



Position Description

<b>Job Title</b>	Front Desk/Activity Assistant
<b>Department</b>	Senior Center
<b>Employment Status</b>	Part time
<b>Exempt/Non Exempt Status</b>	Nonexempt

**Scope of Work**

This position provides administrative and activity support to the Senior Center, and provides general customer service functions to the public.

**Supervision**

<b>Received</b>	Senior Center Coordinator
<b>Exercised</b>	None

**Essential Job Functions** The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- Serves as the initial contact with the senior center members; answers telephones and emails; provides information and routes calls.
- Uses activenet to take memberships and registrations for trips/programs.
- Performs administrative and clerical functions for the Department; develops daily and monthly schedules; assists with development and reproduction of program schedules
- Performs certain accounting functions; provides receipts for program monies received.
- Provides outreach and promotes department programs to the community through social media and other forms of promotion.
- Assist with senior center events and programs; may be asked to assist with wellness activities as well.
- Provides effective and efficient customer services and promotes and maintains responsive community relations.

## Other Job Functions

- Performs related duties as assigned.

## Requirements of Work

Graduation from high school or GED equivalent and at least 1 year of additional training in general office procedures preferred

### Knowledge of

- Senior Center programs, policies and procedures.
- The use of general office equipment including computers and relevant software.
- Business English (spelling, grammar, punctuation and tone).

### Ability to

- Perform basic math and accounting functions.
- Understand and follow instructions.
- Multitask and prioritize workload.
- Work independently with minimal supervision.
- Establish and maintain effective working relationships with supervisors, coworkers and the general public.

### Skill in

- Oral and written communications.
- Customer service.

## Necessary Special Requirements

Valid Wisconsin driver's license; ability to pass a criminal and financial background check; Certified CPR and First Aid.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to climb, kneel, crouch, bend or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.