



Gold Country

SENIOR SERVICES

GOLD COUNTRY SENIOR SERVICES

Senior Center Operations Coordinator Job Description

MISSION:

Gold Country Senior Services provides a range of programs and services that support the health, well-being and independence of older adults in our community.

JOB SUMMARY:

Under supervision of the Program Director, the Operations Coordinator ensures high-quality client support, seamless flow of the program schedule, and daily maintenance of the facility.

Reports to: Program Director

Schedule: Full-time 40 hours weekly preferred, will consider part time. Regularly scheduled Monday-Friday, with occasional evenings and weekends.

Coordinates with: Volunteers, Clients, & Program Instructors

Pay range: \$21-\$25 hourly, depending on experience

ESSENTIAL DUTIES:

- Welcomes the public enthusiastically, getting to know people individually and helping them find the membership plan, programs, and resources that meet their needs
- Provides ongoing guidance and supervision to Senior Center volunteers and facilitators, making sure they have needed resources and information.
- Leads and teaches volunteers on administrative processes such as new member enrollment, check-in, and payments.
- Responds to client questions in person, by email, and by phone. Graciously providing information and patiently addressing their concerns. Escalates complaints and suggestions to Program Director when needed
- Assists with Membership retention efforts. Contacts members who are due for renewal or who may have a particular interest in an upcoming class or event
- Follows established procedures to ensure the Senior Center is safe and comfortable for visitors and workers
- Unlocks and locks all doors daily, maintaining security of keys and codes.
- Ensures furniture and equipment is set up for classes and events then stored properly afterward
- Continually assesses facility cleanliness, coordinating with cleaning service, and cleans/organizes where needed on a daily basis
- Proactively assesses systems and facility, making regular recommendations for improvements, with particular attention to client safety, risk management, and quality improvement.

- Assists Program Director with facility tours, rental agreements, and day-of-event coordination
- Identifies supply needs and prepares orders
- Documents facility issues and steps taken to remedy them
- Other related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Outstanding customer service and interpersonal skills, experience with building client relationships.
- Solid administrative and computing skills and ability to work quickly and accurately in email, database, word processing and spreadsheet programs
- Ability to direct volunteers in a supportive manner, ensuring they complete their duties effectively and have a positive experience
- Ability to stay focused and calm in a busy environment with constant interruptions
- Ability to address complaints in an open and caring manner, responding with empathy and solutions, following up or escalating when needed
- Assertiveness to uphold rules of behavior and maintain a safe environment for clients
- Ability to solve problems independently when possible and engage supervisors when needed
- Basic maintenance skills such as cleaning, changing light bulbs, taking out trash and recycling, removing snow, plunging toilets, changing air filters, touching up paint, testing the fire alarm.(Experience with basic carpentry, plumbing or electrical is a plus but not required)

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required.

- Strong computer skills and working knowledge of Word, Excel, Outlook.
- Strong written and verbal communication skills in English required (Spanish or ASL would be a plus)
- Outgoing with strong leadership, organizational, and communication skills.
- Efficient, resourceful and self-directed
- Ability to lift and carry 30 pounds and climb a ladder.
- Ability to sit and use a computer for long periods of time
- Genuine interest in supporting the wellbeing and happiness of older adults (experience working with seniors preferred)

Gold Country Senior Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, political affiliation, marital or parental status, or any other characteristic protected by federal, state or local laws.

Gold Country Senior Services (GCSS) strives to provide a safe environment for clients, participants, volunteers and employees. To support this environment and comply with applicable laws and regulations, GCSS conducts background checks. The type of background check conducted may vary by position and can include, but is not limited to, personal references, criminal history, and sex offender registry.