



GRAND TRAVERSE COUNTY, MI Senior Center Program Coordinator JOB DESCRIPTION

Title: Program Coordinator - Senior Center

The Senior Center Program Coordinator is primarily responsible for the development, implementation and maintenance of a vibrant, relevant, robust array of programs and services for older adults in Grand Traverse County. The position requires administrative, supervisory (volunteers) and professional work in a busy, fast paced, distracted work environment.

The Program Coordinator must have both technical office skills and soft, social skills to interact effectively and efficiently.

This position requires a fair amount of flexibility, as it may include evening and weekend hours. This is a hands on position, interacting daily with senior citizens, the business community and the public. This position requires a person with both technical office skills and soft social skills to interact effectively and efficiently with older adult clients, fellow staff, the general public, and board members.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

General Duties:

- Responsible for the development, implementation and coordination of programs to promote wellness, fitness and activities and special events for older adults including but not limited to: travel, fitness/health, social, recreational, inter-generational and educational.
- Responsible for maintaining current programs, activities and events and have the ability to evaluate and determine the effectiveness of each.
- Provides recommendations and implementation of new programs to promote wellness, fitness and active aging. Produce revenues and minimize costs on programs. Responsible for annual events including 90 Over 90, veterans and Holiday events.
- Keeps abreast of trends in programming, travel and speakers. Exhibits creativity in conceiving innovative programs and services within budget constraints. Secures and interacts regularly with instructors and vendors for programs, classes, events and services using County approved procedures.
- Prepares newsletter articles and works with staff on fliers for activities, events and programs. Develops and disseminates appropriate media including social media and the department Facebook page. Develops promotional literature for senior programs and prepare weekly or other news or press releases.
- Work closely with other departments and agencies in relationship to older adults. Maintains current professional relationships and build new ones to promote and expand awareness of the department and County.
- Works closely with other staff on fundraising, sponsorship projects and grant writing.
- Encourage formal or informal activity of seniors at the center.
- Recruit, supervise, train volunteers.
- Coordinates the set up and take down of equipment, purchasing or organizing supplies, and prepares venue for activities and events.
- Maintains confidentiality, especially related to sensitive organizational, customer and other generally private information.
- Provides presentations to other organizations, civic groups and businesses advocating on behalf of the seniors and the department on a regular basis.
- Participates in meetings, events, workshops and/or conferences as appropriate to position.
- Other duties as assigned by the Senior Center Manager and/or designee to ensure quality service to the seniors and the community.



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EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- Four to six years directly related and progressively responsible experience
- College level course work in a related field may substitute for up to one year of experience
- Considerable knowledge of principles used in planning, coordinating and servicing seniors and senior activities
- Ability to develop, coordinate and direct varied activities involved in a community program: Ability to establish and maintain working relationships with employees, supervisor, other agencies, participants, instructors, community leaders, and the general public.
- Ability to communicate effectively orally and in writing, be able to work in a team environment and independently as needed. Must be organized and detail orientated in all components of the job.
- Knowledge of available resources and services for vulnerable adults and/or victims of elder abuse.
- Knowledge of community programs related to older adults.
- Must be knowledgeable in computers, Gmail, google docs and Microsoft office suite.

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid drivers license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist, but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)



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KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge of generally accepted accounting and bookkeeping principles
- Advanced knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving complex problems in order to ensure compliance
- Ability to coordinate, develop, layout and implement clerical procedures and operations
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to explain complex policies and processes in layman's terms
- Ability to facilitate and coordinate meetings effectively and efficiently
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently