

SENIOR ADMINISTRATIVE ASSISTANT
COUNCIL ON AGING
JOB DESCRIPTION

Position Purpose:

The purpose of this position is to support all office functions and includes assuming the role of the COA Director when necessary. Some of the tasks specific to the Senior Administrative Assistant COA are to manage the Outreach and Meals on Wheels Programs and to supervise the department's Tax Work-Off Volunteers. FLSA non-exempt.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Works under the direction of the Executive Director, generally establishing own daily work plan and choosing between appropriate courses of action to achieve defined objectives.

Supervision Given: Supervises Meals on Wheels volunteers. Supervises homeowners participating in the Senior/Veteran Tax Work-Off Programs assigned to the department. In the absence of the Executive Director, assumes all necessary duties and responsibilities of the Director under the supervision of the COA Board.

Job Environment:

Work is performed under typical office conditions; duties are performed with frequent interruptions throughout the day. Work environment is moderately noisy.

Operates computer, printer, calculator, copier, facsimile machine, telephone and other standard office equipment.

Makes frequent contact with senior citizens of the town and with staff from other town departments and service agencies. Contacts are in person, by email, and by telephone and generally consist of an information exchange dialogue.

Has access to department-related confidential information including personal information about citizens in town and of the Council on Aging matters. Employee must maintain confidentiality.

Errors could result in delay or loss of department services and poor public relations.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Performs office tasks and duties for the Council on Aging; answering the phones in the office and for transportation; greets and processes walk-in client's needs; assists with tracking all RSVPs and schedules appointments; prepares monthly scheduling binder and staff time sheets; maintains records, such as bus maintenance reports; screens mail delivered by USPS.

Coordinates and schedules outreach, which may include home visits, on a regular basis to assess changing needs and eligibility of at-risk members of the town's senior population. Situations creating the need for support include evictions, mental/health disability concerns, financial and benefits issues, isolation, hoarding, lack of resources-food, fuel, medication.

Works in collaboration with the Veteran's Agent to assess the needs and eligibility of the more than three hundred veterans in town.

Assists clients with local, state, and federal applications and recertification related to the Ride, NASCAP, SNAP benefits, annual tax filings, the Senior/Veteran Tax Work-Off Program, etc.

Refers clients to local, state, and federal service agencies and organizations both public and private.

When necessary, reports situations of elder abuse, neglect/exploitation, etc. to Adult Protective Services Division and follows-up appropriately.

Provides Notary services in the office setting or in a mutually agreeable setting.

Manages Meals on Wheels Program, which requires assessing candidates through personal observation or referral, communicating with service agency to ensure appropriate service, coordinating changing schedules of clients, making determination about whether a follow-up well-being check is warranted, managing the volunteer/stipend drivers, and submitting the Meals on Wheels payroll monthly.

Coordinates home delivery during holidays when special meals are made available to as many as 30 households of Topsfield seniors by state or federal agencies.

Works with staff from SeniorCare's RSVP Program to recruit, train, match, schedule, etc. volunteers.

Co-coordinates all program development and assists with delivery of activities and events such as Game Day, Painting with Bill Duke, Coffee & Conversation, Tai-Chi classes, weekly luncheons, Lunch 'n Learns, ArtVentures, weekly trips, and special holiday events.

Manages reservations and logistics-making pre-payments when necessary, providing bus drivers with guest lists, directions, parking fees, etc.-for day trips.

Works directly with Friends of the Topsfield Council on Aging to plan events such as the annual holiday party and to encourage support. Serves as fiscal liaison with the Friends of the Topsfield COA to ensure that payments to vendors are made promptly.

Contributes to newsletter production by providing content for newsletter as requested and newspaper assembly by ensuring that all necessary supplies for newsletters are available, by recruiting volunteers to prepare newsletter for distribution, and by arranging for distribution to more than 600 families mostly in Topsfield.

Assists with creation of department's submission for Annual Town Report.

Assists with grant applications, e.g. Formula Grant, Cultural Council Grants.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education with college degree preferred; a minimum of three years of administrative experience; experience working with the public/customer service and particularly senior citizens preferred; or any equivalent combination of education and experience. A valid driver's license and willingness to transport self for job-related purposes. CPR and ServSafe certification preferred. Eagerness to pursue professional development opportunities.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office practices and procedures. Working knowledge of answering phones and communicating with people in a professional and courteous manner. Familiar with needs and habits of seniors who live independently in single family residences or in senior communities.

Ability: Ability to prepare, type, and proofread correspondence and reports as to form and logic flow. Ability to deal with the public, senior citizens, and disabled persons in a courteous and tactful manner. Ability to understand and follow instructions and to take initiative. Ability to organize tasks and handle multiple tasks in a timely manner, amidst constant interruptions. Ability/willingness to alter schedule according to programming demands. Ability to gain working knowledge of local, state and federal agencies that support senior citizens. Ability to maintain confidentiality.

Skill: Excellent customer service and problem-solving skills. Very good computer skills, including Word Suite . Skill and ability in operating standard office equipment. Exceptional communication skills and organizational skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Lifts/moves objects weighing up to 30 pounds, files, and types on a keyboard at a moderate speed. Ability to view computer screens and work with details for extended periods of time. Requires the ability to operate, maneuver and/or control the actions of equipment, and/or materials used in performing essential functions.

(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.)

**Approved 2019
Town Administrator**