

## TOWN OF MARLBOROUGH

JOB TITLE: Senior Center Assistant

DEPARTMENT: Human and Social Services

CLASSIFICATION: Part-time (20 hours/week)

### GENERAL DESCRIPTION

Under the supervision of the Director of Human and Social Services, the Senior Center Assistant serves as both the welcoming face of the Senior Center and a key contributor to the daily operations and essential functions of the department.

**Work Schedule:** Regular schedule set by the Director of Human and Social Services. Some evening and weekend hours for special events

#### Essential Job Functions:

##### *Administrative & Member Support*

- Provide clerical and administrative support to the Human and Social Services Director to support Senior Center operations.
- Answer incoming phone calls/emails and respond to inquiries in a friendly and professional manner.
- Register new members and maintain accurate member records maintaining appropriate discretion and confidentiality.
- Maintain organized, welcoming spaces throughout the Senior Center.
- Research best practices, grants, and funding opportunities to support Senior Center programs.
- Use *MySeniorCenter* software or similar software selected by the Director to schedule transportation, manage ride reservations, and maintain schedules.
- Establish and maintain effective working relationships with other departments, employees, the public, and community partners.

##### *Programs, Activities & Events*

- Plan, prepare, coordinate, and lead activities, classes, events, and trips under the direction of the Human and Social Services Director.
- Set up and break down furniture and equipment for programs and events. Purchase supplies and materials as needed.
- Coordinate travel and logistics for trips and special events.
- Assist with data collection and monthly, quarterly, and annual reporting.

##### *Marketing & Communications*

- Create and distribute promotional materials including press releases, flyers, posters, and social media content.

- Assist with weekly social media and newspaper postings.
- Design and produce monthly and quarterly newsletters using Canva or similar software selected by the Director.
- Support the maintenance of the Senior Center page on the Town of Marlborough website with timely and relevant information (i.e: newsletter, weekly programs, and links to commonly referred agencies and other resources).
- Support outreach efforts to increase participation and community engagement.

#### *Other duties*

- Performs other duties as directed by the Human and Social Services Director.
- Works in a safe and responsible manner, including following both OSHA and Town of Marlborough safety policies.
- Represents the Senior Center in a professional and courteous manner.
- Assists residents to reserve park facilities and register for recreation programs in the absence of the Director of Parks & Recreation.

### Supervision

#### *Supervision Received*

- Works under the general direction of the Human and Social Services Director following professional standards, procedures, and policies.

#### *Supervision of Others*

- Does not supervise other employees. Coordinates volunteer activities and schedules as directed by the Human and Social Services Director.

## **Minimum Required Qualifications**

### Education, Training, and Experience

The qualifications required would generally be acquired with a high school diploma or equivalent with prior experience with social services, group activities, community-based programs, and/or municipal work.

Proficient in Microsoft Office suite and graphic design programs such as Canva

### Other Requirements

Valid CT Driver's License with public passenger endorsement or ability to receive public passenger endorsement within six months of hire

Ability to lift 50 pounds

ServSafe certification or ability to receive the ServSafe certification within six months of hire

Excellent customer service, experience with older adults, ability to work in a busy work setting with frequent interruptions

### **Preferred Skills**

Associates degree or higher in a service-related field such as Human Services, Social Work, Counseling, Psychology, and/or Public Health

### **Job Environment**

Administrative, customer service, and other work is performed in moderately noisy Senior Center conditions. Coordination, reporting, and presentations may be conducted at other town and school facilities. Attends meetings with various departments.

Requires the operation of vehicles, telephones, computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent contact with residents, municipal colleagues, elected officials, volunteers, and vendors. Communication is frequently verbal in person or by telephone, or in written form via fax, email, or delivery service.

The Town of Marlborough is an Equal Opportunity Employer.