

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Program Assistant*
Department: *Development Services - Senior Center*
Reports to: *Senior Services Administrator*
Status: *Non-exempt /Non-union*

Job Summary:

Assist with planning, administration, coordination and facilitation of Senior Center activities, including acting as Passport Acceptance Agent, assisting with travel program and recruitment and training of volunteers to maximize the quality and capacity of the Senior Center programs.

Essential Job Functions:

1. Arrange for scheduling, payment, transportation, admissions and accommodations for trips and special events.
2. Provide planning and program support.
3. Coordinate administrative functions such as facilitating programs, handling and accounting daily money. Provide administrative support for special events.
4. Assist the Program Coordinator to plan and implement the Center travel program
5. Research and develop a list of volunteer recruiting opportunities.
6. Recruit, train and coordinate volunteers for Senior Center programs. Assist with assessing skills, training and assigning volunteers in specific positions.
7. With other Senior Services staff, ensure building safety, organization and cleanliness.
8. Provide office support by helping to maintain records, membership lists, correspondence, filing and copying. Provide billing support and special mailings. Develop materials for marketing and public education. Provide assistance with Senior Center communications. Provide suggestions for policy and procedure manual revision. Create computerized forms if needed. Provide other general office duties as necessary.
9. Coordinate, maintain essential records, complete inspections and complete duties as a Passport Acceptance Agent.
10. Provide assistance at Center events requiring staff participation and support as needed.
11. Establish and maintain effective working relationships with volunteers, co-workers, supervisors, Center visitors/clients and various community groups and committees, and the general public in a courteous and helpful manner sometimes in stressful situations.
12. Assist both the Senior Services Administrator and Program Coordinator as needed.

Associated Job Functions:

1. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Excellent communication skills.
- Excellent planning and organization skills.
- Basic math skills and attention to detail to perform billing functions.
- Ability to work independently as well as part of a team.
- Ability to communicate both orally and in writing and to maintain confidentiality.
- Knowledge of business English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to establish and maintain effective working relationships with volunteers, co-workers, supervisors, Center visitors/clients and various community groups and committees.
- Ability to maintain a balanced perspective and personal boundaries, notwithstanding exposure to difficult clients, visitors or client family members.
- Ability to utilize standard office equipment, telephone system, computer and associated software, activity and exercise equipment and first aid supplies.
- Ability to interact well with frail or disabled clients and other older adults.
- Flexibility to change daily program schedule depending upon Center needs.

Working Environment and Physical Demands:

Work is performed primarily indoors in the office or program area. Some outdoor client activity such as walking and assisting clients may be required as may travel to other locations to perform errands. Work requires normal visual and hearing acuity, standing and walking for extended periods of time, as well as an ability to move items up to 20 pounds.

Experience and Training Requirements:

- High School Diploma or GED Equivalent
- U.S. citizen or a U.S. non-citizen national (requirement to become a Passport Acceptance Agent)
- Office experience including handling correspondence, creating forms and brochures, utilizing a database for billing and light bookkeeping, *and*
- A minimum of one (1) year administrative and organizational experience.
- Preference with work in organizing programs, classes or event planning and coordinating volunteers.
- Must obtain Passport Agent Certification within three months of hire, and maintain annual certification as a Passport Acceptance Agent.
- Good keyboard skills and ability to operate a personal computer and associated software such as MS Office.
- Must have an ability and/or desire to work with the frail or impaired elderly and adult population and their families.
- Must pass Washington Child and Adult Abuse background check prior to hire.
- Must pass a complete background check including criminal records check to be bonded for cash handling.
- Must have or obtain CPR and First Aid Certification as well as Food Handler's Permit.
- Valid Washington State Driver's License and a good driving record. Must pass driving record check.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: May 05 SR SVS/HR
Revised: HR 6/10, HR 7/13, SrCtr/HR 1/14, HR 9/15 SrCtr/HR 4/16

FLSA: Non-exempt
Salary Range: ---

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.