range planning.
11. Knowledge of principles and practices of budgeting, fiscal management, project management principles and techniques.
12. Skill in analyzing complex administrative information and issues, defining problems and evaluating alternatives and recommending methods, procedures and techniques for resolution of issues.
13. Ability to plan, develop, implement, and evaluate projects and programs.
14. Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
15. Ability to perform detailed work accurately and independently with minimal direction and supervision.
16. Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
17. Knowledge of computer software including word processing, spreadsheet, and database applications consistent for this position.

18. Ability to perform mathematical calculations required of this position.
19. Ability to communicate clearly, concisely and effectively in both written and verbal form.
20. Ability to prepare and maintain accurate and concise records and reports.
21. Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
22. Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
23. Ability to handle sensitive interpersonal situations calmly and tactfully.
24. Ability to maintain professionalism at all times.
25. Ability to maintain effective working relationships with individuals within and outside the organization.
26. Ability to maintain confidentiality and discretion regarding sensitive information.
27. Ability to work the allocated hours of the position and respond after hours as needed.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is performed daily both in and outdoors under all weather conditions and includes exposure to inclement weather, noise, vibrations, airborne materials, chemicals and equipment.
- Work is generally in a moderately noisy setting (e.g. business office, light traffic).

MINIMUM REQUIRED QUALIFICATIONS

- Post-secondary education or equivalent experience in personal training, recreation, health and fitness, nutrition, or social services with demonstrable ability and knowledge in several or all of these areas.
- One (1) year experience in senior setting; or two (2) years' experience in a social service or human service field.
- Previous supervisory experience.

PREFERRED QUALIFICATIONS

- Bachelors degree in human service, social work, nutrition, or closely related field.
- Three years of responsible recreation/nutritional/community center program experience including one year of administrative and/or lead supervisory experience.

OTHER REQUIREMENTS

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above 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. The 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.