

**Job Description: Union Position
Town of Pembroke, Massachusetts**

Position Title

Principal Clerk/Afternoon (early evenings as needed)

19 Hours/Week

Duties and Responsibilities:

- Support Director and Senior Center staff in day-to-day operations
- Main purpose is to coordinate events, volunteers, senior tax work off staff and instructors
- Enter statistics for all seniors turning of age and issue ID cards for them
- Enter all daily activities, seminars, meetings, congregate meals and Meals on Wheels, and volunteer hours for My Senior Center programs
- Set up tables and chairs for workshops, seminars and other activities
- Assist Director and Outreach Coordinator with coordinating and arranging activities at the Senior Center
- Set up and maintain filing system for events and all entertainers/program leaders, volunteers, fuel assistance, senior tax work off employees
- Maintain accurate records for CORI's, Conflict of interest trainings for all employees and volunteers, instructors and senior tax work off employees
- Answer telephone and direct calls if necessary
- Send cards, letters, forms as needed upon request of Director
- Relieve Receptionist and Transportation Coordinator
- Prepare and mail letters and monthly hours pertaining to RSVP on a regular basis
- Log all volunteer hours, train volunteers how to use sign in kiosk and set up their initial training for volunteer position
- Fill in for medical driver and Meals on Wheels driver on an emergency on call basis
- Attend on-site and off-site seminars as needed
- LIHEAP/SSCA (Low Income Home Energy Assistance Program) representative
 - Make appointments, prepare and mail applications for Fuel Assistance for seniors and families
 - Attend yearly training course
 - Fax emergency assistance applications to SSCA
 - File forms securely

General Description:

- Provide support to the Executive Director of COA, staff, and volunteers as needed
- Proficient in Microsoft Office

Job Environment:

Work is performed according to numerous standardized practices, procedures, or general instructions governing the work. Employees are expected to use good judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline. Work consists of a variety of duties.

Reports to:

- Director of COA

Recommended Minimum Qualifications:

- Associate degree in business preferred
- Minimum of two years' experience working with elders

Additional Desirable Qualifications:

- Pleasant personality
- Flexible and able to interact well with others
- Capable of managing multiple projects, often simultaneously
- Familiarity/working knowledge of current office computer software

Skills:

- Proficient in MS
- Communication and customer service skills
- Ability to follow directions and complete assignments
- Interact effectively and perform multiple tasks despite interruptions
- Kind and compassionate personality

Special Requirements

- Possess telephone courtesy and customer service skills
- Strong interpersonal skills and demonstrated customer service ability to deal with a full spectrum of staff and public contacts
- Present a clean, neat and professional appearance

Physical and Mental Requirements:

- Employee works in a moderately loud and busy senior center
- Required to sit, talk, listen/hear, stand, walk, assist frail elders
- Required to lift to 30 lbs.
- Normal vision is required
- Good sense of humor

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.