



Job Title:	Program Assistant-Pena Blanca	Job Requisition #	2K18-9-69
Department:	Community Services	Status:	Classified
Revised Date:	9/4/2018	Job Code:	6370
Union Code:	Non-represented	Handles Confidential Info:	Yes
First Day to Apply:	09/04/2018	FLSA Status:	Non Exempt
Last Day to Apply:	9/28/2018	Work Schedule:	9am to 6pm
		Entry Wage:	DOE \$11.13-\$12.52

GENERAL PURPOSE: Under general supervision, provides program administrative assistance and support to assigned Senior Center and Senior Center Supervisor to ensure that the Center runs efficiently and smoothly and in compliance with all rules and regulations; plans and implements activities for senior clients; maintains client records; and performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High School Diploma/GED Certificate and two years of customer service experience in a recreational activities program or similar work in a Parks and Recreation Department, Community Center, or other related service organization that includes coordinating planned activities and/or programs, providing office administrative support functions for the program(s), and assisting with general operations and functions of the facility; preferably in senior/elderly service programs.

Required Licenses or Certifications:

- Valid New Mexico Driver's License.

SUPERVISION RECEIVED AND EXERCISED:

Position reports to the Senior Center Supervisor; some positions may exercise limited supervision over lower level staff.

ESSENTIAL JOB FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

In area of assignment:

- Plans, directs, coordinates, and reviews the work of assigned staff; assigns tasks and coordinates schedules, projects, and programs; provides constructive feedback; reviews and evaluates work and makes effective suggestions and recommendations.
- Coaches, trains and motivates staff; coordinates and/or provides staff training; provides general advice and counsel to staff; and may assist and/or provide input in the preparation of developmental staff work plans.
- Assists in providing a variety of driving or chauffeuring services to seniors to and from various activities including transportation to and from the senior center for meals, medical appointments, and shopping trips; provides assistance to senior citizens getting into and out of the van; and makes deliveries of homebound meals as needed.
- Assists drivers in monitoring day to day vehicle maintenance, including preventative maintenance schedules, to ensure safety of vehicle and is responsible for maintaining cleanliness of vehicles, both inside and out; reports vehicle malfunctions and/or accidents to the supervisor immediately; completes required paperwork and accident reports; ensures all documentation pertaining to vehicles and drivers are in vehicles at all times; ensures proper safety equipment is working and installed in each vehicle

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Community Services Program Assistant

such as fire extinguishers and first aid kits; and maintains and records vehicle mileage, fuel usage and passenger counts per vehicle.

- Provides program and administrative assistance to the Senior Center Supervisor in conducting services and programs at the Center; coordinates assigned programs and activities at the Center including making contact with seniors to explain available programs; makes assessments of individual needs in accordance with guidelines; compiles and prepared proper documentation related to Center performance; and maintains and monitors all meal site records for the Center.
- Assists custodial staff with cleaning and general custodial services as directed; monitors levels of supplies available and informs supervisor, in writing, when new supplies are needed or required.
- Oversees and monitors lunchtime activities, collection of donations, and accessibility for those with handicaps; makes announcements and coordinates special planned activities during lunch.
- Compiles a variety of information and enters into program software; conducts research and compiles Center newsletter; and cross trains staff and fills in as assigned.

Required Knowledge of:

- Basic characteristics, services, and activities of senior programs, including gerontology programs.
- Principles and processes for providing customer service to clients.
- Administrative office and clerical support services, operations, and activities.
- General office practices, procedures, and equipment.
- Recreation philosophy, planning, and administration.
- Equipment, facilities, operations, and techniques used in a community senior center programs.
- Vehicle maintenance and scheduling.
- Driver safety, decision making, and prioritizing.
- All applicable traffic laws and regulations.
- Sandoval County geography, including streets and senior center, and congregate locations.
- Safety procedures and guidelines associated with assigned work.
- Effective communication principles and practices including oral and written communication; to include public relations and customer service skills.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.
- Principles and practices of governmental budget monitoring and administration.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.
- Principles of supervision and training.

Required Skill in:

- Coordinating program activities involved in a community senior center.
- Customer service and ability to work with potentially difficult clientele, including senior citizens.
- Operating and driving safely to and from assigned appointments.
- Coordinating and maintaining vehicle maintenance and repairs.
- Documenting required data through logs and reports.
- Coordinating and performing a variety of office support functions; including organizing meetings and preparing meeting materials.
- Researching, compiling, and preparing reports from varied sources.
- Keeping and maintaining accurate records and files.
- Making mathematical calculations quickly and accurately.
- Communicating effectively verbally and in writing, including customer service.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.
- Interpreting and implementing rules, regulations, policies and procedures related to senior services programs.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Principles and practices of governmental budget monitoring and administration.

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- Supervising, leading, and delegating tasks and authority.

Physical Demands / Work Environment:

- Work is performed in a standard office environment located within a Senior Center facility.
- Occasionally is required to lift or carry items weighing up to 50 pounds; and occasionally may be exposed to large and working machinery, potential physical harm, and hazardous chemicals when assisting with preparation of food using a variety of kitchen equipment and tools, when assisting with cleaning and maintaining the kitchen area and when delivering and/or transporting meals and senior clients to and from appointments.

I _____(Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification and are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. I understand the demands and expectations of the position as described above and to the best of my knowledge believe that I can perform these duties with or without reasonable accommodation.

Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

Employee Signature

Date