Senior Services Coordinator

Job Profile

Job Code : Not Indicated	**Job Group :** Not Indicated
Job Grade : Not Indicated	**Job Family :** Not Indicated
Department Name For This Position : Parks	**Position Reports To :** Senior Center Superintendent
Physical Location For This Position : Bishop Park	**This Position Is :** Non Exempt
This position is safety sensitive : No	**Security Sensitive :** No

GENERAL DESCRIPTION OF POSITION

Under general supervision, develops, coordinates, implements, schedules, and evaluates senior adult programs, activities, and services; and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Secures instructors, vendors, promoters, and community resources and ensures they have required credentials/documentation/insurance; evaluates programs for effectiveness and participation levels; provides information for department brochure; ensures programming locations and instructors are scheduled and any related equipment and/or supplies are available and ready for use.

Coordinates, schedules, and evaluates the work of volunteers and contract instructors; ensures staff, volunteers and contract instructors adhere to policies and procedures for efficient and safe operations.

Assists in the oversight and coordination of facility/amenity rentals; conducts inspections of facilities to identify safety, security, and maintenance issues.

Provides customer service to patrons and resolves issues as required.

Reconciles cash Drawers.

Works with community groups, partners, sponsors, and outside organizations or entities including the Senior Council and other committees.

Organizes and oversees the delivery of social and community services resources and information.

Assists in the grant application and funding process; administers grant funds and prepares associated reports.

SUPERVISORY RESPONSIBILITIES

RESPONSIBILITIES FOR WORK OF OTHERS

Supervises a SMALL GROUP (1-3) of employees in the SAME or LOWER CLASSIFICATION. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

RESPONSIBILITY FOR FUNDS, EQUIPMENT, PROPERTY, ETC.

Same as Degree 4, but loss would range from $150,000 to $1,000,000.

What departments (if any) are supervised by this position? : none

EDUCATION AND EXPERIENCE

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Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college.

EXPERIENCE GENERAL

12 to 18 months related experience and/or training.

EXPERIENCE MANAGEMENT

1 to 6 months related management experience.

WORK SKILLS

ANALYTICAL ABILITY/ PROBLEM SOLVING

DIRECTED. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

PLANNING

CONSIDERABLE RESPONSIBILITY with regard to GENERAL ASSIGNMENTS in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing BASICALLY THE SAME TYPE OF WORK.

DECISION MAKING

Performs work operations which permit FREQUENT opportunity for decision-making of MINOR IMPORTANCE and also FREQUENT opportunity for decision-making of MAJOR IMPORTANCE; the latter of which would affect the work operations of OTHER EMPLOYEES and/or CLIENTELE to a MODERATE DEGREE.

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee PLANS AND ARRANGES OWN WORK, referring only UNUSUAL CASES TO SUPERVISOR.

ACCURACY

Probable errors of INTERNAL and EXTERNAL scope would have a MODERATE effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to use common sense understanding in order to carry out simple multi-step instructions. Ability to deal with standardized situations with limited variables.

MENTAL DEMAND

CLOSE MENTAL DEMAND. Operations requiring CLOSE AND CONTINUOUS ATTENTION for control of operations. OPERATIONS REQUIRING INTERMITTENT DIRECT THINKING to determine or select the most applicable way of HANDLING SITUATIONS regarding the organization's administration and operations; also, to determine or select material and equipment where highly variable sequences are involved.

COMMUNICATION SKILLS

- Ability to read a limited number of words and recognize similarities and differences between words and between series of numbers; Ability to write and speak simple sentences as a means for basic communication.
- Ability to read and understand simple instructions, short correspondence, notes, letters and memos; Ability to write simple correspondence.
- Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.
- Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.
- Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.
- Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

ACCOUNTABILITES

FREEDOM TO ACT

GENERALLY CONTROLLED. General processes covered by established policies and

standards with supervisory oversight.

ANNUAL MONETARY IMPACT

VERY SMALL: Job creates a monetary impact for the organization up to an annual level of $100,000.

IMPACT OF JOB ON END RESULTS

MODEST IMPACT. Job has some impact on the organization's end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

CERTIFICATES, LICENSES, REGISTRATIONS REQUIRED

Valid Arkansas driver's license

CERTIFICATES, LICENSES, REGISTRATIONS PREFERRED

Aging services experience preferred

CONTACTS WITH PUBLIC AND EMPLOYEES

CONTACTS WITH PUBLIC

REGULAR CONTACTS with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a LIMITED type of problem for the organization.

CONTACTS WITH EMPLOYEES

Contacts OCCASIONALLY with others beyond immediate associates, but generally of a ROUTINE NATURE. May obtain, present or discuss data, but only as it pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

REGULAR USE OF COMPLEX machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/CDL, etc.)

SOFTWARE SKILLS REQUIRED

- Alphanumeric Data Entry: Intermediate

- Contact Management: Intermediate
- Database: Intermediate
- Human Resources Systems: Intermediate
- Payroll Systems: Intermediate
- Presentation/PowerPoint: Intermediate
- Programming Languages: Intermediate
- Spreadsheet: Intermediate
- Word Processing/Typing: Intermediate
- Other: Intermediate
- Accounting: Intermediate
- 10-Key : Intermediate

PHYSICAL DEMANDS

PHYSICAL ACTIVITIES

- Stand: Regularly
- Walk: Regularly
- Sit: Regularly
- Use hands to finger, handle, or feel: Regularly
- Reach with hands and arms: Regularly
- Climb or balance: Regularly
- Stoop, kneel, crouch, or crawl: Regularly
- Talk or hear: Regularly
- Taste or smell: Regularly

WEIGHT LIFTED

- Up to 10 pounds: Regularly
- Up to 25 pounds: Regularly
- Up to 50 pounds: Occasionally
- Up to 100 pounds: Never
- More than 100 pounds: Never

VISION REQUIREMENTS

- Close vision (use of a computer, equipment, or any other work duties that require clear vision within two feet or less).
- Distance vision (driving vehicles or equipment; work duties such as surveying that requires clear vision at twenty feet or more).

PHYSICAL DEMAND

SEMI-REPETITIVE, LOW PHYSICAL: SEMI-REPETITIVE type work which requires PERIODS OF CONCENTRATION FOR VARIED TIME CYCLES as prescribed by the tasks.

WORK ENVIRONMENT

ENVIRONMENTAL CONDITIONS

- Work near moving mechanical parts (spinning shafts, engines, lifts, etc.): Never
- Work in high, precarious places (tall structures, bucket lifts, extension ladders, etc.): Never
- Fumes or airborne particles (painting, sanding, solvents, flying lint or dust particles, etc.): Never
- Toxic or caustic chemicals (including potential for chemical spills, etc.): Never
- Outdoor weather conditions (exposure to outdoor heat, cold or inclement weather): Never
- Wet or humid conditions (not weather-related, such as greenhouse, carwash, etc.): Never
- Extreme cold (not weather-related, such as freezer, cold storage, etc.): Never
- Extreme heat (not weather-related, such as furnace, kitchen, ovens, etc. where temperature is regularly above 100 degrees F): Never
- Risk of electrical shock (live electrical wires, equipment that retains power after shutoff): Never
- Work with explosives (TNT, dynamite, nitroglycerine, or other related explosives): Never
- Risk of radiation (x-ray equipment, nuclear radiation, electromagnetic radiation, etc.): Never
- Vibration (jackhammer, soil compactor, equipment that creates high vibration, etc.): Never

LEVEL OF NOISE

Moderate (business office with computers/printers, light traffic, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ADDITIONAL INFORMATION

Not Indicated

Completed by: Charlotte Rue

Completed date: Thu May 07 2026 20:24:05 GMT+0000 (Coordinated Universal Time)