

## **HUMBOLDT SENIOR RESOURCE CENTER**

### **Job Description**

**JOB TITLE:** Senior Service Office Assistant  
**DEPARTMENT:** Nutrition & Activities  
**REPORTS TO:** Nutrition & Activities Manager  
**FLSA STATUS:** Non-Exempt/Hourly  
**APPROVED:** July 2019

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**JOB SUMMARY:** Assists participants of agency activities and supports the Nutrition & Activities Manager and agency team members in providing general assistance concerning the area of senior services and activities.

#### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Assists participants of agency activities by interfacing with the general public regarding activity inquiries.
2. Encourages visiting seniors to attend activities; provides information and tours as appropriate.
3. Sells Dial-A-Ride tickets (DAR), writes receipts for tickets purchased, and maintains relevant databases and weekly DAR deposits.
4. Processes intake and applications for Senior Home Repair (SHR) requests, creates purchase orders, contacts and schedules assignments for Senior Home Repair/Maintenance Worker, and performs follow-up. Prepares month-end SHR paperwork for Nutrition & Activities Manager.
5. Assists with the seasonal firewood sales program, including processing daily deposits.
6. Oversees the "RUOK" program including activating new participants and working with program volunteers.
7. Oversees commodity distribution, ensuring regulations are followed by employees and volunteers.
8. Prepares monthly activity calendar and updates website for activities and menus, as assigned.
9. Distributes daily Activity Logs, posts daily schedules, performs daily counting and logging of activity donations, and processes weekly deposits.
10. Provides general assistance in the Senior Service Office including maintaining various program files, production of a monthly activities brochure, maintaining bulletin boards, room setup and takedown, and handling telephone calls for activities information.
11. Maintains and ensures an organized and efficient workspace.
12. Covers the Greeters Desk as needed, answering questions and guiding individuals to appropriate team members and departments as applicable.
13. Participates in the process of teaching, training, and mentoring student interns, and volunteers working within the program area.
14. Other projects & duties as assigned.

**EDUCATION &/or EXPERIENCE:**

1. High school diploma or GED equivalent required.
2. Up to two (2) years of customer service and/or office experience preferably in a social services or other similar organization working with elderly.

**LICENSES OR CERTIFICATES:**

1. Licenses or certificates are not required for this position.

**PRE-SCREENING REQUIREMENTS:**

1. There are no pre-screening requirements for this position.

**JOB SKILLS:**

1. Customer service skills necessary to work with diverse frail and/or elderly populations. Ability to be sensitive to cultural tendencies and customs.
2. Strong basic computer skills (Microsoft Outlook, Word, Power Point, and Excel).
3. Excellent interpersonal interactions that result in team building and contribute to effective work relationships, successful negotiation, and conflict resolution. Demonstrates effective social interaction with co-workers, management, participants, and community contacts including referral sources.
4. Ability to work independently and within a team and possession of strong organizational and time management skills.
5. Ability to complete duties within an agreed upon time frame and to adjust personal schedule if required, adapting appropriately to changes in priorities and/or workload and incorporating an understanding of detailed requirements into action plans and implementation.
6. Demonstrates sound verbal and written communication skills to convey information effectively.
7. Maintains a positive attitude and balance in relationships with others in complex interpersonal situations. Ability to assist people who are in crisis or under extreme stress, and whose primary language may not be English.
8. Ability to understand and incorporate detailed requirements in work activities. Ability to collect and analyze program data.
9. Ability to use good judgment, resourcefulness, flexibility, and problem-solving skills.
10. Exhibits the ability to complete duties within an agreed upon time frame and to adjust personal schedule if required.

**SUPERVISORY REQUIREMENTS:**

1. This position has no Supervisory requirements.

**PHYSICAL REQUIREMENTS:**

1. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.
2. Physical ability to setup and takedown tables and chairs as needed for various events.

**ANALYSIS OF PHYSICAL DEMANDS:**

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<b>Lifting/Carrying</b>						<b>Twisting/Turning</b>					
Under 10 lbs.				X		Reach over shoulder			X		
11-20 lbs.			X			Reach over head			X		
21-50 lbs.			X			Reach outward				X	
51-100 lbs.	X					Climb		X			
Over 100 lbs.	X					Crawl	X				
						Kneel		X			
<b>Pushing/Pulling</b>						Squat		X			
Under 10 lbs.				X		Sit				X	
11-20 lbs.			X			Walk-Normal Surfaces				X	
21-50 lbs.			X			Walk-Uneven Surfaces				X	
51-100 lbs.		X				Walk-Slippery Surfaces		X			
Over 100 lbs.	X					Stand				X	
<b>Other</b>						<b>Driving</b>					
Keyboard/Ten Key				X		Automatic Trans	X				
Fingering (Fine dexterity)				X		Standard Trans	X				
Handling (grasping, holding)				X							
Repetitive Motion-Hands				X							
Repetitive Motion-Feet				X							

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

*The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.*

*The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.*

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Employee Signature

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Date