

HOLLISTON COUNCIL ON AGING  
HOLLISTON, MASSACHUSETTS

Job Description: Assistant Director, Holliston Senior Center

Supervision

The Assistant Director is responsible to the Director of the Senior Center, and through the Director to the Town Administrator and Select Board. The Assistant Director supervises designated program staff, instructors, contractors, and volunteers.

Job Responsibilities

The Assistant Director is responsible for various program and administrative tasks, including program management, My Senior Center database software and other records, the nutrition/lunch program, newsletter preparation, general administration and assisting the Director and other staff as directed. In the absence of the Director, the Assistant Director will act in her/his place.

Task Descriptions

Tasks expected of the Assistant Director include, but are not limited to the following:

Programs:

Management of regular and special programs for health, safety, education, cultural growth and self-enrichment, including instructor engagement, training, and management. Maintains class schedules and monitors and insures appropriate instructional supplies are available. Manages and maintains program data, including participant waiver forms.

Manages program income/expenses and prepares reports; processes program cash processing and report preparation.

Maintains special event program lists

Volunteer Management:

Recruits, trains and instructs volunteers for various positions (receptionist, lunch volunteers, etc.)

Maintains volunteer schedule and hours, phone numbers and addresses and email addresses for Volunteers. Maintains volunteer data forms and files. Maintains Volunteer Manual.

Schedules and coordinates receptionist and lunch volunteers on a monthly basis

Recruits and coordinates volunteers for large events

Data Management and Communication:

Manages and maintains My Senior Center software and database. Produces bi-monthly newsletters. Maintains program calendar and schedules all programs in software system. Assists new members with registration, key cards and instruction on usage. Develops statistics and completes month-end and year-end reports. Tracks program attendees and prepares activity reports.

## Page 2 – Program Coordinator

- Maintains software and updates for the TV bulletin board.

- Maintains, with other staff, Center google calendar.

- Manages the automatic robo-call program in MSC (allowing the Center to preform large volume phone call alerts or schedule automatic phone calls by program). Notifies participants of any class time change/cancellation.

- Assists the Director with preparation of regular and special reports as necessary.

### Nutrition Program:

- Manages weekly nutrition/lunch program, including communication with catering contractor and management of kitchen volunteers. Assists with kitchen management as necessary.

- Prepares and publishes weekly lunch menus

- Collects and processes all monies and prepares monthly reports.

### Special Events:

- Assists with coordinating and managing special events, including My Senior Center sign up lists and participant donations.

- Creates volunteer lists and schedules for special events.

### Facilities/Rentals:

- Assists Director with facilities management as necessary.

- Maintains rental forms; collects and processes all rental monies.

### Community Outreach:

- Maintains personal correspondence files for Center. Updates local cable television and Facebook page.

- Updates Town website as directed.

- Writes/distributes media articles to news outlets.

- Maintains senior discount program with BJ's and creates letters as required.

### Office Administration:

- Orders and tracks office/kitchen supplies.

- Maintains office supplies; orders and tracks supply orders.

- Maintains copy machine/equipment; schedules repairs as needed.

### Center Day Trips:

- Creates and maintains lists of attendees.

- Coordinates and schedules tours and transportation with travel agents.

- Maintains all necessary trip forms.

- Organizes and advertises trips.

- Collects and processes all money from attendees; assists Director with payments to trip vendors.

Other/General:

Oversees all Center operations in absence of Director including but not limited to: payroll, processing invoices, and all building operations.

Opens/closes building as scheduled.

Performs other position-related duties, as assigned.

Requirements and Qualifications

Requires a High School Diploma/G.E.D. (college degree highly desirable) and 5 years of job-related experience or any equivalent combination of education and experience. Requires computer literacy in office software (word processing, publisher, and spreadsheets), and the ability to work independently and foster a warm and welcoming environment for seniors and those working with seniors. Knowledge of Myseniorcenter system strongly desired. Must be serve safe certified or be willing to become so.

Compensation

The Assistant Director is a full time contracted hourly-paid employee of the Town of Holliston, currently classified as Grade 400 in the town personnel classification. The standard work schedule is 37.5 hours per week (full time). The position is eligible for all Town benefits for full time employees.