



**CITY OF HARLEM
JOB DESCRIPTION**

SENIOR CENTER CLERK

JOB TITLE: Senior Center Clerk
DEPARTMENT: Community Development
SUPERVISOR: Community Services and Events Coordinator
PAY GRADE: 8
CATEGORY: Hourly, 20-22 Hours/Week, Non-Exempt

JOB SUMMARY: This position is responsible for performing administrative tasks, meal preparation, and planning and implementation of activities for the Harlem Senior Center.

MAJOR DUTIES:

- Organize and assist in the preparation, packaging and serving of meals including monitoring the quality of food received through the meals program.
- Helps organize activities at the Senior Center in collaboration with the Community Services and Events Coordinator.
- Collaborate with other service providers to ensure that a variety of activities and information are available to customers.
- Recruit volunteers to welcome and register new customers at the center, and participate in welcoming activities as necessary.
- Perform outreach activities to encourage senior citizens to begin, increase or continue participation in Senior Center activities.
- Ensure that meal reservations are recorded in advance in order to estimate food consumption and to avoid waste.
- Maintain inventories and requisition necessary food, supplies and equipment.
- Prepare dining area for meal service.
- Supervise the collection, counting and deposit of monies.
- Perform general cleaning and maintenance of the Center.
- Enforce Senior Center policies and procedures as well as sanitary and safety regulations.

- Assists with the preparation and filing of reports with the Area Agency on Aging and other regulatory bodies as required.
- Assists in efforts to increase attendance at the Senior Center through various promotional methods, new programs, and partnerships with other organizations.
- Investigate and resolve the concerns, problems and/or complaints of customers.
- Prepare and distribute a monthly calendar of center activities.
- Attend training meetings to maintain awareness of changes, new programs and other information.
- Performs other duties as assigned.

OTHER DUTIES:

- Continually seeks and explores new ideas for improving his/her job functions and responsibilities; communicates ideas to appropriate individuals for review and consideration.
- Uses variety of office equipment including computers, telephones, and copiers.
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks.
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Maintains departmental equipment, supplies and facilities.
- Maintains contact with general public and City officials in the performance of activities.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

- Knowledge of the principles and practices of the methods, procedures and equipment used in food preparation and serving.
- Knowledge of the basic principles of recreational programming.
- Skill in the use of a personal computer and word processing, spreadsheet, presentation and publishing and database software packages.
- Skill in organizing and executing activities, including the ability to enhance existing activities and plan and develop new activities.
- Skill in working with volunteers.
- Skill in public and interpersonal relations.
- Skill in the use of such office equipment as a calculator, copier, fax machine, and telephone.
- Skill in oral and written communication.

- Ability to remain calm in stressful situations.
- Ability to work diplomatically with inside and outside individuals and groups.

SUPERVISORY CONTROLS: The Community Services and Events Coordinator shall assign work in terms of specific assignments, goals and objectives. The work is reviewed through conferences, reports, and observation of activities. The Clerk does not assign work, but will work collaboratively with the supervisor as needed.

GUIDELINES: Guidelines include relevant state and federal laws on food service, various regulatory guidelines, local ordinances, and City policies and procedures.

COMPLEXITY: The work consists of varied activity planning, meal preparation/distribution and Senior Center operation duties.

SCOPE AND EFFECT: The purpose of this position is to provide services for the senior community members.

PERSONAL CONTACTS: Contacts are typically with co-workers, other city employees, Regional Commission and Area Agency on Aging staff, other like organizations, city officials and department heads, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give and exchange information, resolve problems, provide services, and negotiate and settle matters.

PHYSICAL DEMANDS: The work typically includes frequently bending, stooping, and reaching above shoulder level and to occasionally squat, crawl, crouch, kneel, lifting up to 25 lbs. and balance.

WORK ENVIRONMENT: The work is typically performed in an office, although activity related duties and meal service will require work in a kitchen and dining area.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None. The position has no direct or indirect reports.

MINIMUM QUALIFICATIONS:

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Excellent communication skills; a positive attitude; a strong work ethic; a commitment to providing exceptional service to internal and external customers; and a commitment to work in the spirit of cooperation and collaboration.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain a CPR certification.

- Knowledge of sanitation rules and regulations according to the Georgia Food Service Rules & Regulations, 2015 version; ability to obtain ServSafe Certification.

PREFERRED QUALIFICATIONS:

- Three to five years of experience in a similar role.
- Successful track record of organizing senior citizen recreational programs and activities.
- Current ServSafe and CPR Certifications.

ADMINISTRATIVE: This position is not exempt from the provisions of the Fair Labor Standards Act.

The City of Harlem is an EO/AA/ADA Employer

Harlem is committed to complying fully with the Americans with Disabilities Act and to ensure equal opportunity for all qualified persons with disabilities.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this position.

I have read and understand this job description including the minimum qualifications, duties, and responsibilities associated with this position.

Print Name

Signature

Date