



Senior Center of Elk Grove Job Description – Front Desk Assistant

Under the direction of the Executive Director of the Senior Center of Elk Grove, (herein after referred to as the “Center”), the Front Desk Assistant shall have the following qualifications and duties:

Qualifications:

- One years’ experience working in a fast paced customer environment.
- This position is an At-Will position, with a 40 hour work week and a 90 day probationary period. Upon successful completion of the probationary period the employee will be considered a permanent employee. Benefits will be available upon successful completion of the probationary period.
- Ability to effectively operate office equipment, computers, email and basic software applications and proficient with or able to learn Microsoft Office software or such other similar software as may be used by the Senior Center.
- The ability to manage cash, credit cards and checks.

Work Environment

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties of this position.

While performing the duties of this position, the employee may occasionally be exposed to outside weather conditions. The noise level is usually moderate. Visual light in rooms may vary from bright to moderately dark. The ability to stand and/or sit for extended periods; bend, twist, walk and lift up to 50 pounds or push/pull equipment up to 100 pounds.

Critical Thinking Skills

Must be able to identify and implement solutions to problems as they arise.

Planning Skills

Must be able to plan, based on available or needed resources to conduct the scope of work for Center projects.

Organizational Skills

Must be able to organize the resources necessary to complete and support all specific Center goals and activities.

Teamwork

Must be able to develop and maintain constructive working relationships within and outside the Center by influencing others through persuasion or personal example and foster a team driven environment.

Customer Service

Must demonstrate excellent customer service while assisting members, co-workers, Board of Directors, visitors, City of Elk Grove employees and the public using principles of good customer service, as well as proper concern for problems and issues.

Effectively respond to the needs of volunteers, Senior Center members and non-members, while maintaining honesty and integrity, both inside and outside the Senior Center and effectively respond to their needs and/or problems.

Communication Skills

Must be able to communicate in English clearly, tactfully and effectively with individuals, families, groups, City, County and State officials, grantors and the Board of Directors verbally or in writing. Must have English language skills, including the ability to communicate clearly and concisely, both orally and in writing. Must be able to write clear, concise, grammatically correct memos, letters and reports. Allows others to state their opinions and views; and can clearly state an understanding of what has been discussed through feedback. Establishes and maintains an effective method of communication with seniors and their families. Must be able to effectively present information and respond to questions from seniors, their families, grantors, the general public and Board of Directors.

Action Oriented

Must be an initiative-taker, have the ability to resolve any issues that may arise during the daily operations of the Center and undertake the appropriate course of action based on observation of individual and specific circumstances.

Fingerprinting

Any offer of employment is conditional upon submission of completed fingerprint screening and a satisfactory background check.

Certifications

Certification in First Aid, Automated External Defibrillator (AED) and Cardiopulmonary Resuscitation(CPR) required within 90 days of employment paid for by the Center.

Other

Occasional nights, weekends and holidays may be needed for programming and fundraising opportunities.

Possession of a valid California Class C driver's license is not required for this position; however, if an employee possesses a valid license, he/she may be required to provide a Certificate of Automotive Insurance for Personal Liability.

Minimum Qualifications, Training and Experience:

- Any combination equivalent to education and experience likely to provide the required knowledge and abilities that are qualifying or High School diploma or equivalency.
- At time of hire must be 18 years of age or older.
- English language skills, including the ability to communicate clearly and concisely, both orally and in writing.
- Ability to communicate in person, during meetings and by phone.
- Ability to perform basic calculations using electronic methods.

- Ability to deal with difficult or stressful situations in a calm and professional manner.

Essential Duties and Responsible for:

- Greet all members and visitors with a smile and positive demeanor.
- Assist in the implementation of programs to meet the recreational and social needs of seniors.
- Effective communication with members, their families, the public and other staff members.
- Assist in front desk operations including answering telephones, class check in, payment processing, clerical work such as photocopying, filing, data entry of new memberships, fitness program entry and giving tours of the facility to potential members.
- Assist members and potential members at the front desk with enrollment, check-in for activities, payment processing and point-of-sale transactions.
- Answer telephones, providing information to callers.
- Monitor and respond to emails sent to the Senior Center's general information email address.
- Processes orders and payments in Square.
- Coordinate in the design, printing and distribution of activity-specific informational, outreach and marketing materials, such as promotional flyers, brochures and newsletters.
- Assist with website updates and social media updates.
- Assist in creation of advertisements/fundraising flyers.
- Explain and enforce rules, regulations, procedures and program objectives.
- Accept member complaints, addressing immediately or routing to the proper staff for prompt handling.
- As assigned, open and close facilities as scheduled for use and secure the facility upon leaving.
- Complete and submit required forms and reports.
- Assist with training volunteers, ensuring they provide professional service to both Senior Center members and the public.
- Assist in scheduling volunteer work hours scheduling and supervision under the Activities Director.
- Moving of equipment and furniture to accommodate class needs throughout and at the end of each day.
- As needed perform light cleaning to maintain the facility as clean and safe as possible.
- Cleaning and organizing of breakroom area including restocking of supplies.
- Investigate accidents and incidents and file reports with the Executive Director, contact emergency personnel or law enforcement as deemed necessary.
- Alert medical professionals and/or emergency contacts when there is a medical or care need of a member that needs to be addressed
- Report all suspected senior abuse cases to the Executive Director and to the Department of Health and Human Services as required by the laws governing Mandated Reporters.
- Assist with obtaining in-kind donations for fundraising events.
- Assist in special events and fundraiser participation as directed by the Executive Director or Assistant Director.
- Perform other duties or tasks as assigned or required.
- Support the Executive Director, Assistant Director and Activities Director as directed or needed.