

## **CITY OF OAK HARBOR**

### **JOB DESCRIPTION**

---

**Job Title:** *Senior Services Administrator*  
**Department:** *Development Services - Senior Services*  
**Reports to:** *Development Services Director*  
**Status:** *Exempt /Non-union*

**Job Summary:**

Functions as a general manager of Senior Services and is responsible for overall management and leadership for client and community services, outreach and promotion activities, supervision of employees/volunteers, and fundraising. Duties also include capital improvement plans, budgets, regulatory compliance, intergovernmental and other relations, and management team responsibilities. Oversee planning, administration, coordination and facilitation of Senior Center activities and recruitment of volunteers into positions to strengthen programs and provide additional capability for delivery of service to senior Oak Harbor residents. Provide office assistance, program support and coordinate volunteer services as needed to provide premier community and customer services.

**Essential Job Functions:**

1. Develop plans and programs to enhance customer and community services, major projects and other initiatives.
2. Attend City Council meetings when appropriate/requested by Development Services Director to provide communications regarding Senior Center management, services, special events and other matters. Also prepare agenda bills and appropriate communications.
3. Coordinate senior services activities with the Advisory Board on matters such as long range planning and policies, and make recommendations to Mayor, Council, City Administrator and Development Services on budgets, program plans and policies. Also interacts with Senior Center Foundation on fundraising and development.
4. Direct and supervise Travel and Program Coordinators. Also recruit, hire, train and direct several dozen volunteer workers supporting Senior Services events, programs and services.
5. Coordinate, prepare and monitor the budget for the Center and program areas.
6. Identify and implement fundraising sources and activities; promote, receive and respond to community donations, including memorials, research and prepare grant applications if/when appropriate.
7. Ensure that proper cash handling procedures are carried out by staff and volunteers on a daily basis.
8. Fulfill responsibilities of bingo site manager (supervision, training, recordkeeping, reporting) as set by Washington State Gambling Commission for OH Senior Center Foundation. Ensure for successful completion of inspections of gambling operations performed by Gambling Commission representatives.
9. Fulfill responsibilities of Passport Acceptance Office manager (supervision, training, testing, recordkeeping, reporting, processing of applications) as set by Secretary of State Passport Agency guidelines. Ensure for successful completion of inspections of passport processing operations performed by State Department representatives.
10. Coordinate with representatives of State, Federal and community regulatory agencies and maintain administrative policies, procedures and practices.
11. Investigate and respond to complaints and/or questions regarding the Center and program areas and initiate action to resolve problems and concerns.
12. Coordinate and provide liaison with Senior Services of Island County and other health care, medical, social service, adult education, clinics and senior support organizations. Serve in an advisory and/or leadership capacity to committees, task forces and community groups. Coordinate and network with a variety of community and government agencies or groups.
13. Review budget reports on Center operations and services including contract services, grant and fundraising, and take appropriate actions to maintain financial goals and objectives.
14. Direct and respond to emergency situations associated with Center programs and/or services provided in support older adults.
15. Provide direction for program volunteers and community service workers in cooperation with the Program Coordinator.
16. Directing/working with other Senior Services staff, ensure building safety, organization and cleanliness.
17. Assist with the assessing skills, training and assigning volunteers in specific positions.
18. Ensure for proper maintenance/storage of records, membership lists, correspondence, passport/gambling reports and any other Center program associated paperwork.

19. Establish and maintain effective working relationships with volunteers, co-workers, supervisors, other City employees, Center visitors/clients and various community groups and committees, and the general public in a courteous and helpful manner sometimes in stressful situations.

**Associated Job Functions:**

1. Attend various senior community and social service conferences/seminars to keep current on new trends in fundraising and senior services.
2. Perform special projects and studies as assigned by the Development Services Director, City Administrator and/or Mayor.

**Performance Requirements (Knowledge, Skills and Abilities):**

- Knowledge of the principles, practices and philosophy of senior social services and of community resources regarding these services.
- Knowledge of the principles, practices and philosophy of management practices and ability to develop new techniques, programs and concepts for customer and community services.
- Knowledge of public administration, fundraising, grant preparation, budgeting, accounting and reporting.
- Knowledge of up-to-date recreational, social and instructional planning, programs and administration.
- Ability to lead and supervise employees and volunteers in a manner conducive to efficient and effective work performance and positive morale.
- Ability to communicate effectively orally and in writing, and to make presentations to groups of various sizes.
- Ability to establish and maintain effective working relationships with staff, volunteers, participants, City officials, the media, various committees, groups and agencies and fundraising sources to provide premier customer service.
- Ability to maintain a balanced perspective, notwithstanding exposure to aging, grief and loss.
- Ability to utilize a personal computer and associated software/ standard office equipment, kitchen equipment and appliances; audio-visual equipment; fire alarm system; and small hand tools.
- Ability to interact well with frail or disabled clients and other older adults.
- Flexibility to change daily program schedule depending upon Center/program needs.

**Working Environment and Physical Demands:**

Work is routinely performed in or around the Senior Center office or program areas. Requires normal visual and hearing acuity, manual dexterity, ability to stand and walk throughout facilities for extended periods of time, and to move equipment and furniture not to exceed 50 lbs. The position responds to after-hours situations and emergencies on an on-call basis. Attendance at council or other evening meetings may be required.

**Experience and Training Requirements:**

- Requires a Bachelor's Degree in an appropriate discipline, *and*
- At least five (5) years of experience managing programs and activities of a similar agency, including budget management, fundraising activities and supervision of staff and volunteers.
- Must have or obtain, within six (6) months of hire, a CPR/Defibrillator and First Air Certification, as well as a Food Handler's Permit.
- Complete initial qualification and maintain annual certification as a Passport Acceptance Agent within three (3) months of hire.
- Complete Washington Gambling Commission screening and acceptance as a registered gambling site manager within three (3) months of hire. A minimum of one (1) year administrative and organizational experience.
- Must pass background check prior to hire.
- Valid Washington State Driver's License and a good driving record. Must pass driver's record check.
- Must pass pre-employment drug screening prior to hire.

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

---

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.