

WHATCOM COUNTY COUNCIL ON AGING JOB DESCRIPTION

POSITION: Program Concierge

AREA OF ASSIGNMENT: Bellingham Senior Activity Center (BSAC)

REPORTS TO: BSAC Director

SCHEDULE: Approx. 20 hours per week

M/W every other Friday 7:30-4:00pm OR

T/Th every other Friday 7:30-4:00pm

STARTING WAGE: \$16.00 per hour

PROBATIONARY PERIOD: 3 months

SUMMARY:

The Senior Center Program Concierge will have primary responsibility for creating a welcoming and energetic environment for our members and guests. They will lead a team of volunteers to assist with all customer service, administrative and operational functions of our senior center. The ideal candidate thrives in a highly social and busy community setting and is committed to working with older adults to improve their quality of life.

ESSENTIAL JOB DUTIES

Customer Service

- Interface daily with members providing excellent customer service, fielding questions, and responding to member needs
- Connect members with our programs and each other
- Establish relationships with members, program leaders and volunteers
- Interface with and assist in the coordination of volunteers and instructors daily
- Welcome and orient new members
- Ensure phone calls are answered and messages taken in a professional and pleasant manner
- Provide information about other senior service programs in the community

Volunteer Coordination & Support

- Answer general inquiries pertaining to volunteer opportunities
- Train and lead welcome desk volunteers
- Assist with on-going check-ins, trainings, and meetings for volunteer groups

Operations

- Help facilitate day-to-day operations of our senior center and ensure they are conducted in accordance with our high-performance standards
- Assist with room set-ups including moving tables and chairs
- Assist with room scheduling and group schedules
- Update communication methods to convey the vast array of programming and service offerings
- Work with Program Coordinator to edit and produce monthly bulletin
- Plan for the efficient use and care of the center, its equipment, and supplies
- Maintain awareness of safety factors and regulations that promote a safe, comfortable, and attractive environment for participants
- Collaborate with staff from a variety of departments and disciplines

Administration

- Maintain and input accurate information and data in appropriate databases about members, schedules and volunteers for tracking and program evaluation
- Collect, document, and disperse member feedback from a variety of sources to improve programming and service offerings
- Balance/reconcile cash drawer and daily receipts

MINIMUM QUALIFICATIONS & EXPERIENCE

The person should be friendly, detail-oriented, resourceful and be able to multi-task in a fast-paced environment. As part of a collaborative team, the person must be able to communicate effectively with a variety of stakeholders and be a team-player.

- Experience working in customer facing office or retail setting preferred
- Experience working with and supervising volunteers preferred

SKILLS AND KNOWLEDGE

- Strong interpersonal skills and the ability to work with individuals from a variety of occupational, educational and emotional backgrounds using courtesy, tact, and sensitivity
- Excellent customer service, organizational and administrative skills
- Good oral and written communication skills
- Confident working with volunteers
- Knowledge of basic office and reception procedures, data entry and cash handling
- Ability to maintain databases and tracking systems
- Proficient in Microsoft Office
- Basic first aid and CPR required within first 60 days of hire

WORKING CONDITIONS

The Senior Center Program Assistant must be willing and able to work a non-traditional, fast paced, part time schedule to serve the needs of our clients.

- Works closely with volunteers, members and staff to assure smooth functioning of program.
- Works in a recreational facility with high traffic volume both in-person and on the phone.
- May be required to work some evenings and weekends with prior notice.
- Sits or stands for long periods of time. May occasionally lift and carry items weighing up to 25lbs.
- Uses appropriate safety equipment and follows established work safety policies and procedures.

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak periods or otherwise to balance the workload.

It is the policy of the Whatcom County Council on Aging to not discriminate in services and employment. The Council on Aging complies with Section 504 of the Rehabilitation Act of 1973 and Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.